

**Tower Hamlets**  
Mental Health and Well Being Services  
**Directory 2010**



Tower Hamlets Partnership 



## **Mental health crisis – need help urgently?**

### **During Office Hours**

1. Contact your GP  
or
2. If you are already known to mental health services  
contact your Care Co-ordinator

### **During Out of Hours**

1. Out of Hours GP  
**Tel:** 020 7377 7151  
**Opening times:** 6.30pm to 8am, Monday to Friday  
Weekends from 6.30pm on Friday to 8am on Monday  
or
2. Tower Hamlets Emergency Duty Team  
Adult Out of Hours/Children Out of Hours  
**Tel:** 020 7364 4079  
**Opening times:** 5pm to 9am weekdays, weekends and  
bank holidays

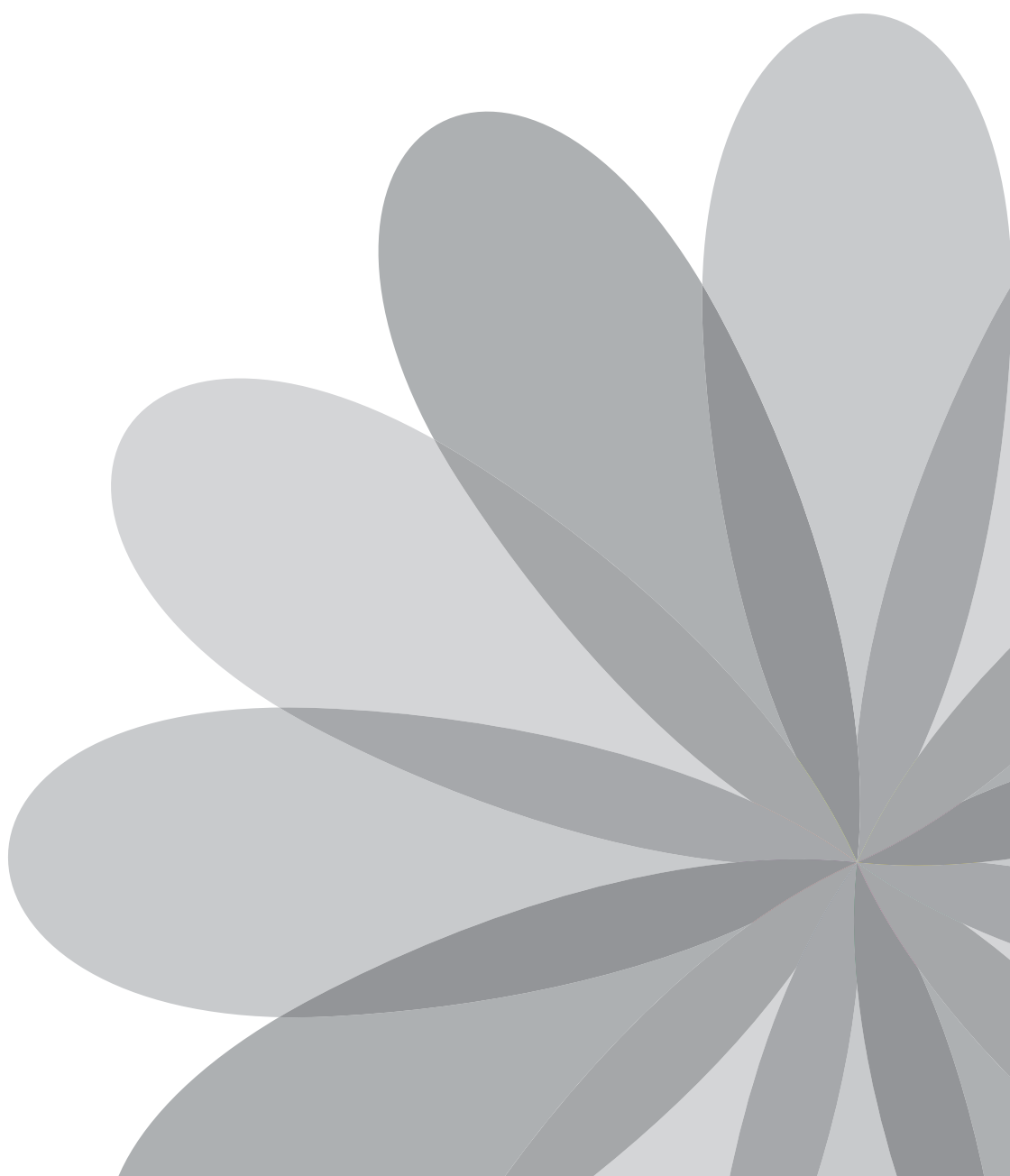
### **24 Hour Emergency Service**

Emergency Mental Health and Liaison Service – EMHALS  
A&E Department  
Royal London Hospital (RLH)  
London E1 1BB  
**Tel:** 020 7943 1415

### **Publication**

Please note that the information in this directory is correct at the time of printing, April 2010. It is possible that some information and groups mentioned in this directory may change or not exist in the future.

**Tower Hamlets**  
Mental Health and Well Being Services  
**Directory 2010**



## **Acknowledgements**

Updating of the Directory was made possible through partnerships between NHS Tower Hamlets, East London NHS Foundation Trust, London Borough of Tower Hamlets, Voluntary sector and User groups. We would like to thank the following people for their contributions:

**Brian Harvey**  
*Tower Hamlets Disability Coalition*

**Charleen Elliot**  
*Service User Involvement Project,  
Community Options*

**Forhad Ahmed**  
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**Voluntary Sector Network**

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*We would also like to thank Coborn Opportunities for allowing us to use the images on pages 17, 21, 32, 91 and 94. If you are interested in any of their images please contact them – see page 74 for details.*

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**[S] Self-referral:** Organisations where people can refer themselves are indicated by this symbol in the page margin.

## Introduction

I am delighted to present the second edition of the Mental Health Directory. We aim to help people make informed choices about their lives and mental health.

We also want to ensure that professionals and carers supporting those with mental health issues are able to do so imaginatively and effectively.

The directory outlines mental health services that are commissioned by NHS Tower Hamlets and the London Borough of Tower Hamlets; this includes support provided by statutory, voluntary and community sector agencies.

All the services have written a brief summary about the type of support they provide as well as providing their contact details.

Available on [www.towerhamlets.nhs.uk/mentalhealth](http://www.towerhamlets.nhs.uk/mentalhealth) the online version of this directory offers more detail and includes information on medication, common mental health problems and illnesses. It also has a section on the Mental Health Act.

In updating this directory we have carried out extensive consultation, including the views of both service users and professionals. I hope you find it useful.

If you would like to make any comments and suggestions regarding the content of this directory you can send an email to [mhd@thpct.nhs.uk](mailto:mhd@thpct.nhs.uk)

**Andrew Ridley**  
Chief Executive  
NHS Tower Hamlets

## Mental Health Act 1983

### Abbreviations

<b>AMHP</b>	Approved Mental Health Professional
<b>RC</b>	Responsible Clinician
<b>MHA</b>	Mental Health Act
<b>Tribunal</b>	First Tier Tribunal (Mental Health) – formerly Mental Health Review Tribunal
<b>AHM</b>	Associate Hospital Managers
<b>NR</b>	Nearest Relative
<b>CQC</b>	Care Quality Commission – formerly Mental Health Act Commission
<b>SOAD</b>	Second Opinion Appointed Doctor
<b>SCT</b>	Supervised Community Treatment
<b>CTO</b>	Community Treatment Order

### Civil Sections

#### **Section 2**

Section 2 allows a patient to be admitted for assessment based on the recommendations of two doctors and an application by the AMHP. The purpose of which is to lawfully admit a patient for up to 28 days in order to assess and if appropriate, treat their mental state. This section cannot be renewed. Patients have a right of appeal to the Tribunal (within the first 14 days) and the AHM. The powers of discharge can be exercised by the RC, NR, AHM and Tribunal.

#### **Section 3**

Section 3 allows a patient to be admitted to hospital for treatment based on the availability of appropriate medical treatment; the recommendations of two doctors and an application by the AMHP. The purpose of which is to lawfully admit a patient for up to six months in order to treat their mental condition. This section can be renewed for up to further six months and again yearly. A patient on a section 3 can appeal to the tribunal once at anytime during each period of detention and can be discharged by the RC, NR, AHM and Tribunal.



**Section 4**

Section 4 is an emergency power to detain a patient based on the opinion of one doctor and an application by the AMHP. This can last up to 72 hrs and allows for a further medical recommendation to be made. As above, all the rights of appeal and powers of discharge apply.

**Section 5(2)**

This is currently known as doctors holding power. It allows the clinician in charge of the patient's treatment to hold an inpatient for the purposes of making further assessments for detention under the MHA. A patient can be held for up to 72 hrs and has no right of appeal. This section may end either by the patient being further detained on section 2 or 3; or found not suitable for further detention under the MHA.

