

# Services Provided By



## Digital Offer during CV-19 lockdown

There are some services that CAAS cannot provide virtually. We have carefully evaluated our services and you will find our current services enclosed. Our normal services brochure will be available post-lockdown.

We are accepting new referrals using the details below. Please leave a message if you do call as we access voicemail remotely.

[enquiries@adhdandautism.org](mailto:enquiries@adhdandautism.org)

020 8429 1552

# Centre for ADHD & Autism Support Key Personnel

## Trustee Board

Jan Berger	Chairperson
Kay D'Cruz	Acting Secretary
Ashwin Kara	Treasurer
Jane McLeod	Trustee
Debbie Bezalel	Trustee
Gabriella Eberhardt	HR Trustee

## Key Staff

Name	Role	Email
<b>Therese Glynn</b>	Director of ADHD Services	adhd@adhdandautism.org
<b>Lynne Laverty</b>	Director of Autism Services	autism@adhdandautism.org
<b>Rebecca Murphy</b>	Financial Controller	finance@adhdandautism.org
<b>Blaise McDonald</b>	Youth Services Manager	blaise@adhdandautism.org
<b>Helen Fleetwood</b>	Autistic Adult Service Lead	helen@adhdandautism.org
<b>Karen Crocker</b>	Lead Family Support Worker Youth Worker / Counsellor	karen@adhdandautism.org
<b>Rachel Walker</b>	Family Support Worker	rachel@adhdandautism.org
<b>Ciaran Feighan</b>	Youth & Family Worker	ciaran@adhdandautism.org
<b>Zeena Bishop</b>	Family Support Worker	zeena@adhdandautism.org
<b>Leigh Andrews</b>	Family Support Worker / Creche Supervisor	leigh@adhdandautism.org
<b>Sarah Haynes</b>	Family Support Worker	sarah@adhdandautism.org
<b>Sophia Tourabi</b>	Family Support Worker	sophia@adhdandautism.org
<b>Minoo Noor</b>	Specialist ADHD Coach / Family Support Worker	minoo@adhdandautism.org
<b>Tasneem Choucair</b>	Fundraiser	fundraising@adhdandautism.org
<b>Anna Atack</b>	Administrator	admin@adhdandautism.org

## Using Online or Digital Services

CAAS will be providing a range of services using different technologies during this time. Please bear with us as staff are working remotely and many are working and navigating childcare as many of you will be.

Support will be provided via:

**Phone:** Please get in touch via 020 8429 1552 and leave a message. One of the team will get back to you within 2 working days (as before the team are not available on the weekends outside of planned groups).

**Email:** New enquiries should be made via our [enquiries@adhdandautism.org](mailto:enquiries@adhdandautism.org) email. Staff e-mails for existing users are listed at the start of the services, and above each service listing.

**Text or WhatsApp:** Various members of the team will have access to CAAS mobile phones and may be able to provide support via Text or WhatsApp. Staff you are working with will let you know if this is an option they can offer.

**Webchat, Online Groups, Webinars:** Although Zoom is the most widely used, due to recent security concerns, CAAS had been using WebEx. Following multiple requests from clients, and further investigation into how we can make Zoom as safe as we can, we will be switching to Zoom for groups from Mon 27<sup>th</sup> April.

You can download the apps in advance here, or you can click the link and your web browser which will prompt you to download the app.

Apple IOS Devices:

Zoom: <https://apps.apple.com/us/app/id546505307>

Android Devices:

Zoom: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

Download to Laptop or Desktop PC

Zoom: <https://zoom.us/download>

### **What you will need / how it will work:**

To access most of the services (excluding phone support) you will need a smart phone, computer/laptop and access to the internet.

You will be sent a meeting invite via text or email by the group leader. The group leader will walk you through the process to make it as easy as possible. It's a new way of working for all of us.

