
FAQs for Customers

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 struggling to cope with their mental health and need some additional support when other services are closed.

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

What are the cafés for and how could they help me?

The aim of the Recovery Cafés is to provide a safe, inclusive and welcoming space for people who might be struggling to cope, which helps them to reduce immediate anxiety and crisis, and to safety plan, utilising strengths, skills, resilience and coping mechanisms to prevent repeated use of crisis services.

If you are unsure about whether you need support around your mental health or you may be at risk, you can contact or visit us.

The cafés will be able to offer the following:

- A safe, welcoming space and a listening ear.
- Activities and interventions to support you to work out the most effective way forward
- Support to develop your own plan for the following day and longer term plans which might involve contact with statutory services.
- Access to computers to enable you to make contact with Mental Health professionals, your friends and family or access online mental health support forums, training packages or service directories.

We know that you are the expert in your mental health and we will be there to offer support, to listen to you and to engage you in social activities with other people so that you can benefit from the companionship, information, advice and support that we can offer. We will not tell you what you need to do and we will work with you to identify what works for you in terms of your wellbeing.

Hestia's café will be also offering a home cooked meal to all users of the café at minimum cost, however you could be roped into preparing, cooking, serving or clearing up after the meal with staff, volunteers and peer users of the service.

We're not expecting you to be a gourmet chef but we believe that working and cooking together can be really beneficial for general wellbeing.

The Sunshine Café will also provide food and drink.

Who do the cafés help?

The cafés are open to you if you are an adult (18 years +) from the South West London Boroughs of Merton, Sutton, Wandsworth, Kingston or Richmond, and are experiencing difficulties with your mental health and feel that you are unable to cope.

This includes if you are very anxious or worried about something but don't have the social or professional support networks, either in general or available in the evenings or weekends, to support you.

Each café will be able to support 25 customers at any one time.

Do I have to pay to use the service?

No, there is no fee to access the recovery cafés. You will be asked for a contribution towards any food you would like to eat whilst at the cafés.

Where are they and when are they open?

The cafés are open every weekday between 6:00pm and 11:00pm and between 12:00 noon and 11:00pm at weekends and on Bank Holidays

They are open 365 days a year.

We would encourage you not to come to the Recovery Cafés just before closing time, as we want to be able to give everyone at the service the time and support that each individual needs. The cafés will close promptly at 11:00pm every night. Part of your visit will include planning what time you will leave and how you will make your journey home. We do not have any resources to help you with travel costs.

Hestia's Recovery Café is located at 966 Garratt Lane, London SW17 0ND - just press the buzzer on the front door and one of our volunteers or staff will come to meet you at the front door to welcome you in.

Hestia's 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 bus routes.

The Sunshine Recovery café is located at 296a Kingston Road, London, SW20 8LX. To enter the cafe, please ring the buzzer and a member of staff or 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 I want to use one of the Cafes, what should I do?

You don't need to be referred or book an appointment and can just turn up, but be mindful that there is a capacity of 25 people at each Recovery Café. You *can* telephone ahead from 5:00pm on a weekday or 11:00am on weekends or bank holidays if you need support around directions or want to speak with someone beforehand. If the phone is not answered when you call, leave a message and we will get back to you.

Who can speak to if I have any questions about the café?

If you have any questions, you can contact Hestia's Recovery Café on 07794394920 or the Sunshine Café on 07908436617.

How can I get involved in helping to run the café?

All activities, groupwork and cooking will be co-produced with Café customers. If you come to the Café, you will be supported to chip in and work alongside other customers, as well as staff and volunteers to deliver the service. These are **your** services and we want them to support you as effectively as they can. **Your input into the delivery of the Cafés is highly valued.**

We are also on the lookout for volunteers to help deliver the Cafés in a more structured way, particularly if you have your own experience of mental ill health and using mental health services. We value your insight and what can you bring to support the recovery of other people. If you might be interested in volunteering, please contact RecoveryCafe@Hestia.org or info@sunshinerecoverycafe.org for more information.

There is a recruitment process that volunteers need to engage with. We will need to make sure that you are stable enough in your own mental health to volunteer in our service to ensure that you are supported in your own recovery. This will be a process that you are very involved in and you will be part of the decision making process.