**Section 5(4)**

This is known as nurses holding power and is used where there is no clinician in charge of the patient's treatment available to invoke section 5(2). It allows the nurse to hold an inpatient for up to six hrs until such time when the clinician in charge of the patient's treatment arrives. There is no right of appeal.

**Section 135**

Section 135 is the power of the AMHP to obtain a warrant authorising police to enter premises to remove a person who is believed to be suffering from a mental disorder. There is no right of appeal and if after assessment is found not to be suffering from a mental disorder, the patient may be discharged. It can last up to 72 hrs and the patient can be moved from one place of safety to another within this time period.

**Section 136**

Section 136 is a police power to remove a person who appears to be suffering from a mental disorder from a public place to a place of safety. It can last up to 72 hrs or until such time as an assessment concludes that the patient is not suffering from a mental illness or requires admission to hospital. A patient subject to this section can be moved from one place of safety to another within the time period of this section. There is no right of appeal.

**Criminal Detention Orders**

**Section 35**

This section allows a court to send a person to hospital for a report to be prepared on his/her mental condition instead of remanding the person to prison. The purpose of this section is assessment and preparation of a report only. It can last up to 28 days and the patient can be remanded for a further 28 days, but for no more than a total of 12 weeks. The patient has no right of appeal but can request a termination from the court by way of an independent medical report.

**Section 36**

This is a remand by court order through which an accused person is sent to hospital for treatment. This can last up to 28 days and can be further remanded for 28 days but no more than a total of 12 weeks. The patient has no right of appeal but can request for a termination by the court, by way of an independent medical report.

**Section 37**

Section 37 is the power of the court to order hospital admission or guardianship based on two medical recommendations. It can last up to six months and may be renewed for up to a further six months and then yearly. A patient on this section is able to appeal to the Tribunal after the first six months of detention and can appeal to AHM at any time. This patient can be discharged by the RC, (Not the NR), AHM and MHRT.

**Section 41**

This is where special restrictions have been added to the section 37 to restrict discharge from hospital. This section has no time limits. There is a right of appeal to the MHRT after six months and appeals to the AHM at any time. Discharge provisions as per section 37 all apply but only with consent from the Secretary of State.

**Section 38**

Section 38 is an admission to hospital to determine whether a hospital order is appropriate. This is initially up to 12 weeks and can be extended for 28 days at a time but up to no more than 12 months. This section can only be discharged by the court and there is no right of appeal to the MHRT or the AHM.

**Section 47**

Section 47 is a direction made on behalf of the Secretary of State for the transfer of a sentenced prisoner in need of urgent treatment, from prison to hospital. It can last up to six months and may be renewed for a further six months and then yearly. The patient can appeal to the Tribunal and can be discharged by the Secretary of State, RC, AHM and Tribunal.

**Section 48**

Section 48 is a direction made on behalf of the Secretary of State for the transfer of a prisoner (not yet sentenced) who is in need of urgent treatment. This section can last up to six months and be renewed as per section 37 but will come to an end when the case is disposed of. The patient can appeal to the Tribunal and can be discharged by the Secretary of State, RC, AHM and Tribunal.

**Section 49**

This is known as additional restrictions on the discharge of prisoners detained under section 47 or 48 in hospital. It is similar to section 41 and how long it lasts is dependent of the length of the sentence left to run. The patient has a right of appeal to the Tribunal and AHM. Discharge provisions as per sections 47 and 48 all apply but only with consent from the Secretary of State.

## **Consent to Treatment**

### ***Section 57***

This section provides that some of the most serious treatments for mental disorder can only be given with the consent of the patient and a SOAD from the CQC, who must certify in writing that the patient has consented to the treatment.

### ***Section 58***

This section provides that certain forms of treatment may not be given to a patient (in the case of medication after a detention period of three months), unless the patient consents or a SOAD from the CQC has certified that either the patient is incapable of consenting or that the patient should receive the treatment even though they have not consented to it.

### ***Section 58A***

This section applies to ECT and any medication administered as part of ECT. It applies to all detained patients and patients under 18 (whether or not they are detained). This means that for these treatments there is no three month period. Any patient who has the capacity to consent may not be given the treatment unless they do in fact consent and any patient under the age of 18 may not be given the treatment unless it is authorised by a SOAD.

### ***Section 62***

This section applies to any urgent treatments not covered by section 57 or 58 which is urgent and necessary in order to alleviate symptoms or prevent a deterioration of the condition in the case of an emergency.

## **Other**

### ***Section 17 – Leave of absence from hospital***

This section covers leave granted by the RC to detained patients. It covers sections 2, 3, 37, 47 and 48. Sections 41 and 49 require Secretary of State consent before leave is granted.

***Section 18 – Return and readmission of patient absent without leave.***

This section covers provisions relating to the return of patients to hospital that are absent without leave.

***Section 19 – Regulations as to the transfer of patients***

This section empowers the Secretary of State to regulate the circumstances in which detained patients and patients that are subject to guardianship may be transferred between hospital and guardians.

***Section 17A – Supervised Community Treatment***

This allows suitable patients to be safely treated in the community on a Community Treatment Order (CTO) rather than in hospital in order to promote recovery. This applies only to patients who are currently detained in hospital on section 3 or unrestricted Treatment sections of the Act. It can last up to six months and can be renewed. Patients are subject to conditions, which if broken mean the patient can be recalled to hospital. If the CTO is revoked the patient can be detained up to six months on Section 3 or the original unrestricted section of the Act. The patient can be discharged by the RC, NR, AHM and MHRT.

***The main changes to the 1983 Act***

These changes came into force on the 3rd November 2008.

***A new definition of mental disorder***

“Mental disorder means any disorder or disability of the mind”  
This replaces the four categories of mental disorder.

***Nearest relative***

Civil partners given equal status to husband or wife.

Patients have the right to apply to County Court for an Order displacing their Nearest Relative.

***Supervised Community Treatment (SCT)***

Aftercare under Supervision is repealed and replaced with SCT.

***Consent to Treatment***

Provisions apply to SCT.

No authority (except emergencies) to give Electro-Convulsive Therapy to capable refusing patient.

Introduction of consent to treatment provisions relating to children.

***Patients concerned in criminal proceedings or under sentence***

Change to definition of mental disorder could potentially mean more patients subject to Part III sections.

Time-limited Restriction Orders abolished.

***New roles***

Approved Mental Health Professional replaces Approved Social Worker. In addition to Social Workers; appropriate Nurses, Psychologists and Occupational Therapists all eligible for this role.

Responsible Clinician replaces the Responsible Medical Officer. In addition to doctors; appropriate Social Workers, Nurses, Psychologists and Occupational Therapists are all eligible for this role.

***Age Appropriate Accommodation – by 2010***

All children are now to be cared for in age-appropriate environments.

***Independent Mental Health Advocates – April 2009***

There are advocacy services available for all detained patients.

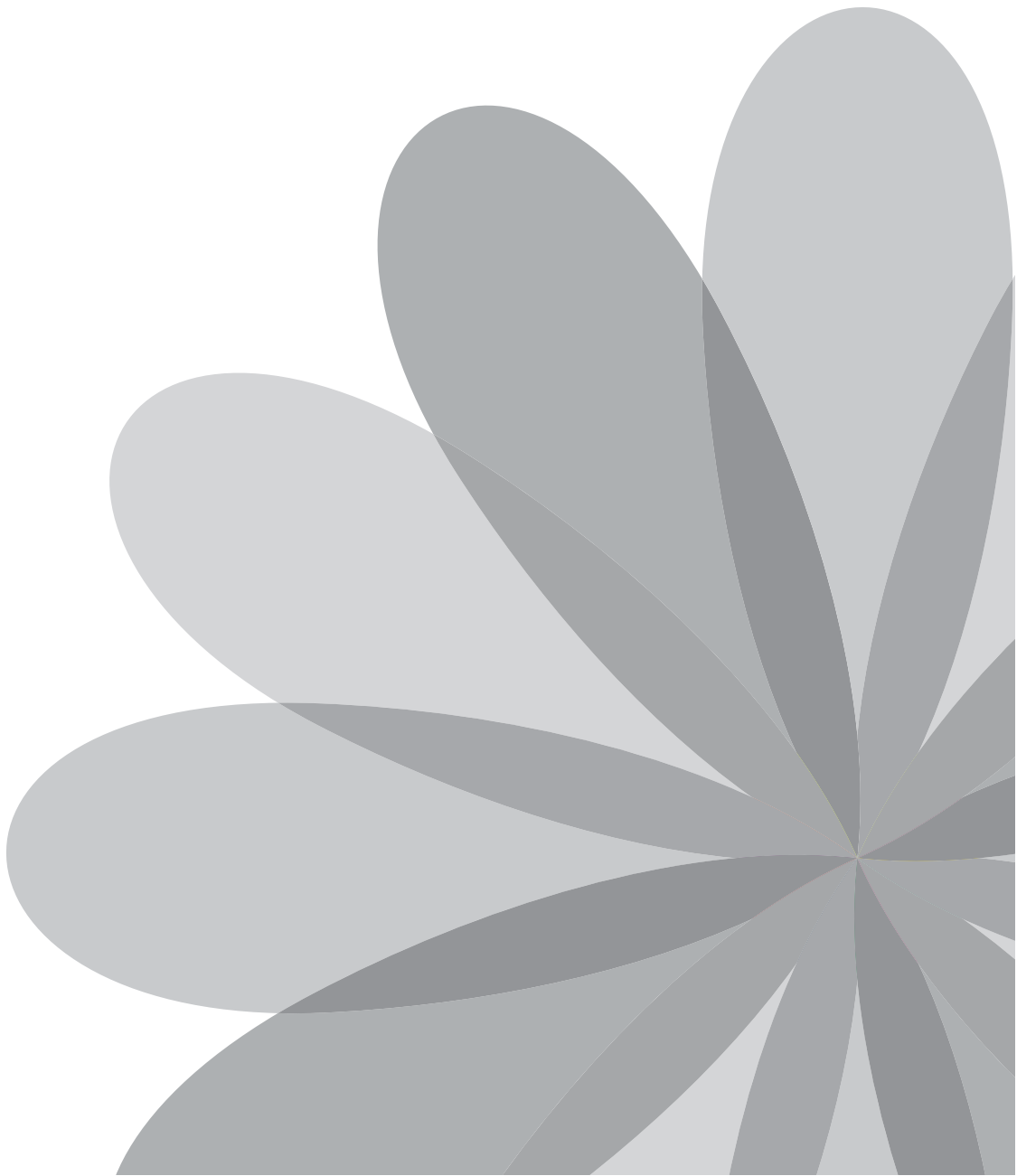
An advocate will have the right to meet with patients in private and access patient records.

