

Redcar & Cleveland Mind
Mental Health *i*nformation Service



Helplines, Websites, Older People, Advocacy, Carers, Children & Families, Young People, Benefits, Housing, Health & Social Care Support, Self Help Groups, Forums, Disability, Women & Men only, Doctors, Health Promotion, Mental Health, Patients Advice Liaison Service...

*i*nformation Service

Dove House, 5 Turner Street, Redcar, TS10 1AY

Tel: 01642 296054 Fax: 01642 296053

E-mail: info@randcmind.org

Web-site: www.goodmindguide.org

available Mon - Thurs: 9-4 (tel/fax/e-mail enquiries)
& 10-3 (personal callers)

Redcar & Cleveland Mind - for people not labels

Supported by:

Redcar & Cleveland Social Services Department and Redcar & Cleveland
Primary Care Trust



INVESTOR IN PEOPLE



For better
mental health

Who we are

Redcar & Cleveland Mind is a community based mental health organisation. To find out more about our organisation you can visit us online at www.randcmind.org We offer a range of services and activities including our *information service*.

What we do

We hold comprehensive information about a wide range of local health and social care services and support, community information and contacts. Our online **Good Mind Guide** lists local groups/organisations at www.goodmindguide.org

Our *information Resource* is for people who want to:

- maintain good mental health
- understand what can affect mental and emotional health
- help to support someone who is experiencing mental or emotional distress
- assist in their work with people
- find services in the local area
- find local and national groups contacts
- find self-help groups
- get information about treatment options

Our policy is to help people to make an informed choice. We have an equal opportunities policy and we try to meet the needs of all communities. Some of the information is available in languages other than English; and in video or audio formats.

If we don't have the information you are looking for we will do our best to find out how you can get it in the best format for you.

What we don't do

We do not offer advice or counselling.

We do not offer an ongoing advocacy service.

Confidentiality

The service we offer is confidential. No personal information is kept without your permission.

Free Information for Service Users

All leaflets and information sheets are free to service users and carers. We charge from 70p to organisations and others for Mind booklets we have to pay for - any charges will be clearly explained.

Free Borrowing from our Library

Anyone can borrow from our library. You can keep a book for up to 4 weeks but after that time please will you return the book so it is available for other people. We also loan video and audio material.

Comments & Complaints

We welcome feedback about our service and suggestions for improvement. We also have a comments and complaints procedure copies of which can be obtained by visiting, phoning or writing to us.

We are here to help

- Need questions answered?
- Want a booklet about ... ?
- Want information on medication?
- Asking what services are near you?
- Want to use/get the *Good Mind Guide*?
- Looking for people who can help?
- Seeking physical or talking treatments?
- Want some company, support or something to do?
- Expect that you, your circumstances & confidentiality will be respected?



Our *information Resource* is on the first floor at Dove House which is fully wheelchair accessible (stairlifts to 1st Floor). We also have access to portable induction loops and we can be contacted by typetalk users. You can get further info' on www.goodmindguide.org. We can call you back if you contact us by phone.