Mental Health and Well Being Directory

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Looking after your mental health

Good mental health is fundamental to our health and well-being. How we think and feel not only shapes our mental health but it is also closely linked to our physical health.

If you are in good mental health, you can:

- Make the most of your potential
- Cope with life and overcome difficult life events without suffering major distress
- Play a full part in your family, workplace, community and among friends

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. At times, we all feel anxious, stressed or down. Most of the time these feelings pass. Your mental health doesn’t always stay the same. It can change as circumstances change and as you move through different stages of your life.

There are a number of steps that we can take to improve our mental wellbeing. If you try them, you may feel happier, more positive and able to get the most from your life.

- Talk About Your Feelings
- Keep Active
- Eat Well and Drink Sensibly
- Keep in Touch With Family and Friends
Talk about your feelings

Most people feel isolated and overwhelmed by their problems sometimes. It can help to share your feelings. If you feel there is no one to talk to, you could try a helpline. Talking about your feelings isn’t a sign of weakness. It’s part of taking charge of your wellbeing and doing what you can to stay healthy.

Talking about how you feel can help you stay in good mental health especially at times when you are feeling troubled, stressed, overwhelmed or down. Everyone needs help from time to time.

It's ok to ask for help, even though it feels difficult sometimes - whether it's from friends and family, or from your doctor, local support group or a helpline.
Keep in touch with friends

You don't have to be strong and struggle on alone. Loved ones and friends are important especially at difficult times. Keep in touch. Connect with people around you especially with family, friends, colleagues and neighbours.

Think of these as the cornerstones of your life and invest time in developing them.

Building these connections will support and enrich you every day. If you feel lonely and want to meet people, you could get involved in different groups and societies where you can meet people with similar interests.

You could:

- Phone a relative or friend who needs support
- Offer to help a relative or friend with a DIY project
- Ask a friend how they are and listen carefully to the answer
Keep active

Being active is great for your physical health and fitness. Evidence also shows that it can improve your mental wellbeing. Many people think that the mind and body are separate. However, what you do with your body can have a powerful impact on your mental wellbeing.

Physical activity can help people with mild depression. Evidence shows that it can also help protect people against depression and anxiety.

Being active does not mean you need to spend hours in the gym. Find physical activities that you enjoy and think about how to fit more of them into your daily life.

- It might just be a walk to the bus stop - it all counts
- Golfing
- Chair based exercise sessions
- Bowling
- Cycling
- Taking the stairs instead of the lift
Eat well and drink sensibly

Recent evidence suggests that good nutrition is essential for our mental health. Indeed, there are strong links between what we eat and how we feel. For example, caffeine and sugar can have an immediate effect. A diet that’s good for your physical health is also good for your mental health.

We often drink alcohol to change our mood. Some people drink to deal with fear or loneliness, but the effect is only temporary. When the drink wears off, you feel worse because of the way alcohol withdrawal symptoms affect your brain and the rest of your body. Drinking is not a good way to manage difficult feelings.

Occasional light drinking is perfectly healthy and enjoyable for most people. The British Food Standards Agency defines a balanced diet as a diet of varied foods:

- basing the diet on starchy foods
- five portions of fruit and vegetables
- moderate amount of meats
- at least two portions of fish a week
- moderate amounts of dairy products
Spirituality and mental health

Research suggests that people who have a spiritual dimension to their lives and are in touch with it, have a better chance of staying mentally healthy or recovering if they become unwell.

Spirituality involves experiences of:

- a deep-seated sense of meaning and purpose in life
- a sense of belonging
- a sense of connection of 'the deeply personal with the universal

Spirituality often becomes more important in times of distress, emotional stress, physical and mental illness, loss, bereavement and the approach of death. Spirituality emphasises the healing of the person, not just the disease. It views life as a journey, where good and bad experiences can help you to learn, develop and mature.

Religious communities have long been involved in supporting, looking after, welcoming and caring for people experiencing emotional distress. People with mental health conditions often find valuable support within their Faith communities.
Asking for help

We all sometimes get tired or overwhelmed by how we feel or when things go wrong. If things are getting too much for you and you feel you can’t cope, ask for help.

I’m worried about my mental health, should I get help?

People are often worried about getting help, and don't know where to start. It's worth remembering these facts:

• About a third of us will have a mental health problem at some time in our lives

NELFT Mental Health Direct

NELFT Mental Health Direct is a telephone helpline service available 24 hours a day, every day of the year.

We can arrange for you to speak with a mental health professional. We can also advise you about what service to contact to get the support you need.

Helpline: 0300 555 1000
• Depression and anxiety are as common as many physical problems, like diabetes and heart disease

What can I do?

• Your family or friends may be able to offer practical help or a listening ear
• Join a support group to help you make changes to your life
• Find a counsellor to help you deal with your feelings or make a fresh start
• Visit a Citizens Advice Bureau if you want advice on debt
• Your GP may be able to refer you to a counsellor

You should consider getting help from your GP if difficult feelings are:
• Stopping you getting on with life
• Affecting your relationships with family, friends or work colleagues
• Affecting your mood over several weeks

Who should I visit first?

A good place to start is your GP.

Up to one in five people who visit their GP are suffering from a mental health problem, so GPs are used to helping with this sort of difficulty.

The GP may be able to help you straight away. They may prescribe some medicine or just give you support. They may suggest some form of self help using local resources, perhaps through exercise therapy.

The GP's will also have a wide range of counselling and advice programmes that they may refer you to. If you and your GP feel you need more specialist help, they may refer you to another professional or a group of professionals.

He or she will write to this person telling them about the difficulties you are having and they will contact you with an appointment. Bear in mind that there may be a waiting list.
Information and advice for siblings

Source: Get information and advice - Sibling toolkit, Rethink Mental Illness, www.rethink.org

Whether your brother or sister has only recently been diagnosed with a psychosis, or your family has been living with mental illness for some time, you are likely to have many different questions and concerns. You may experience a variety of emotions and practical issues and these may change as you get older and circumstances change. You might have experienced some of the following feelings:

Scared, full of questions, worried about how your relationship with your sibling will change and unsure about how to support your brother or sister when they are unwell.