***Deprivation of Liberty safeguards – April 2009***

Applies to those patients deprived of their liberty who do not meet the criteria for detention under the Mental Health Act.

The provisions are very complicated and will mean intensive training for staff, particularly those working with older people and people with learning disabilities.

## Directory of Services



## **How to access mental health services**

Weighed down by problems? Want help feeling better? The first stop should be your GP, where you can find out which therapies and treatments are available.

Your GP would be best placed to support you as they will be familiar with your medical history and will be able to direct you to the appropriate treatment. Your GP is there to help with your mental as well as your physical health.

In order to help, your GP will try to find out what's bothering you. It could be anything from work stress and anxiety to relationship problems, poor housing or living with a chronic illness.

The first step may be practical, such as referring you to the Citizens Advice Bureau but there are also a number of options available, which your GP can discuss with you.

## **Types of support**

### ***Talking therapies***

Anyone can ask their GP for talking therapy. Exactly what kind of therapy you will be referred to will depend on what the problem is.

### ***Medicines***

If you and your GP agree that you would benefit from medication, there are various options that can help with conditions such as anxiety, depression, insomnia, mania and other mental health problems.

### ***Specialist care***

More serious mental health problems such as manic depression and schizophrenia require specialist care, and you will be referred to a psychiatrist at the local hospital and/or the local community mental health team.

Treatment may involve a combination of medication, talking therapies and 24-hour support if necessary, which may take place at home or in hospital.

Specialists can refer you to employment and training schemes that support mental health needs at the same time as providing work and education. They can also offer help in the community through crisis resolution teams, who you can call in an emergency.

*Source: NHS Choices website*



# 01

## Bereavement Counselling Service

### City & East London

#### Bereavement Counselling Service (CELBCS)

61 Philpot Street  
London E1 2JH

**Tel:** 020 7247 1209

**Email:** info@bereavement.org.uk

City & East London Bereavement Counselling Service (CELBCS) offers the following services:

- **Bereavement Counselling Service** provides support to bereaved people.
- **Bereavement Counselling Service for Couples** provides support to couples after the death of a child. This would include the death of an adult child.
- **Bereavement Volunteers and Muslim Visiting Service** offers practical help and support to bereaved people. Sylheti speaking staffs are available.

Bereaved clients have to be over 16 who live in Tower Hamlets or patients, or relatives or friends of patients of Barts and The London NHS Trust.

We have wheel chair access by arrangement.

**Office opening times:** 9am to 5pm

**Counselling opening times:** Day time, evening and Saturday mornings

**[S] Referrals accepted from:** Self-referral and local health care professionals. If currently receiving psychiatric appointments we require a referral from the psychiatrist

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## 02

## Black & Minority Ethnic Groups

### *Services for the African & African Caribbean Communities*

#### **African/Caribbean Project**

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

The African and Caribbean project works with individuals with mental health problems through one-to-one support and group work. The project provides support and advice for people working towards training, vocational work and employment.

**Office opening times:** 9am to 5pm, Monday to Friday

**Project opening time:** Fridays, 10am to 1pm

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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#### **Café Nia**

Open House, 13 Whitethorn Street  
London E3 4DA

**Mob:** 07983 838 010

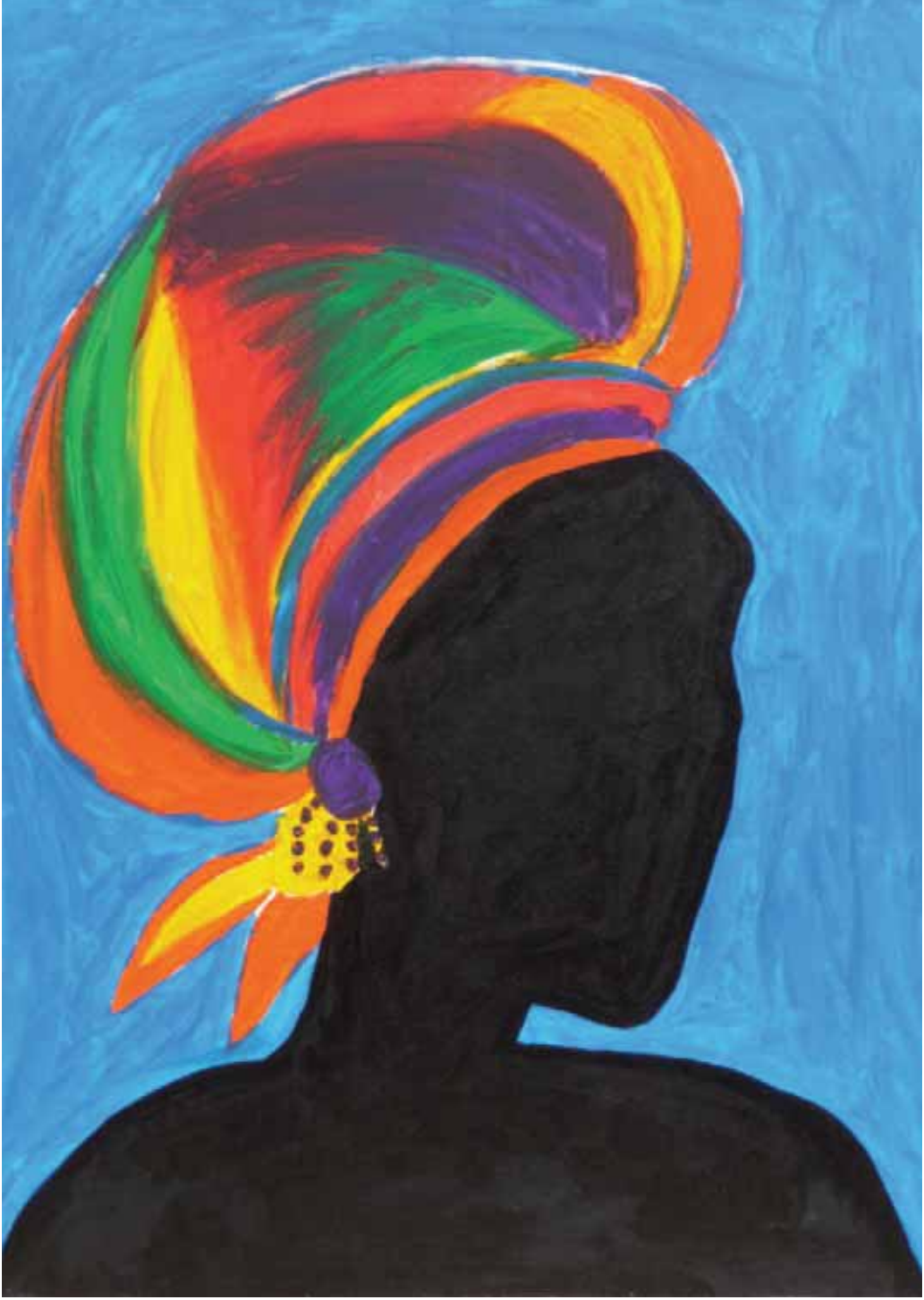
**Email:** NiaDrives@gmail.com

Cafe Nia is a support group for African Caribbean men and women who have a range of mental health needs. We aim to break down isolation that people feel by providing peer support, activities such as DVD evenings, cooking and eating a healthy meal and by attending local recreational and cultural activities. Also includes going to conferences to learn more about promoting and maintaining mental well being.

