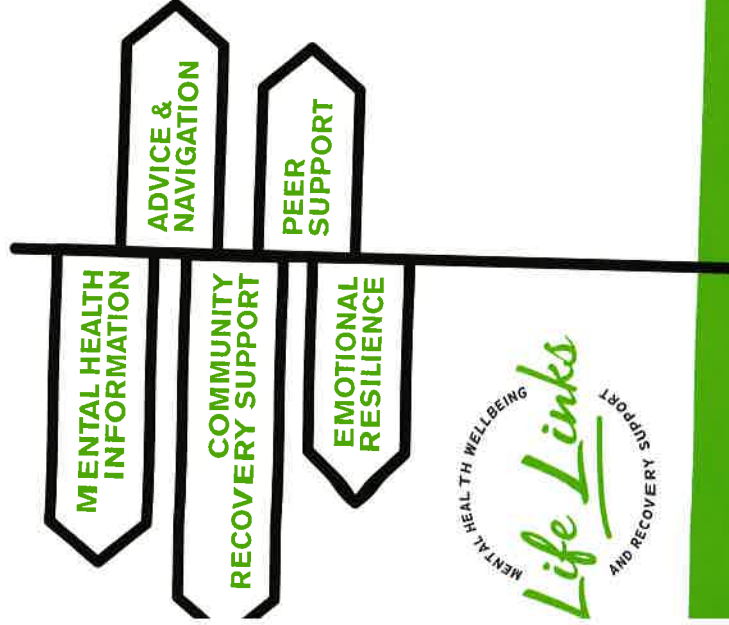


# How we can help

Here at **Life Links**, we provide a wellness recovery service tailored to meet your needs.

Our information, advice and navigation services can help you find community and digital resources that will help you to achieve your recovery outcomes, make your independence more sustainable and support you in developing your own support networks.

Our community recovery support is available to you as an individual or as part of a wider group and can be provided either in your own home or at a community venue local to you. The support we offer focuses on your strengths, needs and future aspirations.



ENGLISH

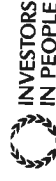


**Richmond Fellowship** is a national mental health charity making recovery reality for thousands of people every year. We provide a wide range of services including residential support, supported housing, employment services, community support and crisis support.

**Recovery Focus** is part of **Recovery Focus**, a group of charities with the shared aim to inspire recovery together.



## Our accreditations:



## Get In Touch

To find out more about the support we can provide and our referral process, contact us on:

Freephone: **0800 0234 575**

E: [leicestershire.lifelinks@richmondfellowship.org.uk](mailto:leicestershire.lifelinks@richmondfellowship.org.uk)

E: [leicester.lifelinks@richmondfellowship.org.uk](mailto:leicester.lifelinks@richmondfellowship.org.uk)

W: [www.rlifelinks.co.uk](http://www.rlifelinks.co.uk)

Follow **Richmond Fellowship** at:

W: [www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)

F: [/rfmentalhealth](https://www.facebook.com/rfmentalhealth)

T: [@rfmentalhealth](https://www.instagram.com/rfmentalhealth)

If you require this leaflet in a different format contact: [communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)

## Our Services

"My advice to anyone who suffers from mental health difficulties is to use any support Richmond Fellowship offers because it works!" Life Links Client



# What we offer

Our **Life Links** service provides a number of different support networks, offering you the flexibility to choose how you receive support dependent on your own personal needs.

The different support options we offer include:

## Face-to-Face

- Information, advice and navigation services delivered in a number of community locations
- Tailored information to meet your needs and preferences
- One to one sessions delivered in your own home or at a nearby community venue
- Group support sessions delivered in a range of community venues local to you.

## Online

- Our website ([www.rflifelinks.co.uk](http://www.rflifelinks.co.uk)) contains a directory of local services that can be easily browsed and filtered according to what you need
- Our website includes a 24/7 chatbot feature that allows you to ask questions online in order to get a better understanding of the support you might need
- Our dedicated website offers you the option to 'self refer'. This means you can make a request for one of our specialist trained staff to contact you in order to provide you with a more detailed assessment of your needs
- You can also email us directly at one of the following email addresses:  
[leicestershire.lifelinks@richmondfellowship.org.uk](mailto:leicestershire.lifelinks@richmondfellowship.org.uk)  
[leicester.lifelinks@richmondfellowship.org.uk](mailto:leicester.lifelinks@richmondfellowship.org.uk)

## Freephone

- Our Freephone support line is staffed Monday to Friday between the hours of 9am and 5pm. Our specialist trained staff can provide you with support and advice on your personal needs. You can contact our team by calling **0800 0234 575**.

- If you are calling our support line out of hours, you will be provided with a list of other services that are available to you.

## Community Recovery Support

- We help you to achieve your personal recovery needs through a range of face to face meetings
- Support groups are available in/or at a community venue local to you
- One-to-one and Peer group support is available where appropriate.

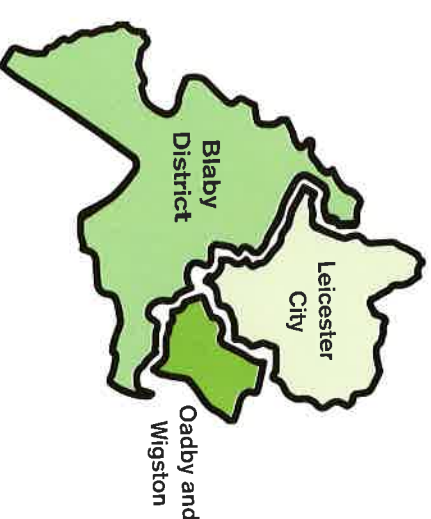
## Our Approach

**At the heart of everything we do lies:**

- Hope:** the belief that recovery is possible for every individual
- Respect:** valuing differences and all contributions
- Enabling:** giving people encouragement and support to achieve their goals
- Inclusion:** the belief that everyone has a right to participate fully in society

# Who we can help

Our Life Links service is available for people over the age of 18 living in Leicester City, Blaby District and Oadby and Wigston.



## Community Recovery Support referrals

- Self-referrals or agency referrals are welcome
- Refer by phone, email, through our website or in person at our Charles Street office in Leicester City
- We will contact you within 48 hours following your referral to discuss your needs
- An initial assessment will be arranged for within 5 working days of this call.

## What we achieve

- 96% of the people we support said they would recommend us to friends and family
- 82% of people using our community based service successfully completed their programmes with us or no longer needed our help