



# Sutton Crisis Café

## Sutton Crisis Café, in person from 6.30 – 11pm

☎ 0800 012 9082

✉ [crisiscafe@smhf.org.uk](mailto:crisiscafe@smhf.org.uk)

🌐 [suttoncrisiscafe.org.uk](http://suttoncrisiscafe.org.uk)

📍 63 Downs Road, Belmont, Sutton, Surrey  
SM2 5NR

### Support after 11 pm

If we are closed and you need crisis support please call

NHS 111

The Mental Health Support Line [0800 028 8000](tel:08000288000)

The Samaritans 116 123



**NHS**  
South West London

**SUTTON**  
MENTAL HEALTH  
FOUNDATION

## Sutton Crisis Café

### What we offer

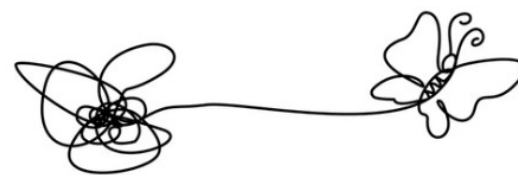
Non-judgemental, person-centred support in a calm, safe environment, for people over 18 who are experiencing, or heading into, a mild to moderate mental health crisis.

We are open Monday - Sunday, 365 evenings a year

- In person from 6.30pm - 11pm (last admission 10.30pm)
- On the phone - 6pm - 11pm
- Online Crisis Support Group 4-6pm Saturdays and Sundays

### Is what I am feeling a mild to moderate crisis?

You might be experiencing feelings of anxiety or depression you cannot cope with or shake off; an inability to manage your emotions or an overwhelming grief and sadness. Some people find they are struggling with intrusive thoughts, such as wanting to harm themselves or thinking about suicide or acting on suicidal thoughts. Others find they are losing trust in others; or are unable to sleep, or are perhaps seeing or hearing things that aren't there. A crisis is different for everyone. Whatever you are feeling, if you feel you need some support out of hours, the Crisis Café is there.



### How can Sutton Crisis Café help?

If you are in crisis you can call, email, or just turn up. If it is your first time we do have online referral forms you can use if that is helpful.

**One to one support:** Appointments can be pre booked at <https://smhf.org.uk/crisis-cafe-booking/>

If you cannot attend in person, we can also offer telephone or video appointments between 6.30 and 10pm.

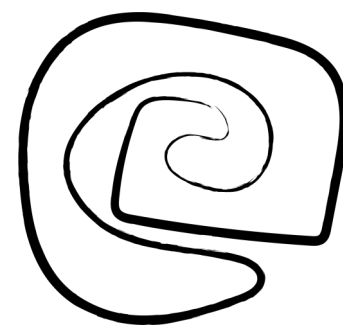
Our one-to-one support is not the same as counselling, but we do offer a safe space to talk openly about what is concerning you.

**Group support** - Our group support table is peer led support (available till 9pm), this allows people to have a safe space to share their experiences, fostering connections and understanding. All we ask is that you be mindful of those around you.

**Online Support Group** - Saturdays and Sundays 4 - 6pm This is a small, supportive group (up to 10 people), where you can connect with others and talk things through from home. Email [crisiscafe@smhf.org.uk](mailto:crisiscafe@smhf.org.uk) to find out more

**Wind down hour (9 - 10pm)** A calm, quiet space with mindful activities led by staff, to help you relax and reflect at the end of the evening.

**Welfare checks** – Depending on your circumstances and level of current need, we may offer to ring to check in and see how you are doing and if you need more support.



**Crisis planning**- Here at the crisis café, we can create a crisis plan with you. This crisis plan will allow you to explore your triggers, as well as any warning signs, and help you to outline personal strengths that can be used as coping strategies.

**Signposting** – sometimes we will let you know about other services which may be helpful, if you need help with specific concerns, eg money, employment, housing etc. You can also use our online resources at the café to find out more and explore the other help that is available.