**Opening times:** Tuesday afternoons/evenings (flexible times)

**[S] Referral accepted from:** Professional or self-referral

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## 02

## Black & Minority Ethnic Groups

### **Tower Hamlets African Caribbean Mental Health Organisation (THACMHO)**

c/o Social Action for Health  
The Brady Centre  
192 Hanbury Street  
London E1 5HU

**Tel:** 020 7426 5389

**Fax:** 020 7247 7447

**Email:** thacmho@safh.org.uk

Tower Hamlets African Caribbean Mental Health Organisation (THACMHO) provides a meeting place for people of African and Caribbean origin who have been marginalised by mainstream society in relation to their mental, physical, spiritual and social well being. We provide opportunities for members to develop a holistic approach to health as well as encouraging meaningful activities such as educational and community awareness programmes. We have exhibitions, books and other information available for display. Other activities include visiting theatres, going to restaurant and taking part in recreational games.

**THACMHO drop-ins:** Thursdays, 3.30 to 7.00pm at Bowhaven, William Place, Bow London E3 5ED (020 7364 5531)

**Activities include:** Pool, Music, TV/DVD, problem sharing, meals/refreshments, special events, outings etc

**Opening times:** Please telephone for further details

**[S] Referral accepted from:** Any one can refer or access our services

## 02

## Black & Minority Ethnic Groups

### *Services for African & African Caribbean Women Only*

#### **Asumjwe**

Open House, 13 Whitethorn Street  
London E3 4DA

**Mob:** 07983 838 010

**Email:** AsumjweWomen@gmail.com

Asumjwe aims to provide supportive motivational activities and focus for African and Caribbean women who have experienced mental distress or are isolated and at risk of mental health problems. The focus is on confidence building and promoting inclusion. Activities include health and fitness awareness, members holding the meetings and planning activities, visits to theatres, museums, understanding cultural identity and positive role models from the African and Caribbean community.

**Opening times:** Mondays only between 2pm to 6pm

**[S] Referral accepted from:** Professional or self-referral

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### *Services for the Bangladeshi Community*

#### **Bangladeshi Project**

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

A service providing one-to-one support, advice and group work for people with mental health issues. The group supports Bangladeshi men and women who may be experiencing depression, social exclusion and isolation and other mental health problems. We have a vibrant and active group on Wednesday mornings with other opportunities to join groups (please call for more information).

**Office opening times:** 9am to 5pm, Monday to Friday



## **Physical activity**

Keeping active is a key part of staying fit and healthy. Thirty minutes a day of a steady physical activity is highly recommended, and activities such as walking, swimming and cycling can help your body and mind stay in shape. Simple ways of staying physically active include gardening, doing housework and taking the stairs instead of the lift.



## Healthy eating

Eating healthily helps you to control your weight and reduces your risk of developing cardiovascular diseases, diabetes and some cancers. Here are some top tips to stay healthy:

- Eat your five-a-day portions of fruit and vegetables
- Swap to healthier versions of your favourite foods
- Cut down on snacks
- Avoid sugary drinks
- Eat plenty of foods rich in starch and fibre
- Don't skip breakfast

## 02

## Black & Minority Ethnic Groups

**Bangladeshi Project opening times:** Wednesday mornings

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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### *Services for Bangladeshi/Asian Women Only*

#### **Bondhon Women's Project (User Led)**

St Hilda's East Community Centre  
18 Club Row  
London E2 7EY

**Tel:** 020 7739 8066

**Email:** [mail@sthildas.org.uk](mailto:mail@sthildas.org.uk)

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

The Bondhon Project supports Bangladeshi women in Tower Hamlets, who are isolated and are experiencing mental health problems. They are supported through group sessions. A group of Bangladeshi women meet every week at St Hilda's. The group is facilitated by trained workers. Group activities include fitness sessions.

**Opening times:** 9am to 5pm, Monday to Friday

Please ring to find more about the activities taking place and the times.

**Referrals accepted from:** Any professional

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## 02

## Black & Minority Ethnic Groups

### **Boyaan Bangladeshi Women's Group (User Led)**

St Hilda's East Community Centre  
18 Club Row  
London E2 7EY

**Tel:** 020 7739 8066

**Fax:** 020 7729 5172

**Email:** mail@sthildas.org.uk

**web:** www.sthildas.org.uk

The Boyaan project supports Bangladeshi women in Tower Hamlets who are isolated and are experiencing mental health problems. Boyaan is an out-of-hours, user led project which provides members with emotional support, social stimulation, advice and information, physical health needs, mental health needs and leisure.

**Opening times:** 10am to 2pm, Saturdays

**[S] Referral accepted from:** Any professionals. Self-referrals also accepted

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### **KUSHI Asian Women's Group (User Led)**

Bowhaven, William Place  
Bow Community hall  
Roman Road  
London E3 5ED

**Tel:** 020 7364 5531

**Fax:** 020 8983 3257

**Email:** Info@Bowhaven.org.uk

**Web:** www.bowhaven.org.uk

Meets weekly in a social setting, to support, motivate, educate and empower Asian women to run the group in a safe and friendly environment. The group aims to bring together Asian women who are isolated within their community due to mental health problems. Activities include massage, spa, keep-fit, sewing, outings, meals/refreshments, specials events including Health Trainers, henna painting and dancing.

**Opening times:** Mondays 10.30am to 1pm

**Referrals accepted from:** Any health professional

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## Screening

The importance of getting screened for cancer is associated with early cancer detection. Several cancers are curable if they are caught in early stages.

Screening shows up many cancers, such as bowel, breast and cervical at the very early stages, that may otherwise go undetected. Even if you don't have any symptoms, seeing a GP to be screened is highly recommended.

## **Stopping smoking**

Using tobacco in any form is very harmful to your health. If you smoke tobacco via cigarettes or shisha you are at increased risk of many health problems such as cancer, heart disease and respiratory disease. Chewing tobacco or paan/ betel nuts can cause oral cancer and have a significant impact on your health.

If you live or work in Tower Hamlets, you can visit your pharmacy or GP or call the health hotline on 020 7364 5016 to get support in quitting on a one-to-one or group basis, depending on what suits you best.



## 02

## Black & Minority Ethnic Groups

### *Services for Bangladeshi Men Only*

#### **The Bangladeshi South Asian Men's Group**

All Hallows Church  
Blackthorn Street, Bow  
London E3 3PX

**Mob:** 07944 896 069

**Email:** bsamg\_th@yahoo.co.uk

The group provides a social and cultural based programme of support to the members on issues around mental health and substance misuse. The group also explores ways to cope in situations and what the self help process can do to overcome issues and help members gain self confidence. Activities include discussions/workshops, meals, events and local and national visits.

**Opening times:** Sundays, 1pm to 5pm

**[S] Referral accepted from:** Self-referral

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#### **See also**

- *East London Asian Family Counselling – Psychology, Counselling & Therapeutic Services – page 102*
  - *Ethnic Minority Sewing Enterprise (EMSE) (men only) – Employment & Training – page 50*
  - *Women's Sewing Project (WSP) (women only) – Employment & Training – page 50*
-

## 02

## Black & Minority Ethnic Groups

### *Services for the Chinese Community*

#### **Chinese Mental Health Association (CMHA)**

2nd Floor, Zenith House  
155 Curtain Road  
London EC2A 3QY

**Tel:** 020 7613 1008

**Fax:** 020 7739 6577

**Email:** info@cmha.org.uk

Chinese Mental Health Association (CMHA) specialises in providing community based mental health assistance and support to the ever growing Chinese community in the United Kingdom. From its inception in 1992, CMHA has been at the forefront of ground breaking progress in community mental health development, innovation and most importantly, education, all in an attempt to assist those in need.

**Opening times:** Monday to Friday, 10am to 6pm

**[S] Referrals accepted from:** Self-referral

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### *Services for Refugees and New Migrants*

#### **Praxis Community Projects**

Pott Street  
London E2 0EF

**Tel:** 020 7729 7985

**Fax:** 020 7729 0134

**Mincom:** 020 7729 0154

**Email:** admin@praxis.org.uk

**Web:** www.praxis.org.uk

Praxis Community Projects provides a wide range of support, guidance and training services for vulnerable migrants and new residents across London, empowering them to overcome the barriers in their path towards playing their full part in London's social, economic and cultural life. The projects focus on pathways



Life isn't about waiting  
for the storm to pass...

It's about learning  
to dance in the rain.

## 02

## Black & Minority Ethnic Groups

into settlement, moving into active citizenship and the social and economic inclusion of migrants. Praxis also provides professional training and development.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Self-referral

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### See also

- *Move on – Employment & Training – page 51*
  - *Praxis interpreting – Interpreting & Advocacy Services – page 72*
- 

### *Services for the Somali Community*

#### **KHAT Project**

Mind in Tower Hamlets and Newham  
Open House  
13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** [info@mithn.org.uk](mailto:info@mithn.org.uk)

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

The overall aim of this project is to raise awareness of problematic Khat use within the Somali community as well as working with people who have Khat misuse problems.