- Unsure of where you can go for support or information.
- Worried about your parents and how they are coping, and feel that there are questions you do not feel comfortable asking them.
- Mixed feelings of anger or guilt around why this has happened to your sibling

Finding out more about mental illness, how it can affect you and how other siblings and families have coped can really help and it is important to remember that you are not alone.
**Tips for carers – looking after yourself**

Source: Mental Health Care, www.mentalhealthcare.org.uk
Institute of Psychiatry, South London and Maudsley NHS Foundation Trust

**Look after yourself**

It is important to watch your own health. You cannot help your relative if you become ill. Setting limits and monitoring your own stress levels are important for your relative and everyone in the family. Family members and friends who support someone who has a mental health problem often neglect themselves. People sometimes feel guilty about getting on with their own lives and doing things they enjoy. It’s possible to be extremely caring and supportive to your relative while at the same time carrying on your own life.

Supporting someone who has a serious mental illness is not always easy. Maintaining your own interests and having time away will help you to cope more effectively and tolerantly with the symptoms of the illness. This means there will be less tension in the house and fewer arguments – a calm and supportive atmosphere will be helpful for everyone and will help your relative recover more quickly and stay well for longer.

**Be involved in planning your relative's care (if they agree)**

Studies have shown that family members are better able to support someone who is unwell if they understand not only what the diagnosis means but also how mental health professionals are planning to support and treat their relative.
If your relative agrees, mental health professionals should involve you in assessments and discussions about treatment plans. Good communication between a doctor, members of the mental health team, a person with psychosis and their carer is important, but takes time and effort. Forming a positive, long-term relationship with all the staff and doctors involved in the care of the patient is especially important if the condition is long-term.

**Talking to other people**
Everyone needs to find their own coping strategies, but it sometimes helps if you talk to other people who have been in a similar situation. People who have been in a similar situation can understand how you feel and share ideas for dealing with difficulties.

**Care plan**
Mental health professionals should offer to undertake an assessment of a carer's needs and develop a care plan that spells out what support will be offered. The plan should be reviewed once a year – and a copy should be given to a carer's GP as well as the carer.

Make sure your GP knows that you are a 'carer'. Research has shown that people who care for their relatives and friends may feel more stressed and under strain, and it is important that any problems are picked up and treated.

**Carers' assessments**
A carer’s assessment is an opportunity to discuss with your local council what support or services you need. The assessment will look at how caring affects your life, including for example, physical, mental and emotional needs, and whether you are able or willing to carry on caring.

As a carer you will be entitled to an assessment regardless of the amount or type of care you provide, your financial means or your level of need for support. For more information about Carers’ assessments please contact:

**Waltham Forest Adult Social Care**
Waltham Forest Town Hall, Forest Road, Walthamstow E17 4JF
- 020 8496 3000
- wfdirect@walthamforest.gov.uk

**Waltham Forest Carers Association**
Waltham Forest Resource Hub (Central)
1 Russell Road, Leyton E10 7ES
- 020 8556 0857
- info@walthamforestcarers.com
- www.walthamforestcarers.com
Welfare benefits and advice

It is important to claim all the benefits and financial that you are entitled to. Knowing what benefits you are entitled to can make a real difference. For example, Employment and Support Allowance (ESA) is a benefit for people who are too unwell to work.

We know that the changes to benefits, and the process of applying for benefits itself, is a cause of significant distress to many people so it is important you get good advice and support.

Waltham Forest Citizen Advice Bureau

220 Hoe Street
Walthamstow
London
E17 3AY

• 03444 889 626
• www.citizensadvice.org.uk

Turn2us

Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services

• www.turn2us.org.uk
Debt and mental health

Debt can cause - and be caused by - mental health problems. It's tempting to just not think about it. It can be uncomfortable and can make you feel guilty, depressed – or even hopeless. However, sorting money problems out can help you to feel better and to stay well.

Remember

- Don’t ignore debt – it will only get worse
- Explain your problems to someone you trust
- Be sure to get expert independent advice
- Take control of your money and spending

OK – so who can help?
Money advisers are experts in tackling debts and can give you both advice and support. You need an adviser who is free of charge, confidential and independent.

Waltham Forest CAB
- 03444 889 626
- www.citizensadvice.org.uk

National Debtline
Provides free specialist debt advice
- 0808 808 4000
- www.nationaldebtline.org

Step Change Debt Charity
Money and debt advice
- www.stepchange.org
- 0800 138 1111

PayPlan
Money and debt advice
- www.payplan.com
- 0800 280 2816
What to do in an emergency - Fears of suicide

If you’ve had thoughts of self-harming or are feeling suicidal, contact someone immediately such as your GP, a friend, a relative, or someone you can’t trust.

All threats of suicide should be taken seriously. Sometimes people talk about taking their own lives because they are feeling very distressed. At other times, they seriously mean to kill themselves. Sometimes people who are unwell believe they are a burden to members of their family, that they have nothing to live for and that their future is bleak. Threats of suicide are very upsetting and difficult to deal with, and it may be impossible to work out whether your relative is serious in their intent.

Helpful Tips

• If your relative threatens suicide, or seem to be more than normally tearful or upset, talk to your GP
• Help the person to be with someone who accepts them so they don’t feel isolated. It is important to let the person know you
accept and care about him or her to reduce their sense of isolation.

- Consider whether any stressors can be removed which might be depressing your relative (e.g., too much pressure to go back to work, too many classes/courses at school, etc).
- It’s not helpful to tell your relative or friend things like, “Pull yourself together”.

**NELFT Mental Health Direct**

NELFT Mental Health Direct is a telephone helpline service available 24 hours a day, every day of the year.

We can arrange for you to speak with a mental health professional.

**Helpline:** 0300 555 1000

**Samaritans**

If you need someone to talk to urgently and in confidence — the Samaritans are able to offer emotional support 24 hours a day, 7 days a week, every single day of the year.

**Helpline:** 08457 90 90 90
Useful web resources

Royal College of Psychiatrists
www.rcpsych.ac.uk
Mental health Information for all. Readable, user friendly and accurate.

Mind
www.mind.org.uk
The website has a wide range of information and advice on mental health.

Rethink
www.rethink.org
Provides mental health information and advice on practical problems.

Moodzone
www.nhs.uk/moodzone
NHS website offers practical, useful information, and interactive tools to boost mood, cope with stress and anxiety.

Mental Health Care
www.mentalhealthcare.org.uk
Reliable and up-to-date information about psychosis

Rethink Mental Illness
www.rethink.org
Rethink Mental Illness helps people affected by mental illness by challenging attitudes and providing support.
Help Lines – National and Local

**Beat (Beat Eating Disorders)**
0845 634 1414
Beat provides helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders.

**Bipolar UK**
020 7931 6480
Services include a national network of self-help groups, training courses, a mentoring scheme supporting individuals in hospitals and community settings.