## **Things to Note:**

### **What we need from you:**

- Please try to be available at the agreed contact time – if the call is not answered at the agreed time the CAAS Worker will try again 3 further times within a 15-minute window.
- For video calls please ensure anyone attending the call is dressed as they would to attend a session/group at the Centre.
- For video calls please ensure you are in a quiet space with no personal or other items you would not like us to see visible in the background, ideally this will **not** be in a bedroom
- For video calls consider using a headset/headphones if available to ensure privacy.
  
- Where we are working with young people under 18, we will need consent from parents/carers. This will be organised by the member of the team you are working with.

### **Emergency Support**

Whilst CAAS are able to offer support we are not able to respond quickly enough to crisis and emergency situations. If you have **immediate concerns** about the health, wellbeing and/or safety of any member of your household please refer to the contact details below:

- NSPCC - <https://www.nspcc.org.uk/> - have a lot of tips, advice and support around the current Coronavirus pandemic including online safety and supporting your child's anxiety
- Childline - <https://www.childline.org.uk/> or 0800 1111 – offering advice and support for young people along with online games and distraction tools
- Papyrus is a UK Charity for the prevention of young suicide, which a phone line for young people and parents/carers on 0800 068 4141. For more information, visit: [www.papyrus-uk.org](http://www.papyrus-uk.org)
- Samaritans is a charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide and provide support 24/7 on 116 123. For more information visit: [www.samaritans.org/](http://www.samaritans.org/)
- Kooth is a service for children and young people in the borough of Hillingdon which offering free counselling and support service. For more information, visit: [www.kooth.com](http://www.kooth.com)
- WISH Harrow support young people who are self-harming and attend a school in the borough of Harrow by providing support through our Safe2speak counselling service. For more information visit: <https://thewishcentre.org.uk/harrow/>
- The National Suicide Prevention Alliance is an alliance in England who take individual and collective action to reduce suicide. For more information, visit: [www.nspa.org.uk/home/our-work](http://www.nspa.org.uk/home/our-work)
- Shout is a 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. The number is 85258. For more information visit: [www.giveusashout.org/](http://www.giveusashout.org/)
- The Stay Alive app is a suicide prevention resource for parents/carers and young people, packed full of useful information and tools to help you stay safe in crisis. <https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>

Alternatively, your child may prefer to visit the doctor, who may be able to provide other types of support.  
If there is immediate risk call 999

## Services for Families

### **Online Drop-In Support Group**

	<b>Daytime Group</b>	<b>Evening Group</b>
When:	Weekly on a Wed from 29 Apr	Weekly on a Mon from 27 Apr
Time:	10.30am till 12.30pm	7.00pm till 9.00pm
Contact:	enquiries@adhdandautism.org	enquiries@adhdandautism.org

- Email enquiries@adhdandautism.org for the meeting links and group rules.
- The drop-in sessions are a great introduction to our services where you can meet the Family Support Team, find out about the help we can provide for you and your family, as well as being able to connect with other parents/carers in a similar situation.
- Members of the team will be online to facilitate the group. The opportunity to have a private chat with staff will be available for short times during the session.

### **Closed Facebook Group**

The link to join is: <https://www.facebook.com/groups/adhdandautismsupport>

- Please read group rules before posting.
- The group is designed to give you the opportunity to share and gain support from other members.
- There are several members of the staff in the group who can answer questions during the normal drop-in support group times.

### **Virtual One to One Appointments**

When: By appointment only  
Contact: enquiries@adhdandautism.org

- Support is available via email, phone, text or webchat.
- A service designed to offer help understanding or writing letters or completing forms.
- Appointments may also be booked for specific parenting / care advice, or for information on how to access help.

## **Virtual Sleep Support**

When: By appointment only  
Contact: Zeena Bishop on [zeena@adhdandautism.org](mailto:zeena@adhdandautism.org)

CAAS will be offering specialist support to enable parents to gain a greater understanding of how to support children with sleep issues. Support will generally be offered via email or phone.