**Opening times:** 10am to 5pm, Monday to Friday

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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## 02

## Black & Minority Ethnic Groups

### **Promoting a Stable and Bright Future (User Led)**

OSCA, Concordia Enterprise Centre  
Railway Arches  
420–421 Burdett Road  
London E3 4AA

**Tel:** 020 7987 5833

**Email:** info@oceansomali.org.uk

This is a support group for young Somali men aged 16 to 25. The aim of the group is to increase awareness and understanding of mental health issues within this group. Activities include workshops, away days and sports.

**Opening hours:** Saturdays, 12pm to 4pm

**[S] Referral accepted from:** Self-referral

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### **Somali Project (Daryeelka Maanka)**

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

Daryeelka Maanka works with people with mental health problems from the Somali community living in Tower Hamlets. We offer one-to-one support as well as group work. We employ bi-lingual staff and can provide support to individuals and family members. We have an active group on Tuesdays for the Somali community to meet and explore issues around mental wellbeing.

**Office opening times:** 9am to 5pm, Monday to Friday

**Somali Project opening time:** Tuesdays only, 10am to 3pm

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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## 02

## Black & Minority Ethnic Groups

### *Services for Somali Women Only*

#### **Ocean's Somali Women's Group (User Led)**

OSCA, Concordia Enterprise Centre  
Railway Arches  
420–421 Burdett Road  
London E3 4AA

**Tel:** 020 7987 5833

**Email:** oswgroup@gmail.com

To raise awareness of mental health issues within the Somali community and to tackle underlying problems, which can lead to poor mental health such as isolation. To raise women's self esteem and to encourage members to talk about issues affecting their well being. Activities include massage therapy sessions, swimming, sauna, Somali folk dance and group meetings.

**Opening times:** Fridays

**[S] Referrals accepted from:** Self-referral

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#### **Zitat (User Led)**

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

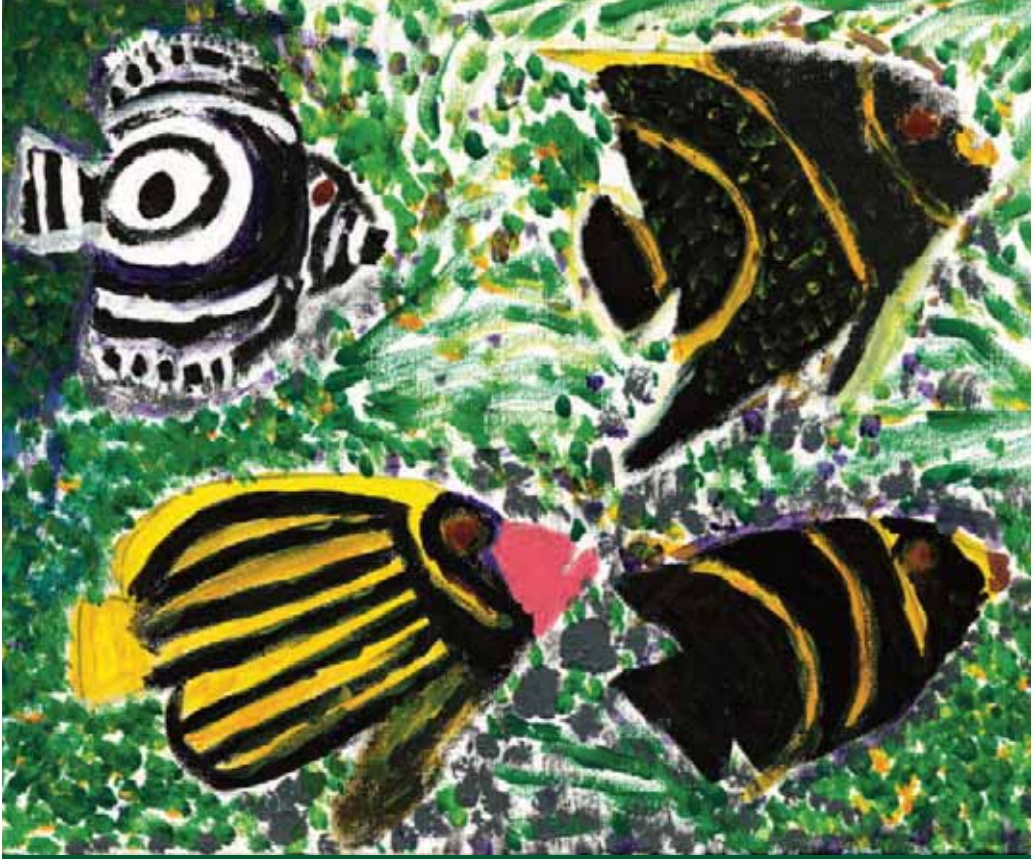
**Web:** www.mithn.org.uk

Zitat is a Somali women's group and forum for vulnerable and isolated women in the community. Zitat's overall aim is to help bring women together and provide them with the space and motivation to initiate their self-help activities.

**Office opening times:** 9am to 5pm, Monday to Friday

**Zitat opening times:** The Group meets on Saturday mornings

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral



© IMAGE COLOUR OPPORTUNITIES



## 02

## Black & Minority Ethnic Groups

### *Services for Somali Men Only*

#### **Somali Men's Group (User Led)**

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** [info@mithn.org.uk](mailto:info@mithn.org.uk)

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

The Somali Men's group is run by service users for service users, promoting wellbeing and fitness within the group. Engaging in sports activities and other events to bring people together and to find support from one another. The group meets every Tuesday at Mile End Stadium.

**Office opening times:** 9am to 5pm, Monday to Friday

**Somali Men's Group opening times:** Tuesdays only between 1pm and 5pm

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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## 02

## Black & Minority Ethnic Groups

### *Services for the Vietnamese Community*

#### **Vietnamese Mental Health Services (VMHS)**

25 Fair Street  
London SE1 2XF

**Tel:** 020 7234 0601

**Fax:** 020 7407 7500

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

Working in partnership with mainstream health/social care and other agencies to promote culturally sensitive mental health services for the Vietnamese community. Providing outreach, counselling, advice, day centre services and supported accommodation. The service produces health newsletter, booklets and leaflets in Vietnamese and Chinese.

It also offers training about mental health issues and health/social care systems to people from Vietnam. VMHS also provides training on Vietnamese beliefs in mental health and culture to social care and health professionals.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** Self-referral

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**Carers Connect**

Family Action  
Albert Jacobs House  
62 Roman Road  
Bethnal Green  
London E2 0PG

**Tel:** 020 7364 3497

**Fax:** 020 7364 3408

**Email:** [carersconnect@family-action.org.uk](mailto:carersconnect@family-action.org.uk)

Providing advice, advocacy and emotional support to carers of people with mental health needs. The agency provides home visits, signposting and assessment and leads a steering group comprised of carers with the aim of promoting this and other services within the borough.

**Opening times:** 9am to 5pm, Monday to Friday

[S] **Referrals accepted from:** Self-referral and health professionals

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**Carers Flexible Break service**

Age Concern Tower Hamlets  
82 Russia Lane  
London E2 9LU

**Tel:** 020 8981 7124

**Fax:** 020 8980 1546

**Email:** [care\\_services@acth.org.uk](mailto:care_services@acth.org.uk)

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

Flexible support (up to 6 weeks or one off) support in the home by trained support workers to give Unpaid Carers a break from the caring role – workers receive specific training and support to work with people with Mental health issues especially dementia.

**Opening times:** Usually Monday to Friday between 9am to 6pm, however, support can be provided evenings and weekend if agreed in care plan. Reception closes at 3.15pm

[S] **Referrals accepted from:** Self-referral, Social services, NHS, Voluntary Sector Organisation

## 03 Carers

### Carers Handyperson Services

Age Concern Tower Hamlets  
82 Russia Lane  
London E2 9LU

**Tel:** 020 8981 7124

**Fax:** 020 8980 1546

**Email:** care\_services@acth.org.uk

**Web:** www.acth.org.uk

Practical tasks like fitting smoke alarms, shelving, carpentry, putting up curtains.

**Opening times:** 9am to 5pm, Monday to Friday. Reception closes at 3.15pm

**[S] Referrals accepted from:** Self-referral, Social services, NHS, Voluntary Sector Organisation

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### Carers Relief Service

Age Concern Tower Hamlets  
82 Russia Lane  
London E2 9LU

**Tel:** 020 8981 7124

**Fax:** 020 8980 1546

**Email:** care\_services@acth.org.uk

**Web:** www.acth.org.uk

Regular support in the home by trained support workers to give Unpaid Carers a break from the caring role – workers receive specific training and support to work with people with Mental health issues especially dementia.

**Opening times:** Usually 9am to 6pm Monday to Friday, however, support can be provided evenings and weekend if agreed in care plan

**Referrals accepted from:** Social Services

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## 03 Carers

### **Princess Royal Trust for Carers**

Carers Centre Tower Hamlets  
21 Brayford Square, Stepney  
London E1 0SG

**Tel:** 020 7790 1765

**Fax:** 020 7791 5575

**Email:** [enquiries@carerscentretowerhamlets.org.uk](mailto:enquiries@carerscentretowerhamlets.org.uk)

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

The Carers Centre Tower Hamlets provides advice, information and support services to all Carers within the borough. We work with unpaid Carers who look after people who could not manage without their help. This can be due to age, physical or mental illness or disability. We offer a wide variety of services for Carers including Adult Carers Support Service, Counseling, Social Activities and Mental Health Carers Support Service amongst many more. For information on the full list of services we provide please contact the Carers Centre.

