



East London
NHS Foundation Trust

The Together Cafés

FAQs for Health and Other Professionals



Service provided by Hestia:

Hestia.org



Who is Hestia and what do they do?

At Hestia we support adults and children in times of crisis. We deliver services across London and the surrounding regions, as well as campaign and advocate nationally on the issues that affect the people we work with.

Last year we supported 10,766 men, women and children. This includes victims of modern slavery, women and children who have experienced domestic abuse, young care leavers and older people. From giving someone a home, to helping them to get the right mental health support, we support people at the moment of crisis and enable them to build a life beyond a crisis.

Who is ELFT and what do they do?

East London NHS Foundation Trust is an NHS foundation trust which provides mental health and community health services in East London and specialist services to a wider region.

What is the purpose of the Together Café service?

The Together Cafés provide a welcoming, safe and therapeutic space as alternative to other crisis service such as A&E. The service aims to equip people with the skills they need to reduce their immediate anxiety, formulate individual self-directed support plans and provide information / advice around the local services and resources that may help them moving forward.

The Together Cafés are commissioned by ELFT to provide support to individuals who are experiencing crisis, severe distress and/or related mental health difficulties. Support will be offered by both Hestia and ELFT staff.

During the COVID-19 crisis the Cafés will offer non-clinical, recovery-focused activities and peer support opportunities. These interventions and activities will be delivered either face-to-face through bookable appointments or via phone or video call (WhatsApp, Teams or Zoom) to people in their homes.

The Cafés do not aim to provide long term support but to de-escalate immediate distress and enable individuals to harness other local sources of support as well as their own skills and strengths to develop sustainable coping mechanisms.

How will the service work in partnership with other mental health services?

The Together Café service is identified as part of the crisis support pathway in East London. It will provide a place where service users can attend or receive help from when traditional services are closed (e.g. outside normal working hours) and will work collaboratively with ELFT clinical teams to best support all individuals who attend.

Who is the service for?

The service is open to adults aged 18+ in mental health distress/crisis, including those who feel unable to cope with their feelings any longer; may lack the social networks/resources to help support them during crisis; those who may feel suicidal or inclined to self-harm. Individuals must be:

- **A resident of Newham/Tower Hamlets**
- **Registered with a Newham/Tower Hamlets GP**

Due to COVID-19 arrangements, the Together Cafés will be open to booked appointments only for now. Each booked appointment will be made on receipt of a referral from ELFT clinical staff only.

The referral route is:

Tower Hamlets: the Crisis Line tel. 0207 771 5807

Newham: the Crisis Line tel. 0207 771 5888.

Referred individuals will be invited to attend the café service for an appointment of up to 2 hours of one to one support.

Is there anyone who the service can't accept?

The service is not designed to support the following:

- Individuals who have significant co-occurring physical health conditions which require immediate medical assessment and input.
- Individuals under the age of 18
- Individuals who are intoxicated by drugs or alcohol
- Service user on leave from the inpatient unit
- Individual's whose presentation, needs and behaviour are disruptive and/or risky and cannot be safely managed in the Crisis Café setting

How is the service funded?

The service is currently funded for 12 months from April 2020 with the option to extend for a further two years (1+1) by ELFT NHS.

When is it open?

Each café has its own opening hours and location as per below. Note both services are currently available for bookable appointments only. Please do not publish the address.

Tower Hamlets

Located at: Christian Street, Community Hub. Postcode: E1 1AZ

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Bank Holidays
5-9pm	5-9pm	5-9pm	5-9pm	5-9pm	12-9pm	12-9pm	12-9pm

Newham

Located at: Rokeby Community Centre. Postcode: E15 3 LS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Bank Holidays
5-9pm	5-9pm	5-9pm	5-9pm	5-11pm	5-11pm	5-11pm	5-9pm

Do service users need to pay to use the Café Service?

No. The Together Cafés are not a commercial enterprise.

How do people access the Café service?

Due to COVID19, the cafés are available for booked appointments only. These are allocated by referral only. Referrals are made via the crisis lines only.

If individuals do attend without an appointment they will be referred back to ELFT Crisis services:

- Tower Hamlets: 0207 771 5807
- Newham: 0207 771 5888

If you would like any more information you can email the Hestia team at the cafés:

- Tower Hamlets Together Café Th.togethercafe@nhs.net
- Newham Together Café – Nh.togethercafe@nhs.net

How can I / my service / organisation help to promote the Together Café Service?

The Together Cafés are brand new services so any support around promotion and awareness would be greatly appreciated and much needed.

You can support us by letting those within your professional networks know about the service – this might involve passing on marketing materials, mentioning the service in any organisational newsletters / meetings or simply by providing our contact details so people can get in touch directly to find out more.

You can also support us online by following us on Twitter, 'retweeting' any related posts or you can TAG us in your tweets @Hestia1970.

Further communications and an evolved service model, will be available as COVID 19 restrictions are lifted.

A leaflet describing the service is available via emailing elft.communications@nhs.net

Service provided by Hestia:

Hestia.org



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