**Clinical Support** – we are not a clinical service, but we can help you to access the Crisis Line and other clinical services if needed.

**Translation** – for non-English speaking visitors we can arrange translation services, although we may need to make an appointment in advance for this.

**What information do you need about me?** We try to ask for a limited amount of information from you – at a minimum we need your contact details and an emergency contact, and then for you to tell us about how you are feeling and how we can help. We can always revisit the forms at a later date.

**Will you share what I tell you?** We take basic notes which are available to other Crisis Café staff to read if they need to know more

about what you have told us previously (this means that you don't have to repeat your story over and over to different people).

We will not normally share your information with others, eg your GP or mental health teams, unless you ask us to, and then we will ask for your written permission.

If we feel there is an issue for your safety, or the safety of others, we will share your information with emergency services or social services to keep you or others safe.

Under the terms of our Privacy Policy, you can ask to see the information we hold on you.

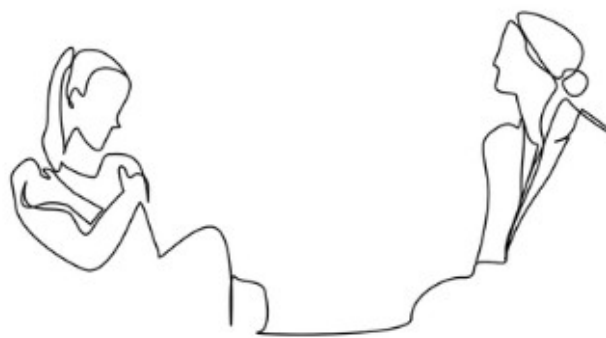
We also have a legal duty to share some anonymised data with NHS Digital for research and planning purposes. You can opt out of this and we will only share your data with your written permission – we

will discuss this further with you at a suitable time.

### Who works in the Crisis Café?

Each night the service is run by a Shift Manager, Crisis Support Workers and Peer Support Workers. Our staff are trained in Intentional Peer Support, Solution Focus Techniques and Mental Health First Aid. Between them all they have extensive lived and shared experience of different mental health issues and services, which helps them care for people in crisis.

Everyone works together as a team to make sure visitors feel safe, heard and supported.



Our Peer Support Workers use their lived experience and empathy to help people with their mental health concerns. Their role in the service is vital in being able to help people open up, and feel less alone.

Our Crisis Support Workers can support with Crisis Planning and advocating with the Crisis Line and Emergency Services if needed.

The Shift Manager is responsible for the service that night – you should speak to them if you have any concerns or feedback.

Ovie Oboh is the Acting Service Manager, and has overall responsibility for the service.

### What would stop me being able to use the service?

- Being under 18 – sorry we can only work with adults.
- Not living in the South West London ICB area. If not, we will support you in your immediate crisis while we find you support closer to home.
- Having a drink will not stop you using the service, but coming to the service intoxicated by drugs or alcohol will. Please do not come to the service intoxicated. If we feel you are unable to work with us, or are making people feel unsafe, we will ask you to leave and come back the next day, sober.

- Violence, abusive behaviour or aggression to staff or other visitors. Sutton Crisis Café is a safe space for everyone, and we will not let that be compromised. Be nice.

- We are not able to support people whose main diagnosis is dementia.

### Anything else I need to know?

Sutton Crisis Café is a safe space, and we rely on visitors to help us keep it that way. We expect that people will not bring drugs, alcohol or other things that will cause harm into the Café when they come, and we would expect you would tell us if this were to happen.

Please also be mindful when taking phone calls at the Café – please give others space and quiet, and avoid using your camera.

Finally, we will ask you for feedback about the service from time to time, and again when you have finished using the Crisis Café. Your comments help us to know if and how we have been able to help, as well as enabling us to develop and improve the service. We can also demonstrate to the funders of the service how needed this support is. You can leave feedback about the service by visiting [smhf.org.uk/scfeedback](https://smhf.org.uk/scfeedback)