**Opening times:** 9am to 5pm, Monday to Thursday. Fridays 9am to 4.45pm

**[S] Referral accepted from:** Self-referral

### **See also**

- *Your Carers Booklet (produced by NHS Tower Hamlets and Tower Hamlets Council) for full information on services for carers. This can be viewed online at <http://www.towerhamlets.nhs.uk/publications/> or you can order a copy by calling 020 7092 5174.*

# 04

## Criminal Justice System (Mental Health Support)

### **Together**

Together: For Mental Wellbeing  
12 Old Street  
London EC1V 9BE

**Tel:** 020 7780 7300

**Fax:** 020 7780 7301

**Email:** [contactus@together-uk.org](mailto:contactus@together-uk.org)

**Web:** [together-uk.org](http://together-uk.org)

Together is a leading national charity working for mental wellbeing: that means we work alongside people with mental health problems, so they feel better equipped to deal with their distress and lead happier and more hopeful lives.

We provide practical support to over people their own homes and communities as well as in residential and secure settings and within the criminal justice system.

We have a wide range of services nationally which include: services for people involved with the criminal justice system, advocacy services, community support services, employment and personal-development schemes and many more.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Community Mental Health Teams and other agencies. Some of our services may accept self-referral

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# 04

## Criminal Justice System (Mental Health Support)

### **Tower Hamlets Link Worker Scheme**

Providence Row Housing Association  
458 Bethnal Green Road  
London E2 0EA

**Tel:** 020 7920 7335

**Email:** [thlinkworkers@prha.net](mailto:thlinkworkers@prha.net)

Tower Hamlets Link Worker Scheme provides support and advice to clients with mental health issues who have been in prison or in frequent contact with the criminal justice system. We work with people both in prison and after release. We aim to support clients with multiple areas of need who have difficulty accessing and engaging mainstream services in order to break the cycle of re-offending & to improve their mental wellbeing.

Clients must have a mental health issue (which may or may not be diagnosed) and sentenced to 12 months or less (or on remand for an offence which would not normally receive a sentence of more than 12 months).

**Opening times:** 9.30am to 5pm, Monday to Friday for enquiries

**[S] Referrals accepted from:** Anyone including self-referrals, prison, police and probation services

For an initial informal discussion, please contact either the Team Leader or the Link Worker Development Manager.

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# 05

## Crisis & Emergency

### **Tower Hamlets Crisis Intervention Service**

3rd Floor, Outpatient Department  
Royal London Hospital  
Stepney Way  
Whitechapel Road  
London E1 1BB

**Tel:** 020 7375 1052

**Fax:** 020 7377 7316

This is a Mental Health Crisis Intervention Service. Based at Whitechapel, provides a psychological service to individuals and families in crisis through assessment and treatment, during office hours.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Primary care staff and also mental health professionals

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### **Tower Hamlets Emergency Duty Team**

Adult Out of Hours / Children Out of Hours  
2nd Floor, Mulberry Place  
5 Clove Crescent  
London E14 2BG

**Tel:** 020 7364 4079

An emergency Social Services team who respond to urgent situations outside normal office hours – evenings, weekends and public holidays. It also provides an Approved Mental Health Professional (AMHP) service during out of hours. As the team is designed to deal with emergencies, any matters that can safely be left until the next day should not be referred via this service.

- **Adult Out of Hours** Adult out of hours service deals with failed home care visits, vulnerable people who are homeless, breakdown in care packages where the service user is left at risk, appropriate adult work at Police stations, Mental Health Act assessments. There is one AMHP Social Worker on each night who initially works with the Home treatment team until 10pm.

## 05 Crisis & Emergency

- **Children Out of Hours** The emergency duty team aims to respond to immediate crisis situations especially where children may be at risk or where parents may be in serious difficulty – for example, becoming acutely ill.

**Opening times:** The services are available 5pm to 9am weekdays and all weekends and Bank Holidays

**Referrals accepted from:** Police, A&E, GPs, children out of hours service and some direct self-referrals from the public

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### See also

- *Tower Hamlets Crisis Service – Housing Support – page 60*
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# 06

## East London NHS Foundation Trust (ELFT) Services

### Trust Headquarters

EastONE, 22 Commercial Street  
London E1 6LP

**Switchboard:** 020 7655 4000

**Fax:** 020 7655 4002

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

The East London NHS Foundation Trust is a specialist mental health trust which provides services mainly to Tower Hamlets, Newham and City & Hackney. It provides a range of community, outpatient and inpatient services for children and young people, adults and older people. This directory relates to Tower Hamlets services.

**Please note:** You will not be able to make referrals to services using the above contact details. To make referrals please contact individual services directly.

### Community Mental Health Teams (CMHT)

There are four CMHTs serving different localities in Tower Hamlets.

The CMHT is a multidisciplinary team providing health and social care for service users with severe and enduring mental health problems. They also provide liaison and consultancy to primary care and other agencies around mental health issues.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Primary health care professional including GPs. The team accepts self-referrals in some circumstances

- **Bethnal Green & Globe Town**

Community Mental Health Team  
Pritchard's Road Centre  
Marion Place  
London E2 9AX

**Tel:** 020 7364 1183

**Fax:** 020 7364 1046

# 06

## East London NHS Foundation Trust (ELFT) Services

- **Bow & Poplar Community**  
Community Mental Health Team  
Ewart Place  
1 Gladstone Place  
London E3 5EQ  
**Tel:** 020 7364 5513  
**Fax:** 020 7364 5590

- **Isle of Dogs & South Poplar**  
Community Mental Health Team  
Barkentine Centre  
121 Westferry Road  
London E14 8JH  
**Tel:** 020 7791 8299  
**Fax:** 020 7791 8298

- **Stepney & Wapping**  
Community Mental Health Team  
Steel's Lane Health Centre  
Commercial Road  
London E1 0RL  
**Tel:** 020 7791 3701  
**Fax:** 020 7780 9885

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### Home Treatment Team (HTT)

Tower Hamlets Centre for Mental Health  
Mile End Hospital, Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5550  
**Fax:** 020 8121 5563

The Home Treatment Team (HTT) provides services to adults with mental health problems living in Tower Hamlets. These services are designed, wherever possible, to maintain people in the community who are in need of intensive and immediate help and who would otherwise require admission to hospital. The HTT

# 06

## East London NHS Foundation Trust (ELFT) Services

provides alternatives to hospital care by providing intensive period of home based support in the service users own environment before referring them onto appropriate health and social care.

**Opening times:** 24hrs, 7 days a week (between 10pm to 8.30am – any enquiries to the service will be dealt with by the Psychiatric Liaison team, Royal London Hospital’s emergency department, on our behalf)

**[S] Referrals accepted from:** Anyone by calling pager 07623 546 801

### Occupational Therapy

Tower Hamlets Centre for Mental Health  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5022

**Fax:** 020 8121 5023

Tower Hamlets Occupational Therapy service provides holistic assessment, treatment and review for in-patients and out-patients in a range of settings, including hospital and community, as well as a number of specialist teams.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Community Mental Health Team or specialist mental health service (if a service user is under a consultant Psychiatrist)

# 06

## East London NHS Foundation Trust (ELFT) Services

### Perinatal Service

1st Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5425

**Fax:** 020 8121 5526

This is an outpatient service for women living in Tower Hamlets during pregnancy and up to a year after birth. We take referrals for women with pre existing or new onset moderate to severe mental illness.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Any professionals including GPs, social workers and midwives. Referrals can be sent via letter or fax and we are happy to give advice also regarding medication management

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### Primary Care Consultant Psychiatrist

Tower Hamlets Centre for Mental Health  
1st Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5540

**Fax:** 020 8121 5466

This service provides out-patient assessment in primary care setting of mild and moderate mental illness.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** GPs, A&E Psychiatric Liaison Service and Primary Care Psychology and Counselling Team

**Tower Hamlets Assertive Outreach Team**

1 St Mark Street  
Tower Hamlets  
London E1 8DJ

**Tel:** 020 7702 9202 (office)

**Fax:** 020 7481 8268

The Assertive Outreach Team (AOT) is a community based service specifically designed to support people with severe and enduring mental health problems who have complex needs and who have not engaged with mainstream mental health services. It is particularly aimed at people who are considered to be at significant risk and who have required repeated episodes of admission into hospital.

