



# Practical Approaches

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# Accessibility and reasonable adjustments

- Avoid early morning appointments
  - Send reminders
  - Private numbers
  - If no response, keep trying
  - Talk about what they need to feel comfortable in a face to face meeting
  - Digital exclusion – not everyone on line
  - Be patient – give people time & chances
- 



# Personal approaches

- Respond, don't react
  - Nothing about you without you
  - See the person, not the diagnosis
  - Everyone is different
  - Clear expectations and boundaries
  - Listen and hear
  - Empathise
  - Be kind
- 



What is it like  
to hear  
voices?

A video by Rethink Mental Illness

<https://www.youtube.com/watch?v=ZxGowUJVjfw&t=44s>



FREE ENTRY

# THE Loves ONES

RESTORING IDENTITY WITH  
SUTTON MENTAL HEALTH FOUNDATION  
WHITEHALL HISTORIC HOUSE, SM3 80D

OPEN THURS-SAT 10AM-5PM  
27/1/23 - 1/7/23

TO BOOK VISIT  
<https://bit.ly/3V0R79B>



SCAN FOR TICKETS  
SMHF.ORG.UK #BEATSTIGMA

FREE ENTRY

FREE ENTRY

# SUTTON Crisis Café

A safe space and someone to listen.

**0800 0129082**

Out of hours service for people whose mental health is becoming overwhelming.

Open 7 evenings a week,  
6.30pm - 11.00pm\*  
\*last admission 10.30pm



[suttoncrisiscafe.org.uk](http://suttoncrisiscafe.org.uk)  
63 Downs Road, Sutton SM2 5NR



## **FREE** Activities at Belmont Connect

**Drop-in**

- Yoga**
- Scrabble Club**
- Mindfulness**
- Line Dancing**
- Music Group**
- Art 4 wellbeing**



## What's on your mind?



We're here to listen  
every Sunday  
11.30 am — 4.30 pm

## IN YOUR CORNER

We are open on  
Sundays\* for adults  
living in Sutton,  
offering a warm meal,  
a chat and  
support if needed.

for booking and information visit  
<https://smhf.org.uk/inyourcorner/>  
or call 020 8770 0172

\*until 5th August 2023

## Are you interested in becoming an Intentional Peer Support Worker?



For more information  
email [carol.jacques@smhf.org.uk](mailto:carol.jacques@smhf.org.uk)  
or call 020 8770 0172





020 8770 0172 – day  
0800 0129082 – crisis café

[www.smhf.org.uk](http://www.smhf.org.uk)

[admin@smhf.org.uk](mailto:admin@smhf.org.uk)

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