## **Parenting Courses:**

### **Living with ADHD & Autism**

Contact: Therese on [adhd@adhdandautism.org](mailto:adhd@adhdandautism.org)

### **Understanding Autism**

Lynne on [autism@adhdandautism.org](mailto:autism@adhdandautism.org)

Physical parenting courses will hopefully restart in September, lockdown permitting. Those booked on to the April courses will have priority over places. Bookings are being taken, please contact Lynne or Therese for information on their respective courses.

In the short term, we are looking at providing some sessions for those who were booked on the April courses via Webinar. Your course lead will be in contact.

## **Specialist Workshops – Via Webinar**

- Specialist workshops will be offered via CAAS staff and possibly external specialists. These are accessible to parents / carers / professionals and individuals with a diagnosis of ADHD and/or autism.
- Details will be sent via email to members and published on our website and social media.

# Services for Children and Young People

## Individual Support and Mentoring

When: Ongoing  
Criteria: Young people aged 11 (and in High School) - 25  
Contact: Blaise McDonald on [blaise@adhdandautism.org](mailto:blaise@adhdandautism.org)

- The youth project aims to support young people with a diagnosis of ADHD and/or autism at difficult times in their life.
- Support will be available via email, phone, text and webchat.
- Counselling for young people is available subject to referral criteria.

## Specialist Group Sessions – Via Webinar

- Specialist small groups sessions will be offered via the CAAS Youth Team based on elements of our WhyTry and CALMS Courses (which will restart when lockdown ends).
- These are accessible to young people with a diagnosis of ADHD and/or autism.

## Virtual Young Persons Film Group (for existing attendees)

	<b>Group 1 (age 18-24)</b>	<b>Group 2 (age 14-18)</b>
When:	Monthly on a Friday	Monthly on a Friday
Criteria:	Age 18-24	Age 14-18
Contact:	Therese Glynn on <a href="mailto:adhd@adhdandautism.org">adhd@adhdandautism.org</a>	Ciaran Feighan on <a href="mailto:ciaran@adhdandautism.org">ciaran@adhdandautism.org</a>

- The Film Group provides the opportunity to watch a film then have group discussion and chat. Films are chosen to facilitate discussion around what they have seen.
- The film group may be open to new attendees' post lockdown.

## **Virtual Girls Group – for existing attendees**

- When: **2<sup>nd</sup> and 4<sup>th</sup>** Tuesday of each month from 6.30-8.00pm  
Criteria: Young women aged 11 (and in high school) – 16 years diagnosed with ADHD or autism  
Costs: Free  
Contact: Karen Crocker on karen@adhdandautism.org

The 'Girls Group' is a creative and nurturing space for young women. The group will aim to help the girls understand their diagnosis and learn strategies to help them manage. It will be a focused session based on a topic decided in advance. Karen will contact existing members with dates.

## **Virtual Siblings Group – for existing attendees**

- When: Third Saturday of the month from 12.00pm-1.00pm  
Criteria: Siblings 10-12 (12.00-1.00)  
Contact: Ciaran Feighan on ciaran@adhdandautism.org

The monthly siblings' group for children aged 10-12 will be designed to support siblings of children or young people with a diagnosis of ADHD and/or autism. The group, led by a therapist and facilitator, will give siblings an opportunity to gain understanding of the conditions so that they can better understand their brother or sister fostering better relationships. The group will involve a mix of talking and activities.

Worksheets or activity sheets can be sent home for younger siblings until the physical group restarts post lock-down.





When: **Ongoing – Digital Offer**  
Criteria: Young people aged 11-25 in Harrow.  
Costs: Free  
Contact: Blaise McDonald on [blaise@adhdandautism.org](mailto:blaise@adhdandautism.org)

**HeadsUp** is a specialist young people’s mental health service provided by five local organisations; Mind in Harrow, the Mosaic LGBT Youth Centre, The Wish Centre, Paiwand and Centre for ADHD & Autism Support.

Each individual service has their own digital offer. Please see the HeadsUp website <http://www.headsupharrow.uk>.

**CAAS** will provide a mix of virtual one-to-one mentoring session and small groups to help young people with a diagnosis of ADHD and/or autism build their resilience and learn mental health coping strategies.

