**Coventry Information Directory – Mental Health Service Overview**

Below is an overview of some of the directory’s services that provide mental health support

**Organisations:**

***Mental Health Matters***

Mental Health Matters operates a free 24-hour phone line to the residents of Coventry and Warwickshire. It is open 365 days a year and provides an independent and confidential service to anyone who has a query about mental health related issues. Trained operators offer emotional support as well as information on mental health related matters. The telephone number is 0800 616171. 24-hour web chat is also available to residents of Coventry and Warwickshire accessed via the [Mental Health Matters Website.](http://www.mentalhealthmatters.com/our-services/helpline-services/)

Mental Health Matters may advise a referral into specialist mental health services, and they can arrange this by alerting the Crisis Team, who are also available 24 hours a day.  
0800 616171

***Coventry& Warwickshire MIND***

Coventry and Warwickshire MIND is registered as a domiciliary care service which provides personal care and support to people in their own homes. The service specialises in supporting people with mental health care needs. The service supports people to develop independent living skills with the aim of living independently.   
02476 552847 [admin@cwmind.org.uk](mailto:admin@cwmind.org.uk)

***Sahara Mental Health Support Service***

Mental health support which is culturally and linguistically appropriate to the needs of Asian elders and their carers. Befriending and social groups, counselling and support.

02476 252418 [admin@saharacoventry.org.uk](mailto:admin@saharacoventry.org.uk)

***Coventry Safe Haven – Mental Health Matters***

The **MHM Coventry Safe Haven** offers a welcoming, safe, comfortable, non-judgmental and non-clinical environment. The emphasis is on reducing immediate distress and supporting visitors to access services and opportunities available to them in the wider community. They provide out of hours mental health support to any residents of Coventry and surrounding areas, aged 18 or over, including healthcare professionals.

You can come in to access one-to-one emotional support from trained mental health professionals. They also offer help in creating staying well and crisis plans, and support visitors to access other services and organisations that may be useful to them. Users of the Coventry Safe Haven have access to a 24-hour telephone emotional support line staffed by trained counsellors.

No appointment or referral needed. Carers and family welcome. Refreshments available.

07921876065 (6pm to 11pm) 24-hour helpline number 0800 470 0321.

***The POD***

The Pod is a part of the Council that supports people in their mental health recovery journey.

Pod development workers use social brokerage to encourage individuals to question how they might wish to change their life.

Development workers, as social brokers support people in re-engaging with their community and finding new opportunities across the city – and beyond.

The Pod also manages a street facing vegan café based at 31 Far Gosford St as well as two citywide social activism programs, Food Union and Time Union.

024 7678 6680 [christine.eade@coventry.gov.uk](mailto:christine.eade@coventry.gov.uk)

***Coventry Samaritans***

Samaritans are best known for their 24:7 telephone helpline, offering confidential, non-judgmental, and emotional support to anyone worried about their mental health or feeling troubled, upset, worried, despairing, or feeling suicidal. Every phone call is always answered by a real person, who does not use a script. They also offer emotional support by email or text messaging (07725 90 90 90), and their branch is open every day so you can talk to someone in person.   
Free number: 116 123 Local rate call: 024 7667 3460 [jo@samaritans.org](mailto:jo@samaritans.org)

***Sahil***

Sahil is a positive well-being support service for South Asian women and men. They provide person centred, mental health and wellbeing services for South Asian people over the age of 18 across Coventry and Warwickshire. They also provide practical and emotional support, to build confidence, reduce social isolation and support an individual towards empowerment and recovery. Services - 5 Day open access information and advice. - Individual Advocacy - One-to-one: personalised well-being support plans - Counselling - Peer support groups for men and women - South Asian men’s project delivered at local venues - Anti-Stigma, Social Inclusion Project - Volunteering Project - Social Enterprise – complementary therapies.

Sahil Project, 449Foleshill Road, Coventry, CV6 5AQ

024 7663 8754

***ReThink***

Rethink provide a range of mental health services across both Coventry and Warwickshire. Their services include community support, residential homes, supported living, day support and services, crisis houses and employment support. They are also able to offer more bespoke services for individuals requiring their support either funded through a direct payment, personal budget or voluntary contributions.

024 7667 3913 [advice@rethink.org](mailto:advice@rethink.org)

Room 12, Koco Buildings  
Arches Industrial Estate  
Spon End  
CV1 3JQ

***MIND Wellbeing Hub***

The Wellbeing Hub is a free open access drop-in service for anyone who wants a safe, supportive space where they can access information or support related to mental health and wellbeing.

The type of support provided may include:

* Guidance, information and supported signposting
* Guided self-help (helping you to manage your symptoms)
* A listening ear
* Peer support
* Friendship/social inclusion

Drop in locations

* Wellington gardens - Spon end
* Sahil Project - 449 Foleshill road
* Tamarind Centre - Harp Place, 2 Sandy Lane

024 7622 4417 [drop-in@cwmind.org.uk](mailto:drop-in@cwmind.org.uk)

***IAPT – Improving access to Psychological Therapy***

Improving Access to Psychological Therapy (IAPT) services are for people with mild, moderate and moderate to severe symptoms of anxiety or depression living in Coventry. This NHS service is designed to offer short-term psychological therapies (Cognitive Behavioral Therapy - CBT) for people experiencing anxiety, depression and/or stress.

IAPT may also work with people who are experiencing mental disorders, including Phobias, Obsessive–Compulsive Disorder (OCD) or Post-Traumatic Stress Disorder (PTSD).

