



# Lilias Gillies House

High support recovery community

Inspected and rated

Good

 Care Quality  
Commission

169 Tollers Lane, Coulsdon,  
Surrey CR5 1BJ

01737 668 112

[liliasgillieshouse@cht.org.uk](mailto:liliasgillieshouse@cht.org.uk)

[www.cht.org.uk/liliasgillieshouse](http://www.cht.org.uk/liliasgillieshouse)

# 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 eating disorders or 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 really like the staff who encourage us to achieve our goals. We are at peace with each other, and there is so much care and understanding. I really like this place.”**

**CHT resident**

# Lilias Gillies House

Lilias Gillies House is our 15-bed, mixed-gender residential community in Coulsdon, offering en-suite bedrooms and a range of on-site facilities, including a comfortable shared lounge and kitchen, and a large garden with a summer house, sensory room, and outdoor firepit. There's a weekday therapeutic programme which includes psychosocial groups, life skills training, community reflective work, on-site psychotherapy, and dedicated staff, including a social worker and community psychotherapist.

At Lilias Gillies House, residents are part of a supportive community where 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 (waking nights)
- Mixed gender
- Adults 18+
- 15 single occupancy ensuite bedrooms
- Shared lounge, kitchen, garden and group spaces
- Regular on-site one-to-one psychotherapy
- Community social worker
- One-to-one key work
- 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

Lilias Gillies House is staffed 24/7, including waking night cover. Our team includes live-in Support Workers, a community social worker, and Therapeutic Practitioners.

Our staff 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.



## Lena Norman Service Manager

Lena joined CHT in 2023, following over 11 years as a service manager working with young people and in homelessness and mental health services.

## Anthony Jones Head of Services

Anthony has been with CHT since 2010, and is a registered social worker and Family Therapy Practitioner. He is our CQC-nominated individual and Safeguarding Lead.

## Ilias Bloomfield Clinical Lead

Ilias is our Community Psychotherapist and provides on-site one-on-one psychotherapy to our residents and clinical supervision to our team of Therapeutic Practitioners, as well as facilitating a reflective practice group for the entire community.

**To contact the team at  
Lilias Gillies House,  
please call 020 8523 4651  
or email  
[liliasgillieshouse@cht.org.uk](mailto:liliasgillieshouse@cht.org.uk)**

# Groups & activities

At Lillias Gillies 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 Liliias Gillies House, please contact,

01737 668 112

[liliiasgillieshouse@cht.org.uk](mailto:liliiasgillieshouse@cht.org.uk)

For general enquiries, please contact our referrals team,

020 7381 5888

[referrals@cht.org.uk](mailto:referrals@cht.org.uk)

[www.cht.org.uk/referrals](http://www.cht.org.uk/referrals)

# CHT

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**Head office:**

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**[www.cht.org.uk](http://www.cht.org.uk)**

**CQC Provider ID: 1-101671019**

**Regulated Activities at Liliias Gillies House:  
Treatment of Disease, Disorder or Injury (TDDI)**

**Nominated Individual: Anthony Jones**

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