### **Virtual Creative Club – for existing attendees**

When: Third Saturday of the month 1.30pm till 3.00pm  
Criteria: Young People aged 8-12 diagnosed with ADHD or autism  
Costs: Free but places **MUST** be booked.  
Contact: Ciaran Feighan on [ciaran@adhdandautism.org](mailto:ciaran@adhdandautism.org)

The monthly Creative Club will feature creative activities such as music or art. The groups will enable those who face isolation a place to meet like-minded individuals in a place that feels safe, secure and accepting of difference. You may be asked to create something in advance to discuss and share during the session.

# Services for Adults

## Autistic Adult Services

### One to One Appointments – Digital Offer

When: By appointment only.  
Criteria: Autistic Adults aged 25+  
Contact: Helen Fleetwood on [helen@adhdandautism.org](mailto:helen@adhdandautism.org)

A service designed to offer support with practical issues, such as:

- assisting to make phone calls to council/health/social care/education /housing/benefits/banks/utilities etc.
- filling in the forms and applying for benefits, including Access to work, Universal Credit, PIP, Health Cost Cards etc.
- help understanding letters or forms and responding to them.
- Create a plan of action and next steps to take.
- Creating a CV.
- Finding out what other services and organisations may be able to help you.

Support will be offered via email, phone, text or webchat.

Clients will typically access 6 support sessions

### Twice Weekly / Twice Monthly Drop-in for autistic Harrow Residents – Digital Offer

#### 1<sup>st</sup> and 3<sup>rd</sup> Full Week of the Month

When: Monday & Thursday 2 – 4pm  
Criteria: Harrow Autistic Adults (Diagnosed or seeking)  
Contact: Helen Fleetwood [helen@adhdandautism.org](mailto:helen@adhdandautism.org)

A twice weekly, twice monthly opportunity to check in and set appointments for further support with the following:

- assisting to make phone calls to council/health/social care/education /housing/benefits/banks/utilities etc.
- filling in the forms and applying for benefits, including Access to work, Universal Credit, PIP, Health Cost Cards etc.
- help understanding letters or forms and responding to them.
- Create a plan of action and next steps to take.
- Creating a CV.
- Finding out what other services and organisations may be able to help you.

## **Virtual Book Group for autistic adults**

Organised and facilitated by Janet Gothelf - [janet.gothelf@clearer-perspectives.com](mailto:janet.gothelf@clearer-perspectives.com)

When: Every 4-6 weeks on a Wednesday afternoon  
Criteria: Adults with (or who are seeking) a diagnosis of autism  
Contact: Janet Gothelf – contact prior to attending

- In the virtual book group, we discuss a book chosen by one of the group. The resulting conversations are wide-ranging and stimulating.
- Books are provided at cost or can be download or audio if you prefer.

## **Virtual “Write what you want” Group for autistic adults**

Organised and facilitated by Janet Gothelf - [janet.gothelf@clearer-perspectives.com](mailto:janet.gothelf@clearer-perspectives.com)

When: Every 4-6 weeks  
Criteria: Adults with (or who are seeking) a diagnosis of autism  
Contact: Janet Gothelf – contact prior to attending

- Creative writing is a safe space to explore writing in a non-judgmental and supportive setting.
- For some it is the first time they have tried putting down ideas in story, prose or poetry. Others have enjoyed creative writing for a long time.

## **Virtual Women’s Forum**

Facilitated by Karen Crocker or Janet Gothelf

When: On the 1<sup>st</sup> Tuesday of each month from 7.00pm till 9.00pm  
Criteria: Adult women with (or who are seeking) a diagnosis of autism  
Contact: Helen Fleetwood on [autism@adhdandautism.org](mailto:autism@adhdandautism.org)

- The group is an open group for women who are autistic or who think they might be on the autism spectrum.
- The aim of the group is to provide a safe, non-judgemental forum for women to share their thoughts, experiences and ideas. You may participate actively or passively: you can involve yourself in group discussion or simply listen to what other women have to say.
- One topic is selected for discussion each month and advance notice of can be provided to those who wish to know.