**Childline**
0800 111
A free helpline for children and young people in the UK.

**Cruse Bereavement Care**
0844 477 9400
A counselling and advice service for those bereaved by death throughout the UK. Providing advice, information and practical support.

**NHS Direct**
08457 4647
For health advice and reassurance, 24 hours a day, 365 days a year.

**Muslim Women’s Helpline**
020 8904 8193 / 0208908 6715

**NELFT Mental Health Direct**
0300 555 1000
NELFT Mental Health Direct is a telephone helpline service available 24 hours a day, every day of the year.

**OCD Action**
0845 390 6232
Provides support and information to anybody affected by OCD.

**Pandas**
0843 28 98 401
PANDAS is a charity which supports families suffering from pre (antenatal) and postnatal illnesses.

**Reporting harm against an adult at risk**
Contact Waltham Forest Direct on 020 8496 3000.

**Samaritans**
08457 90 90 90 (24/7)
A 24/7 helpline service which gives you a safe space where you can talk about what is happening and how you are feeling.

**Saneline**
08457 67 80 00
A mental health helpline offering specialist emotional support and information to anyone affected by mental illness.
POhWER Waltham Forest
90 Crownfield Road
Leytonstone
London
E15 2BG

**Telephone:** 020 8221 2260

**Email:** pohwer@pohwer.net

**Web Site:**

**Opening Times:**

Our support centre is open Monday to Friday from 8am - 6pm

**Service Description:**

POhWER Waltham Forest provides the following services:

- NHS Complaints Advocacy
- NHS Complaints Advocacy self help tools
- Independent Mental Health Advocacy (IMHA)
- Community Advocacy
- Information and Advice
Waltham Forest Citizens Advice Bureau

220 Hoe Street
Walthamstow
LONDON
E17 3AY

Telephone: 03444 889 626 and give 0208 521 5125 when prompted

Web Site: www.walthamforestcab.org.uk

Service Description:

Provides free, independent, confidential and impartial information and advice to people who live, work or study in the London Borough of Waltham Forest.

Our bureau provides services face to face, over the telephone and by email and at outreach through our specialist debt, welfare benefits and financial capability projects. We provide immigration advice at OISC level 3 and have referral partnerships for specialist Housing advice.
Waltham Forest Carers Association

1 Russell Road
Leyton
London
E10 7ES

Telephone: 020 8556 0857

Email: info@walthamforestcarers.com

Web Site: www.walthamforestcarers.com

Opening Times:
The telephone helpline operates Monday to Friday, 9am-5pm

Service Description:

Waltham Forest Carers Association (WFCA) provides carers with free, confidential, and timely information, advice and support.

WFCA operates throughout the borough of Waltham Forest and holds advice sessions and support group meetings in Walthamstow, Chingford, Leyton and Leytonstone.

WFCA also offer home visit to carers who have mobility issues or cannot leave the person they care for.

Services include:

- Advocacy Service
- Advocacy Service for Carers of Someone Under 19
- Welfare Rights Service
- Support Groups Service
- Respite Services
- Young Carers
- Information and Practical Help
Child and Adolescent Mental Health Service (CAMHS)

Thorpe Coombe Hospital
Shernall Street
Walthamstow
E17 3EA

Telephone: 0300 555 1247

Web Site: www.nelft.nhs.uk/services-waltham-forest-camhs

Opening Times:
9am - 5pm, Monday to Friday

Are Referrals Necessary:
Referrals will be accepted from GPs, school nurses, social services, teachers and specialist children's centres. Please refer to the

Service Description:
The community-based Waltham Forest child and adolescent mental health service (CAMHS) offers help to young people from birth up to the age of 18 who are experiencing emotional, behavioural and mental health difficulties.

The team is based in a local clinic and offers various support such as assessment of development problems, autism, hyperactivity, depression, and early onset psychosis and brief interventions.

The team also offers support to families and carers. During a child or young person’s development, there may be periods when they or their family’s ability to cope with difficult emotions or behavior can put extreme pressures on relationships. We work with children and young people as early on as possible during these difficulties to turn the situation around.
Early Years SEND Team Home Visitors

Specialist Children's Services
Wood Street Health Centre
Walthamstow
E17 3LA

**Telephone:** 020 8430 7909

**Email:** Zoe.Wells@nelft.nhs.uk

**Opening Times:**
Monday to Friday (flexible hours)

**Are Referrals Necessary:**
Self-referral and third party referrals accepted.

**Service Description:**

A special educational needs home visiting programme which offers practical and emotional support, learning activities, help and advice in the care and development of children in their Early Years (0-5) The service is underpinned by Portage and Early Support principles.

Families are visited at home on a regular basis by an experienced qualified practitioner, who will work in partnership with the parent/carer to share and develop a set of activities suitable and appropriate for the developmental needs of their child. Each home visit will last for about an hour. The Home Visitor and the parent/carer will discuss learning activities that will help the child develop and learn new skills, building on abilities and strengths, rather than focussing on difficulties. The home visitor will provide opportunity for discussion around practical and emotional support.
Primary Mental Health Workers CAMHS

Loxford Hall
Loxford Lane
Ilford
IG1 2PL

Telephone: 0300 555 1201 ext (6)8536 / 07983 389016

Email: sam.illaiee@nelft.nhs.uk

Web Site: www.nelft.nhs.uk

Opening Times:

Monday to Friday, 9am - 5pm. By appointment only.

Are Referrals Necessary:

Yes, from a professional source.

Service Description:

The Primary Mental Health Workers (PMHWs) are a team qualified and experienced mental health professionals, working to improve the mental and emotional health, family functioning and resilience of children and young people aged 0-18 in the Waltham Forest area.

What we offer

- Identifying at an early stage those children and young people at risk of developing mental health problems
- Providing a responsive and direct service to children and young people and their families in an accessible manner
- Facilitating appropriate access to specialist CAMHS and other relevant provisions according to the identified level of need
722 Young Person Substance Misuse Service

722 Leytonstone High Road
Leytonstone
E11 3AJ

**Telephone:** 0300 555 1158

**Web Site:** www.nelft.nhs.uk

**Opening Times:**

9am - 5pm, Monday to Friday

**Referrals:**

Referrals will be accepted from GPs, school nurses, social services, teachers, specialist children's centres, parents and carers. Young people can also refer themselves to the service.

**About our service**

722 young people’s substance misuse service provides a free, friendly and confidential service that offers help and support to children and young people up to the age of 19 who live in Waltham Forest who misuse drugs and alcohol.

