



# About

How you can support  
people severely affected  
by mental illness

Rethink  
Mental  
Illness.



# About mental illness

Severe mental illness affects hundreds of thousands of people, their families and loved ones. Without the right care and support, it can destroy lives.

Even today, a person living with severe mental illness, like schizophrenia or bipolar disorder, is likely to die 10 to 20 years sooner than someone who is not<sup>1</sup>.

Our own research<sup>2</sup> has found that:

- Over a quarter (28%) of people experiencing mental illness were not referred by their GP to an appropriate service
- One in ten (9.4%) had to wait six months or more just for an assessment of their needs with no support in the meantime
- Over half (51%) felt that they did not receive support for a sufficient and appropriate length of time

It doesn't have to be this way. Everyone should be able to get high quality mental health care when they need it, no matter where they live or what their circumstances are.

Mental health services will improve if we form a collective voice, challenge negative attitudes and campaign for better care and support.

People with experience of mental illness are at the heart of everything we do.

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## Susan's story

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“My daughter had been in and out of hospital, sectioned, and had no joined-up care. Then, one night, she told me that she knew she had no future, and there was only one way out. I phoned Rethink Mental Illness.

What followed was several years of support and advice to get her the best care.

They worked tirelessly to support us through second opinions, finding specialist lawyers, giving benefits advice, detailed information on a tribunal process, everything you could think of to do with mental health.

The support transformed her life.

For the first time, she now has consistent care, entirely under her control.

With your continued support, Rethink Mental Illness can help many more families like mine.

If you can, please donate today.”

<sup>1</sup> Risks of all-cause and suicide mortality in mental disorders: a meta-review, Chesney, Goodwin, Fazel, World Psychiatry, June 2014

<sup>2</sup> Survey of 1,602 people's experiences of mental health service, 2018



## Donate now

You can help more people severely affected by mental illness to improve their own lives.

Please donate today.

### The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Rethink will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Rethink to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Rethink or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Rethink asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



This guarantee should be detached and retained by the payer.



## About Rethink Mental Illness

We're Rethink Mental Illness and no matter how bad things are, we can help people severely affected by mental illness to improve their lives. We're on a mission to bring about meaningful change, through our services, groups and groundbreaking campaigns.

As a leading charity provider of mental health services in England, people living with mental illness and those who care for them, are at the heart of everything we do. They shape our expert advice, information, and around 200 services – everything from housing to community-based services. And they drive our campaigning to change the law and tackle discrimination. Together, we run over 130 local groups which provide vital peer support in the community.

We know, from our vast experience, that people severely affected by mental illness can have a good quality of life. With your support, we will make that possible.



**51%**

felt that they did not receive support for a sufficient and appropriate length of time

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Katie, 23, London

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“Since being out of hospital it is so nice to be placed in a very caring, kind and supported environment to keep me well... Whenever I have had to speak to staff I have always been listened to.”

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John, 50, Merseyside

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“[The] service has helped me to get better slowly, to feel safe, and it's helped me to get my independence back... It's made me feel like I'm building a new bridge in my life, where I can build the life I want. I'm looking forward to things.’

