

Where are we based?

Washington Mind is based in a peaceful location in the centre of Washington Village, in our newly refurbished building. This enables us to provide services in a non-stigmatising setting within the locality that we serve, as well as other venues across the city of Sunderland.

How can you access prompt information?

We provide telephone consultations and can be contacted between Monday to Friday, 9 a.m. - 4 p.m. on 0191 417 8043. Some of our services are available outside of normal office hours.

Do we respond in an emergency?

We are not a crisis intervention service, but will attempt to make an appointment to see the person as soon as is possible & signpost if necessary.

Service User Involvement

We actively seek the views of our service users and provide a variety of opportunity for their voices to be heard. Creating and supporting opportunities for service users to influence service provision remains an ongoing priority.

Volunteer Opportunities

We provide opportunities for mental health support workers, counsellors, advocates, complementary/alternative therapists, health and social care students and trustees. Support, supervision and training is provided.

How can you access services?

We operate an open referral system to ensure that our services are accessible to all those who are affected by mental ill health/emotional distress. Referrals can be made by the person, family member, carers and by mental health professionals.

Please drop-in, telephone or email for further information.



Washington Mind Service Information

For better
mental health

'Washington Mind exists to enhance the quality of life for people experiencing mental ill health by working in partnership with them in creative and innovative ways'



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*Washington Mind is a registered
charity and relies on donations to
continue its work.
Please help if you can.*

Registered Charity: 515037

Washington Mind is an independent charity providing locally based Mental Health services in the Washington area for over 25 years. We are affiliated to National Mind, the largest Mental Health Charity in England.

Washington Mind is a voluntary organisation with a small team of professionals including qualified and student counsellors, independent mental health advocates and group facilitators, all working within the process of recovery. Having the right skill base is essential in ensuring the service continues to provide high quality services to the community it serves.

We provide quality mental health services in an independent, non-stigmatising neighbourhood based setting, providing a choice for people who may not wish to access services located within a statutory agency location. The recognition that early intervention is effective in preventing future mental ill health/emotional distress or relapse is central to the work we undertake. Working alongside our partners in health and social care and other voluntary organisations we deliver supportive and preventative interventions to enable us to offer reduced waiting times; promote choice and complement existing services. We work alongside the local community including schools, colleges and employers to challenge stigma and increase awareness of mental health issues.

What information are we able to share?

With informed consent we aim to share relevant information with other professionals that would benefit our service users and enable us to support them in the appropriate way. We do this within the context of Data Protection legislation. We work within both the Safeguarding Adults and Safeguarding Children procedural framework.

Who we can help?

Men and women aged 16 and over who reside within the City of Sunderland. Providing consultation, information and support to professionals, family members, carers and individuals experiencing emotional distress or mental ill health. Some of the wide ranging issues we deal with are stress, depression, anxiety, panic attacks, antenatal and postnatal depression, domestic violence, bereavement and loss, self harm, anger and severe and enduring mental illness.

Direct Work

An initial assessment will take place to enable the individual to identify their own needs, to establish suitability or to signpost to more appropriate services. Direct work includes:

- **Talking Therapies**

Talking Therapies provides a regular time and space for people to talk about their issues and explore difficult feelings in a confidential, dependable environment. The word counselling covers a broad spectrum: we use the term here to mean a talking therapy delivered by a trained professional.

- **Independent Advocacy**

Advocacy means being supported in getting your voice heard, your needs known and the advocate will, when necessary be the voice of the person they are supporting. This enables the individual to identify their issues/concerns whilst allowing the advocate to explore realistic options.

- **Telephone Support**

Telephone consultation and information is provided for those who are concerned about their own mental health, or alternatively to family members, carers and professionals on behalf of the individual experiencing mental ill health/emotional distress.

- **Therapeutic Group Work**

Groups are developed on an ongoing basis, depending on the outcome of consultation and identified demand. Some groups are facilitated in partnership with other organisations, from both the statutory and voluntary sectors.

- **Alternative Groups**

To gain the therapeutic value of creative work including arts and crafts, jewellery making and reel therapy. Healthy lifestyles are promoted through primary care health sessions, ecotherapy and brain training!

- **Holistic Therapies**

To complement existing provision we offer evidence based holistic therapies such as Clinical Aromatherapy, Indian Head Massage, Reiki, Life coaching, Relaxation, Clinical Hypnotherapy, Chair Yoga and Tai Chi

- **Drop-in**

For those experiencing social isolation/loneliness, we provide a Drop-In where people can call in to socialise, meet new people who may have had similar experiences, and obtain peer support, information and/or signposting to other more appropriate services.