722 offers help and support to young people including:

- Offering harm reduction information and advice
- Relapse prevention
- Meeting young people’s substance misuse treatment needs
- Providing access to detox and rehab
- Making appropriate referrals into specialist treatment
- Prescribing services information
- Advising on sexual health services.
Care Quality Commission (CQC)

CQC Mental Health Act
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616 161 press ‘1’ to speak to the mental health team.

Email: enquiries@cqc.org.uk

Web Site: www.cqc.org.uk

Service Description:

We're the independent regulator of health and adult social care in England. We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. If you're concerned about the quality of care, tell us. If someone is in danger you should contact the police immediately.

Complain about the use of the Mental Health Act

If you are unhappy with the use of powers or how duties have been carried out under the Mental Health Act, you can make a complaint to us and we will investigate.

You can also share your experience with us and tell us what you think about your care and treatment. Complaints can be made by anyone – patients, staff or any member of the public.

Powers and duties carried out under the Mental Health Act cover a wide range of services, including receiving care while detained in hospital, or while on a guardianship or community treatment order.

If you ask us to investigate a complaint, we will usually ask you to complain to the service provider before we consider an investigation ourselves. If you need us to, we can help you make your complaint to the service provider.
Complaints Team, North East London NHS Foundation Trust

Complaints Department,
Suite 12
Phoenix House
Christopher Martin Road
Basildon
SS14 3EZ

Telephone: 0300 555 1201 ext 6690
Email: nelftcomplaints@nelft.nhs.uk
Web Site: www.nelft.nhs.uk

Service Description:

You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated. You also have the right to know the outcome of any investigation into your complaint.

You also have the right to take your complaint to the independent Health Service Ombudsman, if you are not satisfied with the way your complaint has been dealt with by the NHS.

NELFT wants to ensure you receive a high quality service. We welcome your positive feedback and involvement and your comments or complaints about services will help us to learn and improve. We undertake to listen carefully and do everything possible to ensure your comments and concerns are addressed.
First Tier Tribunal Mental Health

PO Box 8793
5th Floor
LE1 8BN

Telephone: 0300 123 2201
Email: mhrtenquiries@hmcts.gsi.gov.uk
Website: www.gov.uk/mental-health-tribunal/apply-to-tribunal

Opening Times:
Monday to Friday, 8.30am - 4.30pm

Service Description:

You can apply to the First-tier Tribunal (Mental Health) if you’re admitted (‘detained’) as a patient in a psychiatric hospital (‘sectioned’) and want to be discharged.

You can apply on a patient’s behalf if you’re their:

- legal representative
- ‘nearest relative’

The tribunal is independent of government and will listen to both sides of the argument before making a decision.

You can also apply to the tribunal if you want to change:

- a community treatment order
- the conditions placed on your ‘conditional discharge’ from hospital
Memory Services

Older adult mental health team
Red Oak Lodge
17 Thorne Close
Langthorne Road
Leytonstone E11 4HU

Telephone: 0300 555 1270
Web Site: www.nelft.nhs.uk

Opening Times:
Monday to Friday, 9am - 5pm

How can I access the service:

Your GP is the first point of call if you begin to experience memory problems, confusion or disorientation. They can rule out any physical cause of the symptoms and may then make a referral to the memory clinic. For mental health emergencies outside usual working hours call Mental Health Direct on 0300 555 1000.

Service Description:

The memory service offers assessment, diagnosis, treatment and therapeutic interventions to people aged 18 and over who experience memory problems. Memory clinics form part of the memory service and they can provide assessments, follow-up appointments and reviews. Interventions may also involve community outreach visits and group work.

Some memory services also provide support to residential and nursing homes via information and visits, including special training sessions. These training sessions for dementia care staff support and improve the quality of care provided to individuals, which can assist in reducing the possibility of hospital admission.

The memory service is provided by psychiatrists, psychologists, community mental health nurses, occupational therapists and support, time and recovery workers.
Alzheimer's Society Services

Part Waltham Forest Resource Hub (Central)
1 Russell Road
London
E10 7ES

Telephone: 020 8556 8171
Email: walthamforest@alzheimers.org.uk
Web Site: www.alzheimers.org.uk

Opening Times:
Monday to Friday, 9.30am - 5pm

Service Description:
Provides dementia support, peer support groups as well as an Information Service. The Alzheimer's Society is also actively engaged in campaigning.
Waltham Forest Employment Service

Albany House
19 Mansfield Road
Ilford
Essex
IG1 3BA

Telephone: 0208 5149654

Email: WalthamForestES@RichmondFellowship.org.uk

Web Site: www.richmondfellowship.org.uk

Opening Times:
Monday to Friday, 9.30am - 5pm

Service Description:

We offer employment support to people who wish to return to work after recovering from mental health problems. Our advisors work closely with community mental health teams and secondary care to support people with enduring mental health problems who are highly motivated to return to work.

In addition, we offer support to people who are employed, but risk losing their jobs because of work-related stress or other mental health problems.

Clients receive expert support from our qualified advisors in all areas of employment – job search, applications, CVs, interview skills, training and career advice.

We offer job retention support for clients who are in work and experiencing mental health problems that lead to absence or poor performance. We also give advice and support for employers to help them understand and support their employees.

Our clients receive one-to-one advice and guidance sessions from their own employment advisor.
Worknet

2-4 Cathall Road
Leytonstone
E11 4LF

Telephone: 020 8558 8705

Opening Times:
Monday to Friday, 9am - 5pm

Service Description:

Worknet is a Council service to support residents who are not currently in work to find training and a job. Our employment advisers are based around the borough. They will meet you in regular one-to-one appointments to discuss what help you may need, arrange vocational training in different sectors and work with you to consider your job goals and help you find the right long-term job for you.
Waltham Forest Black People's Mental Health Association

2 Priory Avenue
Walthamstow
London
E17 7QP

Telephone: 020 8509 2646
Email: reception@bpmha.org
Web Site: www.bpmha.org

Opening Times:

Monday - Thursday, 9:30 - 5:30pm
Friday, 9:30 - 2:00pm

Service Description:

Waltham Forest Black People's Mental Health Association (BPMHA) is a day centre which provides comprehensive day service opportunities to those experiencing mental health challenges.

The organisation offers a range of services to service users and their carers who live in the London Borough of Waltham Forest. Our aim is to provide a forum for black people and people from other ethnic minorities to meet, discuss and raise awareness of mental health needs in the community.