## **Virtual Therapeutic / Discussion Group**

Facilitated by Janet Gothelf

### **Group 1 (age 25+)**

When: 3<sup>rd</sup> Tuesday of the month  
Criteria: Autistic Adults (Diagnosed or seeking)  
Contact: Helen Fleetwood

### **Group 2 (age 18-25)**

Monthly (Variable days & times)  
Autistic Adults (Diagnosed or seeking)  
helen@adhdandautism.org

- The group will meet monthly for a virtual therapeutic discussion group that will take place from 7.00pm till 9.00pm. This will allow a space where individuals can discuss any issues in their lives, their worries and anxieties in a safe, non-judgmental environment. It may be discussions around friendships: how to meet other people; stay on a topic of conversation; pay attention or express one's feelings or emotions. There may also be discussions around employment, how to apply for a job, perform well in an interview, or maintain employment. Discussions will be based on issues that impact on their lives on a daily basis as well as celebrating the successes.
- The younger group will follow a similar format as the older group, but on differing dates & times each month.

## **Virtual Partners, Parents & Supporters of Autistic/ADHD Adults Drop in Group**

When: On the 1<sup>st</sup> Monday of each month from 7.00pm till 9.00pm (excl Bank Holidays)  
Criteria: Parents and Partners of Adults with a diagnosis or ADHD or autism  
Contact: Helen Fleetwood – helen@adhdandautism.org

- The drop-in sessions are a great introduction to our services where you can meet the Adult Support Team and find out about the support we can provide for you and your family.
- Open to parents, carers and partners of autistic adults and offers the opportunity to meet other parents and partners in a similar situation.
- Members of the team will be online to facilitate the group. The opportunity to have a private chat with staff will be available for short periods of time during the session.
- Email helen@adhdandautism.org for the meeting links and group rules.

## **Adult ADHD Services**

### **One to one support – Digital Offer**

When: Ongoing – Digital Offer  
Criteria: Adults with a diagnosis of ADHD or who suspect they have ADHD.  
Contact: Minoor Noor on [adultadhd@adhdandautism.org](mailto:adultadhd@adhdandautism.org)

The adult ADHD Service provides specialist mentoring for adults with diagnosis of ADHD. Support will be offered via email, phone, text or webchat.

### **Virtual Adult ADHD Evening Group**

When: Held on the second Monday of each month from 7pm till 9pm  
Criteria: Adults with a diagnosis of ADHD or who suspect they have ADHD  
Contact: Minoor Noor / Emma Cooper on [adultadhd@adhdandautism.org](mailto:adultadhd@adhdandautism.org)

The adult ADHD group provides a safe and non-judgemental environment for adults to come and explore what it means to have a diagnosis of ADHD, and to get help and support with issues arising in their everyday lives.

### **Virtual Adult ADHD Daytime Group**

When: Held on the fourth Tuesday of each month from 3.00pm till 5.00pm  
Criteria: Adults with a diagnosis of ADHD or who suspect they have ADHD  
Contact: Minoor Noor / Graham Harris on [adultadhd@adhdandautism.org](mailto:adultadhd@adhdandautism.org)

The adult ADHD group provides a safe and non-judgemental environment for adults to come and explore what it means to have a diagnosis of ADHD, and to get help and support with issues arising in their everyday lives.

## Our Funders

CAAS would like to acknowledge all of our funders for their on-going support allowing us to continue to provide much needed services to our clients. Without your support it would not be possible to continue to fund our experienced staff team and provide the diverse range of services that we do. **Thanks, in 2020/21 go to:**

National Lottery Community Fund: Reaching Communities

BBC Children in Need

Harrow Council

Harrow CCG

City Bridge Trust

Comic Relief

Hillingdon Council

Sisters of the Holy Cross

The Big Give (inc The Childhood Trust)

Royal London

