



Richmond House

Therapeutic Recovery Community

21 Lancaster Park, Richmond
TW10 6AB

020 8255 7267
richmondhouse@cht.org.uk

www.cht.org.uk/richmondhouse

CHT
Community Housing & Therapy

About us

Community Housing & Therapy (CHT) is a specialist mental health charity founded in 1994. Our seven communities in the South East offer a home, round-the-clock care, therapeutic support, skills training, and social activities for adults experiencing severe and complex mental distress and co-occurring conditions, such as substance use.

Our communities are Psychologically Informed Environments (PIEs) that aim to create spaces where people feel safer, listened to, and able to take part in community life.

Our therapeutic model bridges the gap between hospital and community, providing consistent, person-centred support over time. By prioritising social connection and purposeful activity, we support residents to rediscover what they want from life and realise their potential.

Our outcomes reflect this. Last year,

- **42%** of residents were engaged in employment, volunteering, or education, and
- **64%** of those who moved on went to lower-support or independent living.

“I am so grateful for the level of reflection, thoughtfulness and support that goes into facilitating the therapeutic environment at Richmond House. For the first time in decades, I am beginning to feel some security in my life, which is starting to increase my confidence, self-esteem and overall quality of life.”

Richmond House resident

Richmond House

Richmond House is a mixed-gender community situated in the heart of Richmond. It has seven bedrooms, each with access to shared bathrooms. Residents can enjoy a communal kitchen and a cosy shared lounge, where we also offer creative, bonding community activities, reflective groups, community lunches and psychosocial groups.

Here, residents are part of a supportive community built on meaningful relationships and structured therapeutic support where daily interactions, group activities, and community meetings help them reflect, learn and build confidence. Staff and residents work together to create an environment where everyone can talk about and understand challenges, and gradually build emotional resilience and independence.

- 24-hour support (sleeping nights)
- Mixed gender
- Adults 18+
- 7 single occupancy bedrooms
- Shared lounge, kitchen, garden and group spaces
- Regular on-site one-to-one psychotherapy
- One-to-one key work
- Structured weekly therapeutic programme
- Psychosocial groups
- Facilitated reflective space
- Opportunity to join organisational committees
- Resident training opportunities



Our approach

Recovery is not always straightforward, so we work alongside residents through the five stages of our recovery pathway, at a pace that feels manageable for them, usually over a period of two to three years. After this time, the majority will move on to lower supported housing, their family home, or their own flat.

1

Engagement

We co-create recovery plans with residents along with strategies to engage with the community and help build ongoing, emotionally safe connections.

2

Attachment

We help residents form secure community bonds by encouraging participation in groups and activities.

3

Containment

Through psychotherapy and regular keywork, we help residents feel safe, belong, and better manage their emotions.

4

Exploration

We encourage and support residents to take positive risks and identify opportunities to realise their goals and their strengths.

5

Autonomy

Skills training and activities like our Experts by Experience programme help residents gain confidence and move toward independence.

Our service team

Richmond House is staffed 24/7, including sleeping night cover. Our team includes live-in Support Workers and Therapeutic Practitioners who are trained to meet residents where they are in their journey, actively support their recovery, and make sure everyone feels listened to, wanted, respected, and valued.



Ryan Burke Senior Team Leader

Ryan joined CHT in 2022 and has experience in managing supported accommodation and community services for adults with complex needs, in the homelessness and mental health sectors.

Ellen Bailey Team Leader

Ellen joined CHT in 2021 as a Therapeutic Practitioner before becoming Team Leader, and has experience working in a care home supporting young women with physical and learning disabilities.

Jenna Bartlett Senior Psychotherapist

Jenna is an accredited clinical member of the UK Council for Psychotherapy (UKCP). She joined us in 2019 following nine years of practice experience, including in NHS hospitals.

To contact the Richmond House team, please call 020 8255 7367 or email richmondhouse@cht.org.uk

Groups & activities

At Richmond House, residents can join a weekly programme of groups and activities, alongside one-to-one support. Our weekly programme is co-designed with residents and may include:

Arts and creative activities. Using art as expression, and learning new skills in a supportive setting.

Community meetings. These are held weekly to discuss activities within the community.



Social groups and day trips. Such as movie nights or going out together for a meal.

Cooking and cleaning groups. Where residents and staff help to maintain the shared spaces and plan and cook meals together.

Psychosocial groups. Educational sessions where residents choose topics that matter to their interests and needs.

Skills training and workshops. These help build confidence and new abilities for life after leaving our communities.



Referrals

Fees & Funding

We offer a competitive placement fee structure for local authorities and the NHS. It's also possible to self-fund a placement. Please contact us for our latest fee table.

Eligibility

We accept referrals for adults 18+. Every referral is reviewed individually to ensure our structured and personalised therapeutic programme will benefit those referred to us.

Referral requirements

To make a referral we require the following information:

- A recent risk assessment
- A current care plan
- A support plan
- Any other information, such as a psychiatric report, an occupational therapist's report, or a social circumstances report.

The referral process

Once we've received your referral, our team will review it as quickly as possible and set up an assessment. We'll then invite you or your client to visit and meet our community.

We aim to reply to all enquiries within 24 hours and to offer an initial assessment within 5 working days.

Contact us

To discuss our services or make an enquiry for a placement at Richmond House, please contact,

020 8255 7267

richmondhouse@cht.org.uk

For general enquiries, please contact our referrals team,

020 7381 5888

referrals@cht.org.uk

www.cht.org.uk/referrals

CHT

Community Housing & Therapy

Head office:
21 Lancaster Park
Richmond, TW10 6AB
020 7381 5888
co@cht.org.uk
www.cht.org.uk

Community Housing & Therapy is a registered charity in England and Wales (No: 1040713). Company Limited by Guarantee Number 2940712