

# OUR SERVICES

WWW.CATALYSTSUPPORT.ORG.UK



Kindness | Integrity | Commitment

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Catalyst offers a variety of services around Surrey. We specialise in providing drug, alcohol, wellbeing and mental health services that are personalised, empower people and promote their health and wellbeing. All of our specialised outreach and drug and alcohol services are described briefly below. Details about our mental health and wellbeing services can be found overleaf. It should be noted some of our services are delivered in collaboration with other organisations so referral pathways may vary by service.

## Outreach

### Assertive Outreach



### Cuckooing

Working Surrey wide providing holistic targeted support and engagement with services for vulnerable adults where there are concerns of cuckooing. We offer preventative work and referral into drug/alcohol treatment.

**How to refer:** Self referrals, police and other organisations and services More info: **T:** 01483 590 150

### Substance Misuse Outreach Navigator for Rough Sleepers



Working with community partners in Guildford and Woking providing substance misuse advice, harm reduction information and navigation of support to access treatment.

**How to refer:** Guildford referrals go through HOST. Woking referrals go through York Road Project.

### CHI

### Catalyst High Impact

**CHI** - Surrey Wide with adults who are alcohol dependent, high risk and who are not currently engaged with services and are frequent attenders of Emergency departments or high intensity users of 999, have alcohol related anti-social behaviour.

**How to refer:** Referrals via alcohol & psych liaison nurses and CHaRMM's. For an informal chat: **T:** 01483 590 150

### Alpha

Changing Outcomes | Changing Lives



### Our Social Enterprise

Alpha is a social enterprise business who work long term with complex clients as well as offering a range of services which includes working with hoarders, extreme cleans. We often work where "mainstream" services are not appropriate. Our team of 10 seasoned outreach workers support a wide range of complex clients across Surrey and Hampshire

**How to refer:** call us on 01276 661 38  
**E:** info@alphaextreme.co.uk

### Bridge the Gap

Changing Futures agenda funded by the Department of Levelling Up, Housing and Communities. The project is commissioned by Surrey County Council to deliver Bridge the Gap flexible, trauma informed, person centred outreach support to individuals coping with multiple disadvantage.

**Referrals** for support through Surrey Adults Matter.



### Liaison & Diversion Service

Providing Surrey Wide early intervention for people of all ages in the criminal justice system ensuring they are assessed for vulnerabilities and provided with support to access appropriate services.

RECONNECT aims to build upon the L&D model to have a whole system approach to include Women leaving custodial settings so that they continue to receive support

**How to refer:** L&D accept self-referrals or referrals through vulnerability assessments in custody. Reconnect referrals through probation only  
**More info:** 01483 443 589

## Drugs & Alcohol

### REACH OUT COUNSELLING

12 weeks of free counselling for people struggling with substance use issues. 1-1 sessions and telephone counselling available. Open to individuals and family / friends / carers.

**How to refer:** Self-refer, GP & other organisations  
**T:** 01483 590 150  
**E:** reachout@catalystsupport.org.uk

*"it has helped me to start to identify issues to resolve.....it made me feel better about myself"*

### Our Values



Kindness

Integrity

Commitment

# Mental Health & Wellbeing

## Community Support



### Groups, activities & 1-1 support

Groups, activities and 1-1 support for people needing support with their mental health & wellbeing. Lead Provider for Community Connections Surrey in Guildford, Woking, Runnymede, Spelthorne, West Elmbridge, Surrey Heath and Farnham.

**How to refer:** Self refer, GP & other organisations  
**E:** communityconnections@catalystsupport.org.uk  
**T:** 01276 409 415



### Buddy Service

We provide people with volunteer buddies - helping to build confidence and engage in services and the community.

**How to refer:** Self refer, GP & other organisations  
**E:** amigos@catalystsupport.org.uk  
**T:** 01276 409 415



### Charity Book / Vinyl shop

We run a charity book and vinyl shop in Godalming. All proceeds go back into Catalyst. Donations welcome and volunteering opportunities available.

**Address:** The Book / vinyl shop, 9 Queen Street, Godalming, GU7 1BA **Email:** [bookshop@catalystsupport.org.uk](mailto:bookshop@catalystsupport.org.uk)



### Time to Change / End Stigma Surrey

Reducing the stigma of mental health in Surrey. A partnership with Let's Link, Acting out Productions, Catalyst and Mary Frances Trust. <https://endstigasurrey.org.uk/>



### Get Men Talking

Get Men Talking is a Surrey initiative that aims to raise awareness of suicidal behaviours and teach people to start supportive conversations and signpost appropriately.

## Primary Care



### SUN (Service User Network)

Community based, open access peer support groups aimed at improving services for people with personality disorders. You do not need a diagnosis to become a SUN member.

**How to refer:** Self refer, GP & other organisations  
**E:** sun.admin@sabp.nhs.uk | **T:** 01372 216 700



### Working in GP practices

Working with GP's and psychiatrists at a local level. Offering 30 minute appointments to assess mental health needs, signpost and connect with the local community.

**How to refer:** Referrals are made via local GP's and Practice Nurses

### Lived Experience Practitioners



Providing peer support roles within the GP practice service (details above), for people with lived experience. Our Peer support workers will use their knowledge of recovery to help others and proactively bridge (outreach) to services and interventions. The intention is to compliment and strengthen the working in GP practices model.

**How to refer:** Referrals are made via local GP's, Practice Nurses and through the Gpimhs / MHICS service.

## Secondary Care



### Safe Havens

Out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. Expert mental health practitioners, wellbeing and peer support workers available. Virtual service also available.

**Locations:** Woking, Guildford & Aldershot, Epsom and Redhill. Open 365 days a year.  
**How to access:** Drop in service. No appointment needed.  
[www.sabp.nhs.uk/safe-havens](http://www.sabp.nhs.uk/safe-havens)



### Young Adult Safe Haven

Offers a safe place for young adults (18-25 year olds) to talk openly and confidentially about their emotions and mental health with peers and young adult support workers. A pilot service until November 2022. No crisis / virtual support.

**Location:** Guildford, next door to existing Guildford Safe Haven. Open 365 days a year from 5pm - 9pm.  
**How to access:** Drop in service. No appointment needed.  
[www.catalystsupport.org.uk/young-adult-safe-haven/](http://www.catalystsupport.org.uk/young-adult-safe-haven/)



### In-Reach

Supporting patients being discharged from mental health hospital wards. Helping to smooth the transition from the ward to home.

**How to refer:** Referrals can only be made from the ward staff at the participating hospitals.  
**Participating hospitals:** Chertsey and Farnham Road Hospital, Guildford and private hospitals Cygnet and Margaret Lauri.



### Recovery and Connect

For people registered with CMHRS who are not engaging with community services.

**How to refer:** Referrals can only be made through CMHRS staff.