

## FAMILY ACTION

## WELLFAMILY PLUS

### **What we do:**

WellFamily Plus supports people over the age of 16, who experience mild to moderate mental health difficulties. This service offers holistic assessments, advice, and information, emotional and practical support.

### **Who is eligible?**

- Anyone 16 and over
- Registered with a City and Hackney GP
- Mild to moderate mental health difficulties
- Frequent attenders to GP for psycho-social issues

### Emotional support:

The service provides a range of interventions to alleviate stress, anxiety, depression relating to domestic abuse, relationship issues, bereavement, parenting issues, education and employment difficulties, substance misuse, exam stress etc.

### Practical support:

- Information and basic advice on a range of issues such as housing, welfare benefits, debt, access to Health and Social Care services, domestic abuse, etc.
- Simple form filling, for example, dial a ride or freedom pass application
- Support with applying for grants to alleviate financial difficulties
- Signposting to specialist services such as IAPT, psychotherapy, CAMHS, CHAMHRS, housing, finances/debt, immigration, domestic abuse, welfare benefits, education, employment etc.

### **Contact Information:**

Email: Hackneywellfamilyplus@family-action.org.uk

Tel: 020 3846 6777

Working hours: Monday to Friday, 9am to 5pm.

Address: WellFamily Plus, Unit 7 The Textile Building. 29a-31a Chatham Place, E9 6FJ

(Unit 7 entrance is on Belsham Street)

Website/email: [www.family-action.org.uk](http://www.family-action.org.uk)

### How to refer to our service:

If self-referring, contact your GP practice and ask for an appointment with WellFamily Plus Practitioner in the surgery.

If you are professional, complete our referral form and email to [hackneywellfamilyplus@family-action.org.uk](mailto:hackneywellfamilyplus@family-action.org.uk) or discuss referral pathway with the practitioner at your surgery.

### Where we are:



Unit 7 The Textile Building. 29a-31a Chatham Place, E9 6FJ (Unit 7 entrance is on Belsham Street)

**Who are we:** We are a team of practitioners employed by Family Action and we offer our support from City and Hackney GP surgeries.

### What will happen at your appointment?

- We will offer you an assessment to discuss and agree support you need
- We can offer you up to 8 sessions of emotional support
- We can also offer practical support with issues that may make you feel anxious and worried
- We can liaise with other professionals to progress the work we have agreed

What our service users say about us

- ***“It is very rare to find someone you can open up to and feel understood, thank you WellFamily Plus”***
- ***“Support was really helpful. I learned how to deal with certain situations better and therefore don’t get stressed”***
- ***“I am very pleased with the service I received, I feel a lot better now, my sleep pattern and mood have improved. Thank you”***