Services include

- Individual support of clients through care plans
- Advocacy at care programme approach meetings, Hospital, Tribunals and Community care fund appeals (and many more)
- Empowering clients in developing independent living skills and
- identifying suitable training for work and personal development.
Refugee and Migrant Forum of Essex and London (RAMFEL)

Cardinal Heenan Centre
326 High Road
Ilford
IG1 1QP

Telephone: 020 8478 4513
Email: info@ramfel.org.uk
Web Site: www.ramfel.org.uk

Opening Times:

- Monday, Wednesday & Thursday, 10am - 1pm
- Tuesday, 2pm -5pm

Service Description:

- The provision of high quality generalist and specialist advice and advocacy to BAMER (Black, Asian, Minority Ethnic and Refugee) individuals and communities.
- The provision of community based support services to BAMER individuals and communities (including capacity building for new and emerging groups).
- The promotion of diversity and community cohesion to foster good community relations, encourage civic pride, and prevent social exclusion.
- The safeguarding of fairness, equality before the law and human rights for all individuals and communities
**Sikh Community Care Project**

100 Francis Road  
Leyton  
London  
E10 6PP

**Telephone:**  020 8558 3199  
**Email:**  sccpwalthamforest@yahoo.co.uk  
**Web Site:**  www.ramfel.org.uk

**Opening Times:**

- Monday to Thursday, 9am-5pm  
- Fridays, 9am-5pm

**Service Description:**

Sikh Community Care Project offer services for the Sikh community in Waltham Forest. Advice and information on a range of issues, including welfare benefits. Drop-in and lunch club for elderly people. Education and training programmes for women. Youth activities, holiday activities for children.
Eating Disorder Services

The Hope Wing
Porters Avenue Health Centre
234 Porters Avenue
Dagenham
RM8 2EQ

Telephone: 0300 555 1216
Email: eating.disorder@nelft.nhs.uk
Web Site: www.nelft.nhs.uk

Opening Times:
9am - 5pm, Monday to Friday

Service Description:

The eating disorder service (EDS) offers specialist assessment and treatment to people aged eight and above (adults, adolescents and children). The service works with individuals and their families to support them in their recovery.

Services provided by EDS include:

- psychological treatments delivered on an individual basis, to families and in groups;
- dietetic input and nutritional support;
- medical and nursing assessment and intervention

The decision to offer a service will be based upon the individual's ability to benefit from treatments for an eating disorder.

The EDS team includes a consultant psychiatrist, specialist adult and CAMHS nurses, CBT therapists, family therapists, dieticians and psychologists.
Access and assessment and brief intervention

Wood House
Thorpe Coombe Hospital
714 Forest Road
Walthamstow
E17 3HP

Telephone: 0300 555 1242
Email: WFAA.Team@nhs.net
Web Site: www.nelft.nhs.uk

Opening Times:
9am - 8pm, Monday to Friday and Saturdays 9am- 1pm

Service Description:

The access and assessment service is for adults aged 18 and over needing community mental health services. We provide an initial mental health assessment.

Once assessed we may:
- refer or signpost to other mental health services or organisations
- signpost to other services (e.g. social services)
- provide brief intervention by the team for up to six months

If needed, we can offer:

- full assessment of mental health and social care needs
- access to a psychiatrist talking therapies and other psychological help
- advice and information
- crisis intervention
- psychiatric medication review
- if appropriate self-guided support
- support with social problems
- recovery and wellbeing approaches.
Community recovery team

Larkswood Centre
Thorpe Coombe Hospital
714 Forest Road
Walthamstow
E17 3HP

**Telephone:** 0300 555 1268 or 0300 555 1233

**Email:** eating.disorder@nelft.nhs.uk

**Web Site:** www.nelft.nhs.uk

**Opening Times:**

9am - 5pm, Monday to Friday

**Service Description:**

The Waltham Forest community recovery team provides specialist mental health services for adults aged 18 to 65 with serious and/or enduring mental health problems.

This includes multidisciplinary assessments to identify needs with each client/carer, community interventions and a range of community-based services formulated in a care plan and delivered through the CPA process. The team works with clients, carers and other agencies to promote recovery.

The service offers:

- interventions with service users with severe mental health problems based on recovery and social inclusion
- medication management
- depot clinic
- physical health screenings and focus on maintaining physical health (e.g. smoking cessation and substance misuse)
- psycho educational interventions
- access to psychological therapies discharge group (focusing on relapse prevention) focus on employment and education
Early intervention in psychosis (EIP) service

Larkswood Centre
Thorpe Coombe Hospital
714 Forest Road
Walthamstow
E17 3HP

Telephone: 0300 555 1214
Web Site: www.nelft.nhs.uk

Opening Times:
9am - 5pm, Monday to Friday

Service Description:

The service offers an integrated person centred service to people aged 14 to 35 who are resident in Redbridge or Waltham Forest and who are experiencing a first episode of psychosis, or are suspected of experiencing a first episode of psychosis.

The teams are multi-disciplinary and are made up of nurses, doctors, psychologists, social workers, occupational therapists and support workers. The service provides comprehensive assessment and advice and a range of culturally appropriate therapeutic interventions to service users. Interventions can be offered to service users individually and/or within groups and include:

- psycho-education
- health promotion
- cognitive behavioural therapy
- family intervention
- psychological interventions
- relapse prevention
- medication management
- support and advice to access or return to education, vocational interests and employment, benefits and housing services
Enhance mental health liaison

Queen's Hospital
Rom Valley Way
RM7 0AG

Telephone: 0300 555 1096 or 017080435000 ext. 2135

King George Hospital
Barley Lane
Goodmayes
IG3 8XJ

Telephone: 0208 0970 5834 or 0300 555 1212.

The team will assess any adult who presents to the hospital with mental health needs

Web Site: www.nelft.nhs.uk

Service Description:

The enhanced mental health team works with all adults over the age of 18 who present to the acute general hospital (Queen's or King George's) with mental health difficulties.

The team works with the acute hospital team to ensure that physical health needs are addressed and mental health assessment is carried out in a timely way. The team signposts patients to services or refers patients on to appropriate services in primary or community care to ensure that their mental health needs are addressed.

The team provides training and advice to the acute hospital staff to enable them to better manage and understand the needs of mental health patients who are admitted to the hospital for their physical health needs. The team works to reduce the length of stay for patients with mental health needs, especially those with dementia.
Home treatment team (HTT)

Waltham Forest Home Treatment Team
Block 8, Ground Floor
Goodmayes Hospital
Barley Lane
Ilford
IG3 8XJ

Telephone: 0300 555 1275
Out of hours: 0300 555 1027
Web Site: www.nelft.nhs.uk

Opening Times:
24 Hours

Service Description:

The Waltham Forest home treatment team (HTT) provides acute home treatment for adults aged 16-65 whose mental health crisis is so severe that they would otherwise have been admitted to a hospital.