The AOT also provides a helpline from 8am to 8pm every day including Bank Holiday. Out of Hours helpline for clients: 0781 302 6711, 8am to 8pm, 7 days a week

**Office opening times:** 9am to 5pm, Monday to Friday. The team works from 9am to 8pm everyday including Bank Holidays

**Referrals accepted from:** Community Mental Health Teams only

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**Tower Hamlets Psychotherapy Service**

1st Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8223 8075

**Fax:** 020 8223 8078

The primary purpose of the service is to provide adults in Tower Hamlets with access to a range of high quality, evidence-based, specialised psychological assessments and therapies, particularly those individuals with severe and/or complex mental health problems. A secondary purpose is to provide consultation, training and support to other professionals in Tower Hamlets working with people with severe and/or complex mental health problems.



# 06

## East London NHS Foundation Trust (ELFT) Services

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** GPs, psychiatrists, psychologist, counsellors and other professionals involved with the patient *provided* that the referral is fully supported by the patient's GP

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### ***Mental Health Wards***

#### **Acute Wards**

There are four acute wards aligned to the Community Mental Health Teams. These are patient unit for people suffering with acute episodes of severe and enduring mental health problems. The wards are situated at:

#### **Tower Hamlets Centre for Mental Health**

Mile End Hospital  
Bancroft Road  
London E1 4DG

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

**Opening times:** 24hrs, 7 days a week

- **Brick Lane Ward (for patients at Bow and Poplar CMHT)**

**Tel:** 020 8121 5080  
**Fax:** 020 8121 5481

- **Globe Ward (for patients at Bethnal Green and Globe Town CMHT)**

**Tel:** 020 8121 5060  
**Fax:** 020 8121 5061

- **Lea Ward (for patients at Stepney and Wapping CMHT)**

**Tel:** 020 8121 5075  
**Fax:** 020 8121 5460

- **Roman Ward (for patients at Isle of Dogs CMHT)**

**Tel:** 020 8121 5090  
**Fax:** 020 8121 5009

**Intensive Care Wards**

These in-patient intensive care unit are for male and female service users with acute symptoms of mental illness and low secure needs. These wards are situated at:

**Tower Hamlets Centre for Mental Health**

Mile End Hospital  
Bancroft Road  
London E1 4DG

**Opening times:** 24hrs, 7 days a week

- **Millharbour Ward – Male Only**

**Tel:** 020 8121 5055

- **Rosebank Ward – Female Only**

**Tel:** 020 8121 5048

**See also**

*Other ELFT services includes:*

- *CAMHS Specialist Substance Misuse Services – Young People – page 123*
- *Child & Adolescent Mental Health Service – Young People – page 123*
- *Clinical Psychology Service – Psychology, Counselling & Therapeutic Services – page 97*
- *Community Alcohol Team (THCAT) – Substance Misuse – page 105*
- *Community Rehabilitation & Recovery Team – page 103*
- *Discovery Service – Psychology, Counselling & Therapeutic Services – page 101*
- *Dual Diagnosis Service – Substance Misuse – page 106*
- *Housing Link Service – Housing Support – page 60*
- *Older People – page 79*
- *Personality Disorder Service – page 93*
- *Specialist Addiction Unit (SAU) – Substance Misuse – page 106*

# 07

## Employment & Training

### **Access**

Working Well Trust  
Unit 20, Peterley Business Centre  
472 Hackney Road  
London E2 9EQ

**Tel:** 020 7613 0045

**Fax:** 020 7613 0947

**Email:** [accessprint@btconnect.com](mailto:accessprint@btconnect.com)

**Web:** [www.workingwell-trust.co.uk](http://www.workingwell-trust.co.uk)

Vocational training in printing, retail and desktop publishing. Access offers people with mental health support needs the opportunity to move towards mainstream training, education and employment. Participants will have the chance to experience all aspects of the project, as well as accessing external training and education. Work experience and volunteering opportunities are arranged for all participants. Access training is a real work environment where participants can experience working with real paying customers, producing quality work to deadlines, but with the support of Access staff. Support is also offered to move into training/education/employments when the training at Access is completed.

Placements are for fifteen hours a week and currently must have the agreement of the appropriate CMHT manager.

**Opening hours:** Monday to Friday, 9am to 5pm

**Referrals accepted from:** Specialist agencies, CMHT workers and other mental health professionals. Self-referrals can be made but will only be agreed if CMHT approval can be secured

## 07

## Employment & Training

### **Ethnic Minority Sewing Enterprise (EMSE) (men only) Women's Sewing Project (WSP) (women only)**

Working Well Trust  
126–128 Cavell Street  
Whitechapel  
London E1 2JA

**Tel:** 020 7247 1910

**Fax:** 020 7247 2798

**Web:** [www.workingwell-trust.co.uk](http://www.workingwell-trust.co.uk)

The Ethnic Minority Sewing Enterprise (EMSE) project caters for men and the Women's Sewing Project (WSP) is for women only. Vocational training is provided in cutting, sewing, pressing and finishing skills. We also have ESOL classes for both groups. In addition, WSP have an exercise class and a minibus service to pick up and drop off women within Tower Hamlets. Although our main target is the Bangladeshi community, we welcome referrals from non-Bangladeshi communities who have an interest in sewing. We also provide ongoing support in helping participants finding work experience, voluntary work and paid employment.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** GP or any mental health professional including Community Mental Health Teams

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## 07 Employment & Training

### Move On

Praxis Community Projects  
Pott Street  
London E2 0EF

**Tel:** 020 7729 7985

**Fax:** 020 7729 0134

**Email:** miw@praxis.org.uk

**Web:** www.praxis.org.uk

This service is for guidance and mentoring into employment and citizenship including individual and group education, advice, employment preparation, financial assistance, basic skills courses, and professional training, communication and English language, ICT, enterprise fellowships and job brokerage. It has developed a range of employment support programmes combining mentoring and support with assertiveness training, communication skills, job preparation and job search, bespoke courses with embedded ESOL and nationally recognised manuals and toolkits for careers advisors working with refugees and migrants.

**Opening times:** 9.30am to 5pm. Drop-in from 10am to 1pm, Monday to Friday

[S] **Referral accepted from:** Self-referral

### REWORK

Working Well Trust  
Unit 29, Skylines Business Village  
Limeharbour  
London E14 9TS

**Tel:** 020 7537 7462

**Fax:** 020 7537 7583

**Web:** www.workingwell-trust.co.uk/rework/

REWORK supports residents of Tower Hamlets between the ages of 25 to 65 who have experienced mental health problems and who want to consider training, education and eventual employment. Suitable for those who have never worked, or who have been out of work for a short or long period of time, REWORK will help develop an individual's employability through training,

## 07 Employment & Training

volunteering, education and work experience building up the skills employers want while promoting an individual's confidence.

REWORK will provide advice and guidance on choosing the most appropriate job for its participants, source the right training and experience for that role, help update CVs, while providing ongoing one to one support. Access to computers, fax and photocopier, local papers, and the internet is also provided free. Advice is also given on disclosing health mental health issues to potential employers and staff are also trained to provide accurate estimates of income once in work including tax credits.

REWORK will then help its participants find work and assist with writing the best job applications possible, and once in work, provide support for as long as it is needed.

**Opening times:** 9am to 4.30pm, Monday to Friday

**[S] Referrals accepted from:** Community mental health teams, GPs, primary care services, other agencies and self-referral

### Rework Connect

Oxford House  
Derbyshire Street  
London E2 6HG

**Tel:** 020 7033 3631

**Fax:** 020 7729 4911

**Web:** [www.workingwell-trust.co.uk](http://www.workingwell-trust.co.uk)

Rework Connect provides a Job Retention Service and a Youth Employment service for residents of Tower Hamlets who have experienced mental health problems.

The Job Retention Service (JRS) provides support to people who are in employment or on sick leave and are experiencing some difficulties at work. The JRS provides assistance to individuals who either require support to return to work or those who develop illness in work. We can liaise with employers on the individual's behalf; work with the employer to explore how best to support the individual and design a return to work plan; provide advice on the Disability Discrimination Act, reasonable

## 07 Employment & Training

adjustments, sickness absence, grievance and disciplinary procedures; offer advocacy and practical assistance in meetings, and provide support with Access to Work applications.

The Youth Employment service provides specialist one-to-one advice to young people about getting back into employment, education, training or volunteering. We offer advice and support around identifying career goals; assistance in searching for and applying for jobs; help in accessing appropriate college courses or training opportunities; support with finding a voluntary placement or work taster; workshops in personal and professional development and ongoing support once a placement has been secured.

**Opening times:** 9am to 4.30pm, Monday to Friday

**[S] Referrals accepted from:** Primary and secondary mental health services including GPs and Community Mental Health Teams. Self-referrals also accepted

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### Training Cafe

Mind in Tower Hamlets and Newham  
Open House, 13 Whitehorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** [info@mithn.org.uk](mailto:info@mithn.org.uk)

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

A voluntary mental health resource offering a wide range of activities and support groups for people experiencing mental health problems. Open House includes a café that provides not only meals but also a place where people can take part in food preparation and gain certification in basic food hygiene while improving confidence, self-esteem and interpersonal skills.