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Mollie, 22, Somerset

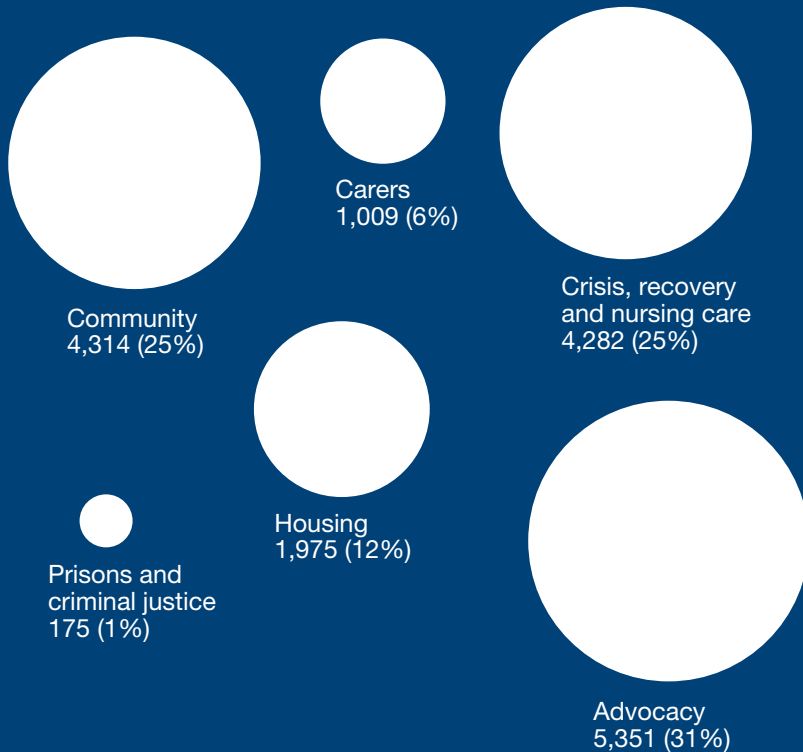
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“When I was 17, I was in hospital and diagnosed with schizophrenia. Rethink Mental Illness gave me a chance to live outside of hospital. To be blunt, I wouldn't be where I am now without Rethink Mental Illness. I don't know if I'd even be around.”



# Our impact

In 2017/18 our services directly supported more than 17,000 people, across the following services:



**7,246**

We directly advised 7,246 people on living with mental illness through our Advice Service



**806,573**

Our online mental health information was downloaded 806,573 times and viewed 3,667,788 times, providing accessible expert resources 24 hours a day

# What we do

## Diverse mental health services

We support tens of thousands of people every year to get through crises, live independently and feel that they do not have to face mental illness alone. Our 200 plus services include everything from supported housing to resettlement work in prisons, one-to-one help for carers, to group activities for people leaving hospital.

## Successful campaigning

Driven by people with experience of mental illness, we also campaign nationally and locally to push mental health up the public agenda and change government policy for the better. Our movement of passionate campaigners have successfully campaigned to get the UK government to:

- include mental health as a key priority in the NHS England Long Term Plan
- drop harmful plans for supported housing funding, meaning people living with mental illness have the support they need to thrive in the community and stay well
- commit to an independent review of the Mental Health Act to look at how it is used and can work better for everyone that it affects
- make sure people with mental illness are eligible for higher rates of Personal Independence Payment (PIP).

We also run 'Time to Change' in partnership with Mind, another mental health charity. The campaign aims to improve public attitudes and behaviour towards people living with mental health problems. As a result, nearly half a million adults and over 1 million young people said they've stepped in to support a friend.

## Life-changing peer support groups

People with experience of mental illness run our 130 local groups. They provide a non-judgemental space, empathy, acceptance and reassurance, and help to normalise experiences and reduce stigma. They also offer a listening ear, practical help, friendship and social support which can make coping with life's challenges that bit easier.

Find a group near you at [rethink.org/supportgroups](https://rethink.org/supportgroups)

## Practical advice on the phone

Our trusted advisers are on hand to provide practical advice on living with mental illness, medication, care and treatment. They can be called as often as needed and will take time to explain and set out options about what to do next.

The line is open from 9:30am – 4pm, Monday to Friday.

**Please call 0300 5000 927.**

## Award-winning information

Our website – [rethink.org](https://rethink.org) – provides advice to millions of people through over 200 award-winning factsheets. They cover a wide range of issues which affect people with mental illness, their family, friends and carers, including:

- bipolar disorder
- dealing with unusual thoughts and behaviours
- depression
- getting help in a crisis
- schizophrenia.

## Bespoke training

We work with businesses, public bodies and other charities to deliver hundreds of face-to-face training courses on mental health to over 2,500 people every year.

The aim is to help people feel more comfortable and confident to talk about mental health and know more about how to best support someone.

