

PORTOBELLO  
BEHAVIOURAL HEALTH

Let's find a  
way forward  
together

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portobellobh.com  
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enquiry@portobellobh.com

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We don't just  
meet, but  
exceed the  
needs of those  
we serve



Johan Sorensen  
Founder

When I founded Portobello Behavioural Health, my vision was clear: to build a service which provides the highest quality of care delivered compassionately in partnership with other mental health professionals and institutions.

Witnessing the evolution of how we work with clients fills me with immense pride; from the innovation of our case management team, to the clinical excellence of our therapists to the transformative work of our behavioural coaches. Our incredible team embodies our founding principles, offering personalised, empathetic support underpinned by ethics and integrity. This dedication to excellence combined with our commitment to working collaboratively means we don't just meet, but exceed the needs of those we serve.

# Support where you need it most

Portobello Behavioural Health provides bespoke non-residential support to clients with issues around mental health, neuro-diversity, addiction and disordered eating.

Our team of case managers and coaches works closely with referral partners and other mental health professionals to fill the gaps in clients' care and deliver wrap-around services for the whole family. We provide grass root level support, helping clients manage transitions and supporting families through crises.

## Our services include

Case management →  
Behavioural health coaching →  
Child & adolescent therapy →  
Family therapy →  
Group therapy →  
One to one therapy →  
Live-in coaching →  
Intervention services →  
Sober companionship →  
Transportation services →  
Treatment packages and referrals →  
Care and treatment planning →  
Psychiatric assessment →  
Drug testing →  
Educational workshops →

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## We can help with

Addiction & alcoholism  
Anger management  
Bereavement  
Borderline personality disorder  
Chronic fatigue  
Chronic pain  
Crisis management  
Depression & anxiety  
Eating disorders  
Work related issues  
Neurodiversity  
Phobias  
Relationship problems  
Sexual dysfunction  
Trauma

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We believe  
treatment should  
be individualised

What drives us is seeing  
someone's life change for  
the better.

We've gathered exceptional  
practitioners from across different  
therapies and approaches because  
we believe treatment should  
be individualised. Whether it's  
navigating life's ups and downs or  
tackling specific challenges, we're  
here to offer a helping hand to as  
many people as we can. Our mission  
is to ensure that everyone we  
work with feels heard, understood,  
respected, and cared for.



**Robin  
Fenwick-Smith**  
Clinical Director



**Clare Griffin**  
Clinical Director

## PSYCHOTHERAPY

# Seeing lives change for the better

With over 30 years' combined  
experience and a deep  
passion for making a  
difference, our joint clinical  
directors work hand-in-hand  
to deliver a tailored, unique  
care journey for each client.

Both have extensive experience  
of working in residential and non-  
residential settings, and are well  
versed in understanding the needs  
of professional partners and how  
working collaboratively benefits  
clients. From careful and considered  
assessments, through to placing  
clients with the right person from  
our highly experienced team, we  
ensure partners are kept 'in the loop'  
throughout the client's journey.

## Our services include

Individual, couples, and  
family therapy

Groups and workshops

Child and adolescent therapy

Psychological assessments  
and therapy

Eating disorders, addiction, family  
dynamics, trauma and more

Modalities including: CBT, DBT,  
integrative, psychodynamic  
and humanistic

Polyvagal treatment, including the  
Safe & Sound Protocol

In-person in London and Guildford;  
globally online

Supervised by clinical psychologist

Collaboration with existing support  
team to deliver integrated care



# How we work

A collaborative, multi-disciplinary approach rooted in pragmatic solutions tailored to the individual needs of clients.

## HOW WE WORK

# Polyvagal therapy



**Portobello Behavioural Health offers the Safe and Sound Protocol (SSP) to deliver polyvagal therapy, an innovative new intervention.**

Research shows polyvagal therapies effectiveness in reducing stress and anxiety symptoms, with 80% of sessions resulting in significant improvements in emotional regulation and stress coping. SSP targets underlying physiological

mechanisms of stress, enhancing other therapeutic modalities and promoting calmness within the autonomic nervous system.

It improves social engagement and emotional resilience, complementing various therapeutic goals such as trauma, anxiety, and emotional regulation.

Our approach to collaboration ensures seamless integration of SSP into your client's care plan.

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Dedication to excellence  
and empathy is what  
sets our team apart

Our case management  
team delivers exceptional  
personalised, seamless care.

Our mission is more than just  
overseeing treatment progress;  
it's about weaving a network of  
support around our clients and their  
families, ensuring everyone involved  
is moving forward together. The  
joy for me lies in finding creative  
and effective solutions for complex  
situations, making sure each person's  
journey towards healing is as  
smooth and supported as possible.  
This dedication to excellence and  
empathy is what sets our team apart.



**Victoria Grant**

Head of Case  
Management  
& Partner

BESPOKE SUPPORT

## Case management



Our dedicated team stands  
at the forefront of mental  
health and addiction case  
management, spearheading  
a flexible approach delivered  
with unmatched expertise.

PBH's extensive background in  
collaborating with treatment  
providers and psychiatrists  
enables us to offer seamless care  
coordination and adeptly navigate  
family dynamics. Committed to  
ensuring every client receives  
the tailored support and services  
essential for their journey.