This integrated service for people with severe and complex mental and behavioural disorders such as schizophrenia, bipolar affective disorder, and severe depressive disorder is usually provided in the person’s own home.

The service can:

• prevent unnecessary hospitalisation;
• achieve the highest level of functioning possible in the least restrictive setting;
• facilitate more rapid discharge from an acute care setting;
• offer respite to carers from the demands of caring

The HTT in Waltham Forest includes psychiatrists, psychologists, community mental health nurses, social workers, occupational therapists, support, time and recovery workers.
IMPART personality disorder service

IMPART
care of Goodmayes Hospital site
157 Barley Lane
Ilford
IG3 8XP

**Telephone:**  0300 555 1213

**Email:**  impart@nelft.nhs.uk

**Web Site:**  www.nelft.nhs.uk

**Opening Times:**

The standard times for IMPART services are 9am-5pm Monday to Friday. However we do have some early morning clinics, evening clinics, and Saturday clinics for those who are in employment or full time education. The availability of evening and weekend treatment slots is limited.

**Service Description:**

IMPART is a psychological therapies service which provides evidence based treatments for individuals with a personality disorder. IMPART offers dialectical behaviour therapy (recommended by NICE guidelines), cognitive behavioural therapy (CBT), and motivational interviewing based on the needs of the individual.

In addition IMPART offers a range of workshops and support for families and friends supporting the clients being seen by IMPART. IMPART also provides consultation to services supporting those with a personality disorder in the local health area.
Improving access to psychological services (IAPT)

Thorne House  
15 Thorne Close  
Leytonstone  
London  
E11 4HU

**Telephone:** 0300 555 1271  
**Email:** WalthamForest.iapt@nelft.nhs.uk  
**Web Site:** www.wftalkingtherapies.co.uk

**Opening Times:**
8am - 8pm, Monday to Thursday; 8am - 5pm, Friday.

**Service Description:**

Everyday life can be tough for anyone. Our talking therapies for Barking and Dagenham, Havering, Redbridge and Waltham Forest, which we call improving access to psychological therapies (IAPT) are free NHS services that can help with a range of problems such as depression, anxiety, stress, bereavement and relationship problems.

Our services are confidential and easy to access. Simply complete the online patient referral or call us direct on one of the numbers below and we’ll arrange an initial telephone appointment. Together we will decide the right treatment for you, if we feel that another service will better be able to support you will provide you with the necessary information or make the referral for you.

Talking therapies are proven to work, and our friendly, professional teams offer a range of sessions that are designed to help you cope better. Call us between 9am and 5pm, Monday to Friday and we will book you an appointment for an initial assessment. Outside of office hours you can leave your name and contact details on our answerphones and we will phone you back as soon as we can.
Mental health direct

**Telephone:** 0300 555 1000

**Web Site:** www.nelft.nhs.uk

**Opening Times:**

Open 24 hours a day, 365 days a year

**Service Description:**

If you currently receive a service from a team at NELFT, such as a local community mental health team or a psychiatrist, then make contact with them as soon as you can. It may be helpful to refer to your care plan, which should have details of who to contact in an emergency.

If it is out of office hours or you don’t know who to contact, you should call NELFT Mental health direct.

If you live in Barking and Dagenham, Havering, Redbridge or Waltham Forest, you can call for mental health help and advice anytime of the day or night.

We can arrange for you to speak with a mental health professional. We can also advise you about what service to contact to get the support you need. Calls from a BT landline are the cost of a local call. Calls from other landlines and mobile providers will vary and may cost more.
Psychological services

The Ferguson Centre
Low Hall Lane
Walthamstow
E17 8BE

Telephone: 0300 5551267

Opening Times:
- 9am - 5pm, Monday to Friday
- 9am - 7.30pm, Tuesday

Service Description:

Waltham Forest psychological services provide psychological assessment and therapy for adults aged 18 and over. People experiencing mild to moderate depression and anxiety are seen in our IAPT (improving access to psychological therapies) services.

We offer a range of services, including:

- specialist psychological treatments for people with a diagnosis of psychosis – cognitive behavioural approaches and family support.
- specialist services for people with a diagnosis of personality disorder (IMPART)
- cognitive behaviour therapy (CBT) for bi-polar disorder, complex trauma, complex anxiety and treatment resistant depression, including group treatments
- offer psychodynamic therapy (both individual and group) and a specialist service for the psychological treatment of refugees with mental health problems
- psychological assessments such as specialist assessment for autistic spectrum disorder and neuropsychological disorders
Age UK Waltham Forest

Waltham Forest Resource Hub (North)
58 Hall Lane
Chingford
E4 8EU

Telephone: 020 8558 5512
Email: info@ageukwalthamforest.org.uk
Web Site: www.ageuk.org.uk/walthamforest

Opening Times:

- Monday to Thursday, 9:30am to 4:00pm
- Friday, 9:30am to 2:00pm

Service Description:

Age UK Waltham Forest provides a variety of support services to older people including: advice and information, befriending, computer classes and tax help.
Older adult mental health team

Red Oak Lodge
17 Thorne Close
Langthorne Road
Leytonstone E11 4HU

Telephone: 0300 555 1270

Opening Times:
9am - 5pm, Monday to Friday

Service Description:

The older adult mental health team provides community mental health services to people aged 65 and over with serious and/or enduring mental health problems such as depression, anxiety, schizophrenia. The older adult mental health team also provides community mental health services to people aged 18 and over with complex cognitive disorders.

Our services include:

- single point of access for all referrals
- assessment and diagnosis
- psychological intervention
- medication management
- risk management, including safeguarding support, advice and health information for clients and their carers

Therapies available (group and individual) include:

- talking therapies
- medication management
- cognitive behavioural therapy (CBT)
- cognitive stimulation therapy
- rehabilitation programmes
- support to engage in community social, leisure and recreational pursuits
722 Young people’s substance misuse service

722 High Road
Leytonstone
E11 3AJ

Telephone: 0300 555 1158

Opening Times:
Monday to Friday 9am to 5pm and evening appointments available.

Service Description:

22 Young people’s substance misuse service provides a free, friendly and confidential service that offers help and support to children and young people up to the age of 19 who live in Waltham Forest who misuse drugs and alcohol.

