

## Christmas at Catalyst 2020



All our services are closed on 25th, 28th December 2020 and 1st January 2021.

We are open and available on all the other days during the festive period.

Our usual opening hours are Monday - Friday 9am - 5pm  
(Closed on Bank Holidays and weekends)

### GET IN TOUCH

**Guildford Head Office:** 01483 590 150

**Text:** 07909 631 623

**Email:** [info@catalystsupport.org.uk](mailto:info@catalystsupport.org.uk)

**[www.catalystsupport.org.uk](http://www.catalystsupport.org.uk)**

#### Mental Health Services

**NW Community Connections (mental health services):** 01784 440 378

**Email:** [nw.communityconnections@catalystsupport.org.uk](mailto:nw.communityconnections@catalystsupport.org.uk)

**SW Community Connections (mental health services):** 01483 415 950

**Email:** [sw.communityconnections@catalystsupport.org.uk](mailto:sw.communityconnections@catalystsupport.org.uk)

**Text for Community Connections (Catalyst):** 07919 541 424

#### Drug and Alcohol Services

**i-access:** 0300 222 5932

**[www.surreydrugandalcohol.com](http://www.surreydrugandalcohol.com)**

## Safe Havens

Safe Havens provide **out of hours help and support to people and their carers experiencing a mental health crisis or emotional distress.**

This is a drop-in service, where you can just turn up at any time during opening hours. We are now offering virtual support during our usual operating hours.

Please note the daily drop in service for wellbeing support is currently not available. Safe Havens are only available for those in crisis during COVID19.

All Safe Havens are **open and available 365 days a year** (including weekend and Bank Holidays)

### Woking:

Open 6pm-11pm

Virtual service: 6pm to 11pm: <https://nhs.vc/sabp/safe-haven-woking>  
The Prop, 30 Goldsworth Road, Woking, Surrey, GU21 6JT

### Guildford:

Open daily 6-11pm

Virtual service: 6pm-11pm: <https://nhs.vc/sabp/safe-haven-guildford>  
Oakleaf Enterprise, 101 Walnut Tree Close, Guildford, Surrey, GU1 4UQ

### Epsom:

Open daily 6pm-11pm

Virtual service: 6pm to 11pm: <https://nhs.vc/sabp/safe-haven-Epsom>  
The Larches, 44 Waterloo Road, Epsom, Surrey, KT19 8EX

### Redhill:

Open daily 6-11pm

Virtual service: 6pm-11pm: <https://nhs.vc/sabp/safe-haven-redhill>  
Wingfield Resource Centre, St Anne's Drive, Redhill, Surrey, RH1 1AU

### Aldershot:

6-11pm Monday to Friday, 12:30pm-11pm weekends and Bank holidays.  
Drop in 6pm-8pm daily and also 12.3-2.30pm on weekends and Bank holidays.  
Virtual service during operating hours: <https://nhs.vc/sabp/safehaven-aldershot>  
Wellbeing Centre, 121-123 Victoria Road, Aldershot, Hampshire, GU11 1JN

## Other support available

We understand that many people can find the festive period difficult for lots of different reasons, if you find yourself struggling this christmas please remember that support is still available. Please use this list of useful resources to access advice and support.

### Phone 999 in an emergency

#### **NHS 111:**

Phone 111, available 24 hours every day. This is for non-emergency health needs.

#### **Samaritans:**

For anyone who needs to talk  
Phone free 116 123 (24/7 for 365 days)  
Email: [jo@samaritans.org](mailto:jo@samaritans.org) response time 24hrs  
[www.samaritans.org](http://www.samaritans.org)

#### **Your Sanctuary:**

Offering sanctuary, support and empowerment to anyone affected by Domestic Abuse  
Phone 9am-9pm 365 days a year 01483 776822  
Emergency out of hours contact 24/7 National Helpline Freephone 0808 2000 247

#### **Mental Health Crisis Line:**

In times of crisis or distress phone: 0300 456 83 42.  
The line is covered 24 hrs. If the lines are busy leave a message on the answer machine and someone will call back within 30 minutes.

#### **SANELine:**

Emotional support and guidance for people affected by mental illness and their families and carers. Phone 07984967708 and leave a message with your first name and contact number for a call back.

#### **SHOUT:**

Support if you are in a crisis and need immediate help  
Free 24/7 text SHOUT to 85258

**Surrey Drug and Alcohol Care:**

Phone 0808 802 5000 (24 hours every day)  
[www.surreydrugcare.org.uk](http://www.surreydrugcare.org.uk)

**Alcoholics Anonymous:**

24hr helpline or to find a local meeting Phone 0800 917 7650  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Narcotics Anonymous:**

Helpline 10am-midnight - 0300 9991212

**SMART Online Meetings**

<https://smartrecovery.org.uk/online-meetings/>

**FRANK:**

Free confidential advice about drugs, their effects and the law.  
Phone 24hrs 0300 123 6600  
Text a question to: 82111

**Woking Food Bank:**

Phone 07309115862 10am-12.30pm Monday to Friday.  
[www.woking.foodbank.org.uk](http://www.woking.foodbank.org.uk)

**Family Lives:**

Advice and support on all aspects of family life  
Phone 0808 800 2222 weekdays 9am-9pm, weekends 10am-3pm  
Christmas Eve- 9am-1pm  
29th Dec 9am - 9pm  
30th Dec 9am - 9pm  
31st Dec 9am - 1pm  
2nd Jan 9am - 1pm

## Support for the homeless community in Surrey

### **The York Road Project:**

1 York Road, Woking, Surrey GU22 7XH

Call: 01483 728739

email: [info@yorkroadproject.org.uk](mailto:info@yorkroadproject.org.uk)

<https://www.yorkroadproject.org.uk/>

### **Number Five Project:**

3-5 York Road, Guildford, Surrey, GU1 4DR

Call helpline (9am-5pm) 7 days a week: 01483 302495

<https://numberfiveproject.co.uk/>

### **Leatherhead Start:**

3 Church Road, Leatherhead, Surrey, KT22 8AT

Call helpline on 01372 377790 (8am and 11pm)

<http://leatherheadstart.org/>

### **Hope Hub**

The Hope Hub Building (Rear of Library), Knoll Road, Camberley, Surrey, GU15 3SY

Tel: 01276 581174

Email: [admin@thehopehub.org.uk](mailto:admin@thehopehub.org.uk)

<https://thehopehub.org.uk/>