
FAQs for Public Services / General Public

South West London and St George's Mental Health NHS Trust have commissioned two Recovery cafés for South West London residents from Merton, Sutton, Wandsworth, Kingston or Richmond who are experiencing a mental health crisis.

One of which is run by Hestia from 966 Garratt Lane, Tooting and one is The Sunshine Café at 296a Kingston Road, Wimbledon Chase run by CDARS.

Who are Hestia and what do they do?

Hestia is a London-based charity that works with people in crisis to change their lives at times when they most need support.

This involves supporting and empowering people who have experienced mental health issues, domestic abuse, homelessness, human trafficking, physical health and those who have offending histories. Hestia works with all age ranges from dependent children in Domestic Abuse Refuges through to older people's day services and registered care homes.

Who are CDARS and what do they do?

CDARS aims to improve the lives of vulnerable people and those with complex needs in Merton, Wandsworth and Sutton. They deliver a non-residential psychosocial treatment programme for people affected by substance misuse, including counselling, a structured Day Programme, outreach work and practical and emotional support to carers.

CDARS also delivers a change programme for male perpetrators of domestic violence in Sutton and Merton, supporting perpetrators to take responsibility for their actions to reduce repeat victimisation.

What are the Recovery Cafés for and how do they help people?

The Recovery Cafés are a safe and supportive space for people with mental health needs who are experiencing mental health crisis. This may include people experiencing social isolation in their daily lives who may not have access to the services or social and family networks to support them at difficult times.

Each café can support up to 25 customers at any one time, enabling them to benefit from group and one to one sessions and activities, companionship, structured safety planning as well as a hot meal and drink.

The aim of the Recovery Cafés is to support individuals to reduce their immediate mental health crisis, help customers plan to reduce the likelihood of crises reoccurring, and to reduce the use of emergency mental health services such as A&E.

The Recovery Cafés are set up for people to attend only a handful of times, during which we will help them to identify groups, organisations and opportunities in their community where they can build social networks and develop coping skills to prevent mental health crises in the future.

What do you mean by crisis?

If a person is in mental health crisis, this may mean that their level of distress has reached a point where they no longer feel able to cope or maintain control over their life. People in mental health crisis may have very different reactions to their crisis which will influence how they behave, however some common indicators may include social withdrawal, self-neglect, hallucinations including hearing voices, inability to cope with basic tasks, aggression, paranoia and self-harm or suicidal thoughts.

Who does the service help?

The service helps adults (18 years+) with mental health issues from the South London boroughs of Wandsworth, Merton, Sutton, Richmond and Kingston only.

The cafés do not provide accommodation and are not designed to support young people under 18 years old or those under the influence of alcohol or drugs.

Do people who use it have to pay?

No, there is no charge for accessing the service.

We do ask for a minimum contribution towards food eaten at the cafés.

Where are they and when are they open?

Both Recovery Cafés are open every weekday from 6:00pm and 11:00pm and between 12:00 noon and 11:00pm on weekends and at Bank Holidays.

They are open 365 days a year.

We will encourage customers not to attend the service just before closing time, as we want to be able to give each person that attends the time and support they need.

Hestia's Recovery Café is located at 966 Garratt Lane, London SW17 0ND.

The café is located very near to the Tooting Broadway Underground Station (less than 5 minutes' walk) and accessible via the 44, 77, 155, 270, 280, 493, G1, 264, 57, 131 and 219 buses.

The Sunshine Recovery Café is located at 296a Kingston Road, London, SW20 8LX. To enter the café, please ring the buzzer and a member of staff or a volunteer will welcome you.

The Sunshine Café is accessible via Buses 163, 164, 152, K5, and is located opposite Wimbledon Chase Main Line Station.

If someone is in crisis and wants to use the service, what should they do?

All they need to do is turn up. They don't need to be referred or book an appointment. People can telephone ahead if they need support around directions or just want to speak with someone beforehand.

If you have any questions, you can contact Hestia's Recovery Café on 07794394920 or the Sunshine Café on 07908436617. Alternatively you can contact RecoveryCafe@Hestia.org or info@sunshinerecoverycafe.org for more information.

Is there anything I or my workplace can do to help support the Recovery Cafés?

Absolutely!

The Recovery Cafés are new services, so anything you can do to help spread the word would be much appreciated - this might be something as simple as requesting some leaflets to display on a counter or putting a poster on a wall where people who could benefit from the cafés will see it.

We also accept donations such as vouchers, financial support or simply your time! If you feel you could offer your time as a volunteer please get in touch with us to discuss this further.

You can also support us online by following us on Twitter, 'retweeting' any related posts or you can TAG us in your tweets **@Hestia1970** or **@SunshineCafe4**