Based in High Road Leytonstone, the service has been specifically designed to listen to young people's concerns providing a complete assessment and a range of specialist substance misuse interventions. 722 offer help and support to young people including:

- Personal support and advice
- Harm reduction information and advice
- A personalised plan to stop using drugs and alcohol
- Relapse prevention
- Sexual health clinic offering testing and advise
- Access to detox and rehab
- Referral to other specialist services
- Prescribing services
Lifeline Waltham Forest

1 Beulah Road
London
E17 9LG

Telephone: 020 3826 9600
Website: www.lifelinewalthamforest.org.uk
Email: lifeline.walthamforest@lifeline.org.uk

Opening Times:
Monday to Friday 9am to 5pm and evening appointments available.

Service Description:

Service users are in control of their treatment and are supported to achieve their own recovery or change goals.

If you would like to use this service, please contact us or drop in to Beulah Road during opening hours.

We can also meet you at other safe locations.
The service supports all people from any background, who uses any kind of drug and/or alcohol and who want to recover or change.

We work at all levels, from prevention and early engagement, through to recovery. We understand people may also be dealing with other issues and we offer a range of 'wrap around' services to support these.
Being Real

Goodmayes Hospital
Barley Lane
Ilford Essex
IG3 8XJ

Contact: Mirabai Swingler
Telephone: 0300 555 1077
Email: mirabai.swingler@nelft.nhs.uk

Opening Times:
First Tuesday of each month, 2.30pm - 4pm

Service Description:

For NELFT service users experiencing disturbing or overwhelming beliefs or hearing voices the group has an emphasis on spiritual and religious beliefs, needs and experiences.

Part of ‘being real’ means there is no pressure to attend every week, and no obligation to speak. The group is facilitated by people with lived experience and the multi-faith chaplaincy team.
Broken Rainbow

Telephone: 0300 999 5428 or 0800 999 5428
Email: help@brokenrainbow.org.uk
Website: www.brokenrainbow.org.uk

Opening Times:

- Monday, 10am - 8pm
- Tuesday, 10am - 5pm
- Wednesday, 10am - 5pm
- Thursday, 10am - 8pm

Service Description:

Our National Lesbian, Gay, Bisexual and Trans (LGBT) Domestic Violence Helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them. The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options.

We can:

- provide confidential information, advice and support
- help you create your safety plan
- explore options around housing, legal advice, counselling and local support groups
- tell you about your local LGBT friendly services
- discuss the possibility of reporting to the Police
Evolve - Crest Waltham Forest

Unit 1
The Mews
2a Truro Road
Walthamstow
London E17 7BY

Telephone: 020 8521 2975
Email: joss.southcombe@crestwf.org.uk
Web Site: www.crestwf.org.uk

Opening Times:
9am - 5pm, Monday to Friday

Service Description:
Evolve is a Mental Health Long Term Conditions Navigator Service

Its Aims and Objectives are as follows:

- to support adult service users with a Serious Mental Illness (SMI) in their discharge from secondary to primary care
- to ensure service users attend appointments at their surgery where GPs and Practice Nurses monitor their mental and physical health
- using a person-centred recovery focus, to support clients to reduce any social isolation they may be experiencing by an increased access to a variety of local opportunities/services.
Hearing Voices Group - Waltham Forest

Harmony Hall
10 Truro Road
Walthamstow
E17 7BY

Contact: Hannah Schwartzman
Telephone: 0755 454 5107
Email: hschwartzman@talktalk.net
Web Site: www.hearing-voices.org

Opening Times:
Meets every Friday, 10.30am - 12.30pm

Service Description:

Hearing Voices Groups are not rocket science. They are simply people with shared experiences coming together to support one another. They offer a safe haven where people who hear, see or sense things that other people don’t can feel accepted, valued and understood.

“I’d been living all these years in a strange isolated bubble, thinking I was unique, and then I realised there were all these other people just like me.”

There are over 180 groups across the UK, including groups for young people, people in prison, women and people from BME communities.
Healthwatch Waltham Forest

Waltham Forest Resource Hub (Central)
1 Russell Road
London
E10 7ES

Telephone: 020 3078 9990
Email: info@healthwatchwalthamforest.co.uk
Web Site: www.healthwatchwalthamforest.co.uk

Opening Times:
9am - 5pm, Monday to Friday

Service Description:

Healthwatch Waltham Forest is the independent ‘consumer champion’ for health and social care. We were created by the Health & Social Act 2012 to represent the views of patients and the public in our local area.

Whether it's improving them today or helping to shape them for tomorrow, Healthwatch Waltham Forest is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.
The Kiran Project

The Kiran Project
PO Box 899
Leytonstone
London
E11 1AA

Telephone: 020 8558 1986
Email: kiran.admin@kiranproject.org.uk
Web Site: www.crestwf.org.uk

Service Description:

The Kiran Project believes that all women and children have the right to live free from violence and the right to leave a home or relationship where the risk of such violence exits. Women experiencing domestic violence can be abused physically, emotionally, mentally, sexually or exploited financially. These abuses can arise in personal relationships as well as within extended families.

The services provided by the Kiran Project are provided in a non-judgemental, non-directive form, in a culturally sensitive way, thus empowering women to make their own choices and decisions and to regain control of their lives.

The Kiran Project provides safe, temporary accommodation to Asian women and their children and is the only agency of its kind in the London Borough of Waltham Forest. This is a service provided by Asian women for Asian women and children.
Victim Support Waltham Forest

Victim Support  
Unit 10, Bourne Court  
Southend Road  
Woodford Green  
IG8 8HD

**Telephone:** 0300 555 1216  
**Email:** vs.walthamforest@vslondon.org  
**Web Site:** www.nclft.nhs.uk

**Service Description:**

We provide a service to vulnerable people that are victims of crime, therefore essential that when they contact Victim Support, it is the right organisation they make contact with.
Improving access to psychological services (IAPT)

Thorne House
15 Thorne Close
Leytonstone
London
E11 4HU

Telephone: 0300 555 1271
Email: WalthamForest.iapt@nelft.nhs.uk
Web Site: www.wftalkingtherapies.co.uk

Opening Times:

8am - 8pm, Monday to Thursday; 8am - 5pm, Friday.

Service Description:

Everyday life can be tough for anyone. Our talking therapies for Barking and Dagenham, Havering, Redbridge and Waltham Forest, which we call improving access to psychological therapies (IAPT) are free NHS services that can help with a range of problems such as depression, anxiety, stress, bereavement and relationship problems.