## Professional money management support

Through our partnership with Mental Health UK, we provide an advice service to help people with mental health and money problems to understand, manage and improve their finances. Mental Health & Money Advice offers helpful information, written by financial experts, tools, calculators and personal stories.

Mental Health UK brings together four mental health charities working across the country and this service is run in partnership with Lloyds Banking Group.

Please visit: [mentalhealthandmoneyadvice.org](https://mentalhealthandmoneyadvice.org)



**Please  
visit**

[mentalhealthand  
moneyadvice.org](https://mentalhealthandmoneyadvice.org)

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Chris, 42, Cheshire

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“The group means so much to so many people. Some come regularly, others occasionally. It’s a safety net and a lifeline.”

# How you can support our work

People severely affected by mental illness can have a good quality of life. Support us to help make that a reality for everyone [rethink.org/get-involved](https://rethink.org/get-involved)



## Donate with a regular gift

A regular monthly gift allows us to continue to run our advice and information service and support groups which are a lifeline to so many people. Please consider making a regular gift, or supporting us with a one-off donation, today using the form opposite.



## Fundraise for us

From making and selling cakes to running a marathon, by raising money for our work you'll help create a better future for people severely affected by mental illness.

Email [events@rethink.org](mailto:events@rethink.org) to set yourself a challenge and raise money for people severely affected by mental illness at the same time.



## Join a movement of campaigners

Whether it's writing to your local newspaper, meeting your MP or holding your own event, there are lots of ways you can transform the lives of people affected by mental illness and their carers. Join our movement of campaigners today and change the system for the better.



## Become a member

For just £2 a month you can become a member of Rethink Mental Illness to have a say in how the charity is run, get a regular magazine, attend free events and more.



## Commission us

We have a strong record of developing and delivering innovative, personalised services in partnership with commissioners, government, the statutory sector, voluntary organisations and other providers.

For more information about how we can help, contact our Service Development team via email: [servicedevelopment@rethink.org](mailto:servicedevelopment@rethink.org)



## Start a peer support group

Our Involvement Team can offer you advice and support in starting a group and will work closely with you to get your group established. This includes developing aims and objectives to ensure you have a safe, supportive and sustainable group.

Call 01823 365 308 to be put in touch with your local Group Development Officer.



## Get your workplace involved

Corporate partnerships help us raise money, reach large audiences and change attitudes. They also build understanding of mental health in the workplace and bring many benefits to companies we work with, including meeting corporate social responsibility objectives. We've worked with organisations like Lloyds Banking Group, ITN, Virgin Trains and Royal Mail.

For more information about how to get your company involved, call 020 7840 3012.



Rethink  
Mental  
Illness.

Get in touch today

Visit [rethink.org](https://rethink.org)

Call 0121 522 7007

Email [info@rethink.org](mailto:info@rethink.org)

[rethink.org](https://rethink.org)





You only need to fill in this side if you want to set up a Direct Debit for your payment to us.

# Instruction to your bank or building society to pay by Direct Debit

Please complete the whole form and send it to: **FREEPOST Rethink Mental Illness**

Name and full address of your bank or building society

To: The Manager  
Address

bank/building society

Postcode

Name(s)  
of account holder(s)

Bank/building society account number

Branch sort code

banks and building societies may not accept Direct Debit Instructions for some types of accounts.

Date

Service User Number (if applicable)

Reference number (office use only)

VOICES FOR CHANGE

**Instruction to your bank or building society**  
Please pay Rethink Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.  
I understand that this Instruction may remain with Rethink and, if so, details will be passed electronically to my bank/building society.

This is not part of the Instruction to your bank or building society and will be detached by Rethink Mental Illness before submission to the paying bank.

I wish to pay: £  per month  
Monthly  Quarterly  Annually

Payments will be taken on the 1st of the month.

Please return this donation form to **Freepost Rethink Mental Illness**

Registered in England Number 1227970. Registered Charity Number 271028. Registered Office 89 Albert Embankment, London, SE1 7TP.  
Rethink Mental Illness is the operating name of the National Schizophrenia Fellowship, a company limited by guarantee.