

About the Hub

Reading Wellbeing Platform: Support Hub is an innovative new service based at Reading train station. The hub provides a safe, welcoming space for individuals experiencing mental distress; offering compassionate support and connecting them to vital services in Reading and Berkshire.

What We Offer

The Support Hub:

- **Provides Immediate Support:** We have created an accessible, responsive service that has a specific focus on supporting an individual's emotional, wellbeing and safety needs. Through spending time understanding what is going on for each person, we are able to offer guidance, signposting and onwards referrals to other organisations.
- **Offer an Appropriate Alternative to Emergency Services for People Experiencing Mental Distress:** Operating at Reading Station, we work alongside Network Rail, Great Western Railway staff, and British Transport Police to support individuals experiencing mental distress. By providing accessible alternatives to A&E and emergency services, we aim to support people directly and reduce the need for them to only be able to access the NHS and local police services.
- **Enable Long-Term Care Connections:** The Support Hub acts as a gateway to ongoing support, referring individuals to trusted local partners, housing and financial guidance, and other mental health services in Reading and Berkshire.

About Together

Together for Mental Wellbeing is a charity that supports people experiencing mental distress to lead fulfilling and independent lives. Founded in 1879, today we work with approximately 1,200 people every month, at around 70 locations across England. Our services include support in the community, accommodation-based support, advocacy, and criminal justice services.

Our core ethos at Together is 'Service User Leadership'. This means that we empower people experiencing mental distress to make choices that affect their lives, lead their journey to wellbeing on their own terms and to collectively influence and improve services, organisations and society.

This means we value people as experts in what works best for them, with each individual empowered to lead on their own care and support. It also means we provide opportunities for people experiencing mental distress to draw on their experiences of mental distress to help us improve the quality and experience of the services we provide.

For more information about service user leadership, or to find out more about current opportunities to work alongside us, please contact SUL@together-uk.org.



Reading Wellbeing Platform: Support Hub



Who We Are

The Support Hub is staffed by:

- Two trained mental health professionals.
- Volunteers from partner organisations offering evidence-based interventions.

Referrals

Referrals for one to one mental health support can only come from the British Transport Police or Network Rail Staff.

At all times, whilst the service is open, we can provide advice and signposting to other services in the community that can support people's mental wellbeing. We connect individuals with resources such as:

- Housing guidance
- Financial advice
- Mental health services

Steps to help in a crisis

If you are experiencing mental health crisis that is not an emergency but you need urgent help please call NHS 111. For a medical emergency, call 999 straight away. If you are in crisis outside our opening hours, you can contact:

- Samaritans (24/7): 116 123
- NHS Crisis Helpline: 111
- Breathing Space: 0800 002 9091 (Monday to Thursday from 5-11 PM)

Other services we offer in Reading and Berkshire

- West Berkshire Breathing Space
- Reading Community Outreach
- Community Outreach Plus!
- Managing Emotions Programme
- Creative Wellbeing at Prospect Park Hospital

Use the QR code here to access links to all the services



Meet Our Partners

NHS
Buckinghamshire, Oxfordshire
and Berkshire West
Integrated Care Board



This project is sponsored by:

- IKEA
- Tesco

Contact Details

If you are a member of the public looking to access Reading Wellbeing Platform: Support Hub for support please contact us directly:



Visit our website: www.together-uk.org/service-finder/reading-wellbeing-platform-support-hub/



Call us on **0800 002 9091**



Email us at station@together-uk.org



To read more about the service and the referral process visit our website using the QR code here:



Where to Find Us:

Located at the Reading Community Space, Brunel Arcade, Reading Station, Station Hill, Reading, Berkshire, RG1 1LZ.

Opening Hours:

Friday to Sunday,
from 1:30 PM to
8:30 PM.