### Our services include

- Daily support for clients and  
their families
- Tailored treatment planning
- Pre and post treatment support
- Accountability for clients and  
techniques for building motivation
- Transition help for clients seeking to  
live independently
- Leading expertise in sourcing  
additional resources, as required
- Coordination and facilitation between  
clinical and non-clinical support
- Arranging, managing and reminding  
of appointments
- Improved engagement  
and outcomes

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Coaching is not just about guiding; it's about transforming lives

Our coaches are the boots on the ground, bringing not only their professional expertise but also invaluable lived experiences to support those in need.

Our commitment to high-level training ensures that our coaches are equipped to make a real difference. I love how we're integrated within a broader team under clinical leadership, allowing us to offer support that is informed, compassionate, and of the highest quality. Coaching is not just about guiding; it's about transforming lives.



**Jaz Dalrymple**  
Head of Coaching &  
Coach Development

## PRACTICAL SOLUTIONS

# Behavioural coaching



We pride ourselves in matching the right person from our team of Portobello Behavioural Health trained coaches, to each client we look after.

With a large roster of freelance and in-house coaches, we are able to deliver a good fit based on needs, personality types and background. Coaches provide relational specialist support ranging from a regular coffee and catch-up to keep things 'on track' through to 24/7 coaching, helping clients to lead fulfilled lives with dedicated support.

## Our services include

- Emotional and practical support
- Working with clients at home, in social settings, at work or travelling
- Supporting the development of healthy routines
- Bridging the gap between clinical sessions
- Meal support for clients with eating disorders
- Integrating physical health, mental health, and lifestyle changes
- Highly flexible and individualised to the client's needs
- By phone, online or in person
- One-off short sessions to 24/7 live-in support
- In-house drug and alcohol testing



# Real stories

A small snapshot reflecting the type of flexible and discrete support we provide.

## CASE STUDIES

### Gemma

We worked with Gemma after she left primary treatment due to a relapse. Following an initial assessment, it was clear she needed in patient treatment. We organised alternate treatment in London and expedited her admission. A medical screen revealed Gemma had a serious medical problem and needed a hepatologist referral. We arranged multiple appointments with the doctor, whilst simultaneously helping Gemma renew her passport and visa to extend her stay in the

UK. Subsequently she required safe transport to an appropriate facility abroad. We provided a coach to accompany her, ensured she was safely admitted to the facility, and provided a full briefing about Gemma's medical and recovery needs. She is currently safe and stable and under the care of a doctor and psychiatrist. Our services have been particularly valued by her family who would otherwise have to organise and manage this complicated situation.

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### Azim

Azim's family contacted us on leaving his in-patient facility and wanting to return to his environment. Azim was diagnosed with schizophrenia. We initially supported Azim with live in coaching and helped him with basic life skills, sticking to a medication routine and staying

in touch with his care team. He is now living on his own with two lodgers, he has completed courses in computer science, he willingly takes his medication and can now go on holiday with his family. He now sees a coach twice a week, which helps him with his anxiety.



## Dr Chi Chi Obuaya

The team are very professional but also great to work with. Speaking as a fellow clinician, they are accessible, communicate effectively and are very knowledgeable about a range of services globally. They really put the needs of the clients first and work really well with external organisations and professionals alike. The service is excellent and I have a great deal of confidence in their ability to handle some challenging clinical presentations.

## Dr Cosmo Duff Gordon

I have worked with PBH since 2014 and can attest to their superb work, high ethical standards and really good outcomes.

## Robin Lefever

### Managing Director PROMIS Clinics

From its inception, I've witnessed Portobello Behavioural Health's exceptional dedication to mental health and addiction treatment. They stand out in the UK with their unique, flexible, and personalised approach. Offering bespoke solutions and a variety of interventions, they cater to individual needs, setting a high standard in the field.

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## Nick Hazell

I've known the team at Portobello for a long time now, all of the team are excellent at what they do, provide a wealth of support, all with a personalised approach, including a wide range of highly experienced staff and options. Highly recommend!

## Dr James Arkell

I have shared many many patients with PBH over some years and do continue to recommend their services as they offer flexible support which is 'out there in the community'; not just confined to a clinic room. This is hard to find in the private sector. Johan, Victoria and Jaz have offered compassionate, creative and ethical support and gone 'above and beyond' for some of my patients who were facing complex challenges.

## Dr Virginia Graham

The case management offered by PBH is excellent. The team are responsive, creative and clinically experienced. In addition, their therapy team led by the excellent Robert Fenwick-Smith are superb. Great therapy - (individual & groups), and a comprehensive assessment service.

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The case  
management  
offered  
by PBH is  
excellent

## LOCATIONS



### The London office

Our large, well-appointed, Head Office is the base for case management, coaching, groups and therapy.

#### Address

140 Holland Park Avenue  
London, W11 4UE



### The Lisbon, Portugal office

Our Lisbon office for case management, therapy, and coaching.

#### Address

Avenida 5 de Outubro 16,  
1050-184, Lisboa

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