

Privacy and confidentiality

Lambeth Living Well Network Alliance partners (see back page) work as a team.

We share information about you with each other and your GP so we can make sure you get the right mental health support.

Personal information is only made available to those directly involved in your care. If you have concerns or want more details, please talk to us.

Concerns, complaints and suggestions

We want everyone to get the right support. Tell us if you have any concerns, complaints or suggestions.

You can also contact PALS, our Patient Advice and Liaison service:

Call: 0800 731 2864 (Option 2)

Email: pals@slam.nhs.uk

Visit: www.slam.nhs.uk/pals

For more information about concerns, complaints or compliments visit **www.slam.nhs.uk/complaints**

Ways to mental wellbeing

Connect.

Talk and listen. Be there. Feel connected.

Be active.

Find an activity you enjoy and make it part of your life.

Learn.

Learning new skills can give you a sense of achievement and improve your confidence.

Give.

The smallest act can count, a smile, a thank you or a kind word.

Be mindful.

Notice your thoughts and feelings, your body, and the world around you.

To find out more visit **www.nhs.uk/wellbeing**

Ask us if you need this information in a different language or format.

Lambeth Living Well Network Alliance is a partnership between: Certitude, Lambeth NHS Clinical Commissioning Group, Lambeth Council, South London and Maudsley NHS Foundation Trust and Thames Reach.



Lambeth Single Point of Access (SPA)

Helping you get the right mental health support first time

t: 0800 090 2456

e: LambethSPA@slam.nhs.uk

www.lambethtogether.net/SPA



Lambeth Single Point of Access helps Lambeth adults aged 18 to 65 get the right mental health support first time.

Contact us if you are worried about your mental health and need more support than your GP can provide.

What do we offer?

We are a team of mental health professionals, support workers and social workers who can help you access:

- one of three Living Well Centres. These offer short and longer term support from our teams of clinicians, social workers, people with lived experience and support workers.
- if appropriate, a team that can visit you if you require mental health crisis support within 24 hours
- other services and community groups who can support you.

Ways to get help from us

You can:

- Visit www.lambethtogether.net/SPA and fill out a form to introduce yourself
- Ask a friend or family member to contact us on your behalf
- Visit your GP and ask them to contact us on your behalf
- Call Lambeth Single Point of Access on **0800 090 2456** (Monday to Friday 9am to 5pm)

What happens next?

After we receive your details, we will phone you to discuss what kind of help you need and to agree a plan.

We will then either:

- contact mental health services on your behalf so you get help quickly, or
- inform you about community services so you can contact them yourself.

Please note we provide support Monday to Friday, 9am to 5pm.

See the next section for information about out of hours support, and what to do in an emergency.

In an emergency

Call **0800 731 2864 (option 1)** to speak to our local NHS mental health crisis line, or visit www.slam.nhs.uk/crisis

Call **111** to speak to the NHS helpline.

Both these services can arrange immediate support if appropriate, such as a referral to the Sanctuary at Mosaic Clubhouse or A&E at your local hospital.

Talking therapy

If you are looking for a talking therapy, please visit

www.slam-iapt.nhs.uk/lambeth or call **0203 228 6747**.

Information and advice

For more information and advice please contact:

Mosaic Clubhouse Information Hub

Walk-in service for Lambeth Residents, 65 Effra Road, Brixton, SW2 1BZ

Call: 020 7924 9657 or email: infohub@mosaic-clubhouse.org.uk

www.mosaic-clubhouse.org

Open 9am to 5pm, Monday to Friday

Lambeth and Southwark Mind

www.lambethandsouthwarkmind.org.uk

National NHS website

www.nhs.uk