You can speak to your doctor or contact the [IAPT Services](https://www.covwarkpt.nhs.uk/service-detail/health-service/improving-access-to-psychological-therapy-iapt-93/) directly on 024 7667 1090 to be referred. IAPT can work with people who are aged 16 and over, who are registered with a doctor in Coventry.

024 7667 1090

**Interactive:**

***Involve Coventry***

Community Involvement for people to maintain their mental health, self-confidence, life skills and social capital.

Involve Coventry exists to promote self-resilience, community participation, and reduce the need for people to access primary services.

Involve Coventry delivers mental health co-production, service user involvement and engagement activities for adults aged 18 and over and their carers living in Coventry via a mix of peer support (groups), training opportunities and self-advocacy.

People will be supported via a range of methods, for example telephone, text, social media and email.

Meet with other people in a supportive group, chat and foster friendships

024 7667 0606 [info@involvecoventry.com](mailto:info@involvecoventry.com)

***The Environment and Me: Conversation***

A roaming conservation group which can help improve mental wellbeing. If you're facing poor wellbeing or physical health, depression or anxiety the group is aimed at supporting you.

They’ll be at a different site each month starting with one day a month and working at a pace which suits the group. You don't need to have any prior experience of conservation tasks, just a desire to be outside, doing something physical in nature with company!

They ask that people wear suitable clothing and footwear and bring a packed lunch! Hot drinks and biscuits provided.

07796 380 771 [rosie.charter@wkwt.org.uk](mailto:rosie.charter@wkwt.org.uk)

***Arty Folks***

Therapeutic Arts& Crafts for people suffering with mental ill health and who feel at a low point in life. Join any Wednesday 12:30pm - 2pm and learn painting, sculpture, drawing, ceramics, collage, etc. No referral or booking required.

1st Floor Eaton House, 1 Eaton Road, Coventry, CV1 2FJ

07443 643 634, 024 7641 4740

***P.U.S.H - People Unite in Self Help***

Weekly self-help group for people who suffer from mental health, depression, isolation or confusion. Join others who also have past or ongoing issues, have a cuppa, chat, or just listen.

St Oswald's, Jardine Crescent, Tile Hill, Coventry, CV4 9PL

07585 572 698

***Interactive Music for Care Homes/ Mental Health***

LeafBug delivers care home entertainment in the form of interactive music workshops; in learning disability and mental health care settings, dementia units, hospitals, nursing homes, supported living and children centres.

07947640367 [hello@leafbug.co.uk](mailto:hello@leafbug.co.uk)

***Manic Depression Support Group***

Self-help group for people affected by bipolar disorder offering peer support, problem sharing and solutions in a friendly setting.

The Arches, Spon End, Coventry, CV1 3JQ

08456 340 543

***Mental Health Support for Carers – Care and Share***

'Care and Share' group for a cup of tea and meet up in an informal and relaxed environment with other carers who are looking after loved ones with mental health challenges.

The session is run by a Carers Trust friendly team and new people are always welcome to join us.  
For further information, please call 02476 632972 or email [Leah.Eckley@carerstrusthofe.org.uk](mailto:Leah.Eckley@carerstrusthofe.org.uk)

**Advocacy:**

***Independent Advocacy***

Independent Mental Capacity Advocacy (IMCA) IMCAs work with people who have been assessed as lacking mental capacity under the Mental Capacity Act and who do not have appropriate family or friends who can speak up for them. This work is always about decisions around serious medical treatment or changes in long term accommodation. An IMCA can also support where there are concerns regarding Safeguarding or care reviews.

Independent Mental Health Advocacy (statutory) (IMHA) IMHAs can support people in obtaining and understanding information that relates to their situation under the Mental Health Act. This includes information about:

• Their rights under the Act.

• The rights of other people in relation to them.

• The particular parts of the Act that apply to them.

• Any conditions or restrictions to which they are subject.

• Any medical treatment they are receiving or might be given.

• The reasons for treatment, or proposed treatment.

• The legal authority for providing treatment, and the safeguards and any other requirements of the Act that may apply to them.

024 7669 7443 [office@independentadvocacy.org](mailto:office@independentadvocacy.org)

***VoiceAbility***

Voiceability delivers the following commissioned statutory Advocacy services in Coventry:

* **Care and Support Statutory Advocacy (Care Act and IMCA)**
  + **Care Act Advocacy**. Eligible individuals are entitled to advocacy services under the Care Act 2014 to enable them to fully participate in their Assessment, Care and Support Planning, Adult Safeguarding and reviewing enquiry process
  + **Independent Mental Capacity Advocacy (IMCA) including Deprivation of Liberty Safeguarding (DoLS) and Paid Representatives.** IMCAs are a legal safeguard for people who lack the capacity to make specific important decisions: including making decisions about where they live and about serious medical treatment options (Mental Capacity Act 2005)
* **Health Advocacy (IMHA)**
  + **Independent Mental Health Advocacy (IMHA)** for patients being treated in local mental health hospitals, and patients accessing local NHS community based mental health provision

If you are a health or social care professional, you can call Voiceability on 0300 222 5947 to make a referral for Health Advocacy or Care and Support Statutory Advocacy. Alternatively, download and complete a [Health Advocacy referral form](https://www.voiceability.org/uploads/VoiceAbility_Health_Advocacy_Referral_Form_for_Professionals_updated_August_2018.dotx) or a [Care and Support Statutory Advocacy referral form](https://www.voiceability.org/uploads/VoiceAbility_Care_and_Support_Statutory_Advocacy_Referral_Form_for_Professionals_updated_29_8_18.dotx) via their website and email using one of the secure email routes specified on the form.