Our services are confidential and easy to access. Simply complete the online patient referral or call us direct on one of the numbers below and we’ll arrange an initial telephone appointment. Together we will decide the right treatment for you, if we feel that another service will better be able to support you will provide you with the necessary information or make the referral for you.

Talking therapies are proven to work, and our friendly, professional teams offer a range of sessions that are designed to help you cope better. Call us between 9am and 5pm, Monday to Friday and we will book you an appointment for an initial assessment. Outside of office hours you can leave your name and contact details on our answerphones and we will phone you back as soon as we can.
ELOP – East London Out Project

56-60 Grove Road
Walthamstow
London
E17 9BN

Telephone: 020 8509 3898
Email: info@elop.org
Web Site: www.elop.org

Service Description:

ELOP is a holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT communities, and our core services include counselling and young people’s services. We can also offer training and consultancy for fellow professionals and those seeking to enhance their understanding of issues facing LGBT communities.
Positive East Stepney Centre

159 Mile End Road
London
E1 4AQ

Telephone: 020 7791 2855
Email: advice@positiveeast.org.uk
Web Site: talktome@positiveeast.org.uk

Opening Times:
Monday to Friday, 10am to 4pm

Service Description:

We have a wide range of practical and complementary services for people living with HIV. These include individual counselling and advice sessions, support groups, help getting your correct benefit entitlements as well as courses, information and various free services. Working in partnership with other HIV charities and health care professionals in London, we will always signpost you to who can help you the best.

Our Counselling and Psychotherapy service provides free and confidential one-to-one support.

As well as offering counselling service for clients (i.e. those living in, or accessing treatment in, East London who are affected by HIV) by helping to cope with issues such as stigma, relationships, anxiety, depression, self-esteem, we also provide specialist counselling support:
NAFSIYAT Inter Cultural Therapy Centre

Unit 4, Clifton House
Clifton Terrace
London
N4 3JP

Telephone: 020 7263 6947
Email: admin@nafsiyat.org.uk
Web Site: www.nafsiyat.org.uk

Opening Times:
- Monday, 9.30am – 8.00pm
- Tuesday to Friday, 9.30am – 5.30pm

Service Description:

Nafsiyat provides individual, couple and family group sessions to clients who experience the most challenging circumstances, ensuring they are encouraged to recover and move forward with their lives. We actively promote our approach as a positive intervention to alleviate mental distress and help clients in our communities adjust and work together.

Some of the interventions that we offer include domestic violence, relationship issues, childhood sexual abuse, cultural based issues, individuals, couples, families, mixed gender groups (large and small groups) including language specific issue based, etc.
Relate North East London

Langtons
Billet Lane
Hornchurch
RM11 1XL

Telephone: 01708 441 722
Email: enquiries@relatenelondon.org.uk
Web Site: www.relatenelondon.org.uk

Opening Times:
Monday to Friday, 9.30am - 5.30pm

Appointments are available outside these hours.

Service Description:

Relate North East London provides counselling open to everyone. Whether you are married, living together, in a same-sex relationship, separated, divorced or single, our confidential service can help you deal with your relationship difficulties.
Woman's Trust

Woman’s Trust
PO Box 70420
London
NW1W 7QL

Telephone: 020 7034 0303/0304
Email: admin@womanstrust.org.uk
Web Site: www.womanstrust.org.uk

Opening Times:

Our office hours are 9.30 am to 5 pm.

If you are a woman who wants to access our support services please leave us your contact number or address where we can safely get in touch with you.

Service Description:

Woman's Trust is a specialist counselling service for women who are or have experienced domestic violence. We offer 18 one-to-one counselling sessions, weekly support groups and self development workshops. All Woman's Trust services are confidential and are provided by women. Our services are free to any women living or working in London.
Coping Through Football

Douglas Eyre Sports Centre
Coppermill Lane
Walthamstow
E17 7HE

**Telephone:** 07538 101450

**Email:** sonia.smith@nelft.nhs.uk

**Web Site:** www.copingthroughfootball.org

**Opening Times:**

Tuesday, 2.00pm – 4.00pm

**Service Description:**

Coping Through Football is a project that provides weekly football coaching sessions for adults of all abilities, with mental health issues.

The aim is to use the football experience to get fitter, increase levels of self-esteem and confidence, make new friends and ultimately to help people get their lives back on track. We do not see ourselves as a football project but a social inclusion project that uses football as a tool to engage people who have experienced mental health problems. Most of our players have experienced social exclusion, unemployment, poor physical and mental health and lack a social network or support and Coping Through Football sets out to address these issues.

The project has been extremely successful in helping players to turn their lives around and to live more independently. It has been recognised by the Department of Health as a model of best practice in the recovery of people with long term mental health problems and our goal is to increase the number of people who benefit.
thinkArts

Telephone: 020 8521 2975
Email: neesha.badhan@crestwf.org.uk
Web Site: www.crestwf.org.uk

Service Description:

The brief of thinkarts is to promote well-being through artistic expression. thinkarts has a large membership of mental health users who contribute to its development.

Since 2003, thinkarts has worked with many hundreds of people across north-east London experiencing mental health problems, supporting them to make the most of their artistic abilities and to have their work widely viewed and their talents recognised.
Voluntary Action - Waltham Forest

Resource Hub (Central)
1 Russell Road
Leyton
London
E10 7ES

Telephone: 020 8558 3614 ext 239
Email: diana.leary@voluntaryaction-wf.org.uk
Web Site: www.voluntaryaction.net

Opening Times:
Monday to Friday, 9am-4pm

Service Description:
If you would like to become a volunteer, you can arrange an appointment with us to explore your options or search through the wide range of opportunities which we currently have listed on the Do-it website: www.do-it.org.uk
Waltham Forest Adult Learning Service

97 Queens Road
Walthamstow
E17 8QR

**Telephone:** 020 8496 2974

**Email:** adult.learning@walthamforest.gov.uk

**Web Site:** www.lbwfadultlearning.co.uk

**Service Description:**

Learning something new is one of the easiest ways to bring more excitement into your everyday routine. We know this is true because we’ve been giving Waltham Forest residents opportunities to discover new skills for many years. Not only do you get to gain a new qualification, but you also meet people with similar interests, you can attend together as a family or find likeminded people. Whatever your motivation, you’ll be in safe hands and we’ll make sure you want to keep coming back for more.

We all learn in different ways and our courses offer you the chance to learn at your own pace.

**We offer:**

- Short courses
- Afternoons, evening and weekends
- Loads of different areas from computers to gardening
- Individual courses and Family learning
- Support for your learning