**Office opening times:** 10am to 5.30pm, Monday to Friday

**Training Café opening times:** 10am to 2pm, Monday and Thursday

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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**Health and Fitness Group (User Led)**

Beside  
60–61 Old Nichol Street  
London E2 7HP

**Tel:** 020 7033 6888

The aim of the group is to encourage a healthy lifestyle through physical exercise along with improving mental health. Activities include attending gym, yoga, and badminton, healthy eating and supporting each other to achieve their fitness goals.

**Opening times:** Mondays, 10.30am to 12 noon and also various other times during the week, please call for more details

**Referral:** This group is only for Beside members

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**Health Trainers**

The health trainers programme is a borough-wide service consisting of four teams of trained, local people who work in different venues across Tower Hamlets. We help you to find ways to lead a healthier lifestyle and offer support to help you make positive health changes.

Health trainers can help by:

- Signposting people to appropriate services, activities, and specialist organisations relevant to supporting their health and health needs
- Delivering healthy lifestyle activities in partnership with existing services
- Providing one-to-one motivational support using personal development plans, and
- Providing smoking cessation advice.

**Find out how we can help you**

For further details of how health trainers can support you, contact the community centre near to you:



## 08 Healthy Living

- **For people in Weavers, Bethnal Green North and Mile End and Globe Town, Bethnal Green South and Spitalfields and Banglatown**

Osmani Trust, Osmani Youth Centre  
Underwood Road  
London E1 5AB

**Tel:** 020 7247 8080

- **For people in St Dunstan's and Stepney Green and Whitechapel, St Katherine's and Wapping and Shadwell**

Stifford TJRS-TRA Community Centre  
2-6 Cressy Place  
London E1 3JG

**Tel:** 020 7790 3632

- **For people in Bow East and Bow West, Bromley by Bow and Mile End East**

Bromley-by-Bow Centre  
Tudor Lodge, 93 Bromley High Street  
London E3 3PR

**Tel:** 020 8983 7987

- **For people in East India and Lansbury and Limehouse, Blackwall and Cubitt Town and Millwall**

c/o Barkantine Centre  
121 Westferry Road  
London E14 8JH

**Tel:** 020 7791 8117

**Opening times:** 9am to 5pm, Monday to Friday

Activity times may vary and may include evening and weekend activities. Please call the Centres for further information.

**[S] Referral accepted from:** Professionals and self-referral

## 08 Healthy Living

### **Outward Club Cycling Group (User Led)**

William Place, Bow Community Hall  
Roman Road  
London E3 5ED

**Tel:** 020 7364 5531

*For further description of this group see page 112*

**Opening times:** Tuesdays, 1pm to 3pm

**Referral accepted from:** Any health professional

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### **Outward Club Sit Fit Group (User Led)**

William Place, Bow Community Hall  
Roman Road  
London E3 5ED

**Tel:** 020 7364 5531

*For further description of this group see page 112*

**Opening times:** Tuesdays, 1.30pm to 2.15pm

**Referral accepted from:** Any health professional

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### **Stop Smoking Service**

Smokers Clinic – Mental Health Team  
55 Philpott Street  
London E1 2JH

**Tel:** 020 7882 8230

**Fax:** 020 7377 7237

**Email:** Smokers-clinic@qmul.ac.uk

We offer behavioural and pharmaceutical support to people who are interested in quitting or cutting down smoking.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** Anyone including self-referrals

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## 08 Healthy Living

### **Sunrise Drop-In Walking Group (User Led)**

William Place, Bow Community Hall  
Roman Road  
London E3 5ED

**Tel:** 020 7364 5531

*For further description of this group see page 112*

**Opening times:** Wednesdays, 2pm to 4pm

**Referral accepted from:** Any health professional

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### **See also**

- *PoLLeN (People, Life, Landscapes & Nature) – User Led and Social groups – page 114*
-

**Crisis Mental Health Service**

Crisis  
66 Commercial Street  
London E1 6LT

**Tel:** 020 7426 5686

**Fax:** 0844 251 0110

**Email:** [enquiries@crisis.org.uk](mailto:enquiries@crisis.org.uk)

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

We help Crisis Skylight London members and other single homeless people with mental health issues in their journey out of homelessness. We do this through the provision of a person-centred service offering advice, counselling, health promotion and signposting to appropriate services. Priority is given to Tower Hamlets residents or service users with a Tower Hamlets connection, e.g. those registered with a Tower Hamlets GP.

**Referrals accepted from:** Self-referral from Crisis Skylight members and single homeless people, Crisis Skylight staff, External statutory and voluntary organisations (e.g. Work Directions, local hostels, Tower Hamlets Homeless Services), Health services, including GPs

**Opening times:** Monday to Friday – people can come in and book appointments to be seen

**Wellbeing Drop In** is on Thursdays, 3.30pm to 5.30pm

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# 09

## Homelessness

### Health E1

Homeless Medical Centre  
9–11 Bick Lane  
London E1 6PU

**Tel:** 020 7247 0090

**Fax:** 020 7375 0602

**Web:** [www.healthe1practice.nhs.uk](http://www.healthe1practice.nhs.uk)

Health E1 is an established nurse-led practice which addresses the primary, mental healthcare and substance misuse needs of street homeless and hostel dwellers in the London Borough of Tower Hamlets. At Health E1 we interpret the definition of homeless quite broadly, thereby encompassing street-homeless, those living in local hostel accommodation, bed and breakfast or temporary housing along with squatters, refugees and asylum seekers. We offer full, permanent registration with the practice thereby providing continuity of care.

The broad aims of the practice are to provide a comprehensive package of healthcare for homeless people, along with improving access and to encourage their integration into mainstream service provision. The Practice has worked very hard to not only provide the highest standard of general care but also to try to tailor services to the particular needs of this challenging client group.

We run a combination of open access (walk-in) clinics along with booked appointments. Please ring for further information.

**Opening hours:** Our reception is open every weekday from 9.15am to 1pm and 2pm to 5pm (7pm on Thursdays)

You can phone us from 9am to 5pm everyday on 020 7247 0090

**[S] Referrals accepted from: Self-referral**

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# 10

## Housing Support

### **Housing Link Service**

54–86 Old Montague Street  
London E1 5NN

**Tel:** 020 7426 2420

**Fax:** 020 7426 2346

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

The team provides one to one casework support to tenants with mental health needs who are finding it hard to cope with independent living. The team visits people in their own homes and provides practical help with benefits, bills, budgeting and other housing related issues. The team also links people in to other health and social support services in the borough. The team has close links with other mental health services and with housing providers and aims to promote better coordination between services on behalf of vulnerable tenants.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Any professional

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### **Tower Hamlets Crisis Service**

Look Ahead  
London E1

**Tel:** 020 7791 4990

**Fax:** 020 7791 4991

Tower Hamlets Crisis Service (THCS) places emphasis on helping individuals to develop or rediscover their own coping strategies and to positively use the resources that are available to them within their immediate social networks. Individuals are able to stay at the service for a maximum of 28 days, though will often stay for a much shorter period of time. It is anticipated that the period of stay will assist individuals in managing their presenting mental health crisis in such a way as to prevent the need for an acute hospital admission. As a joint service provided by both Look Ahead Housing and Care and the Tower Hamlet Home Treatment Team the house is staffed and run in a manner which is sensitive to the diverse cultural needs of the population of Tower Hamlets and

## 10 Housing Support

will provide a homely and welcoming environment. Regular clinical input in to the service is provided by the Home Treatment Team.

**Opening times:** 24 hour service

**Referrals accepted from:** All referrals must be received via the Tower Hamlets Home Treatment Team. Referrers include: Care Coordinators, Emergency Mental Health and Liaison Service, GP's for clients not known to CMHT's, Tower Hamlets Assertive Outreach Service, and CMHTs, consultant psychiatrists

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### *Supported Housing*

#### **Bishops Way**

**Tel:** 020 7375 3572

Eight self contained units of supported housing for people experiencing mental ill health.

**Opening times:** 24hrs, 7 days a week

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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#### **Cannon Street Road Project**

Look Ahead

**Tel:** 020 7790 3110

**Email:** info@lookahead.org.uk

20 self-contained supported housing units for people experiencing mental-ill health.

**Opening times:** 24hrs, 7 days a week

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Help Team (excluding City of London clients)

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# 10 Housing Support

## Coventry Road

Look Ahead

**Tel:** 020 7377 1772

Supported Housing Scheme for individuals with Mental Health Needs. The unit comprises of 20 single person flats with staffing 24 hours a day. This service is funded through Supporting People.

**Opening times:** 24hrs, 7 days a week

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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## Coxley House

East Living

**Tel:** 020 8980 1599

**Fax:** 020 8981 7528

**Web:** [www.east-living.co.uk](http://www.east-living.co.uk)

13 bedded registered care home.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Community mental health team, Trust panel

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## Cudworth Street

Look Ahead

**Tel:** 020 7422 0821

020 7392 9536

**Fax:** 020 7247 9817

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

To provide safe, stable and supportive environment to enable individuals to live with privacy, dignity and equality of opportunity. To ensure that services reflect the particular needs and aspirations of people with enduring mental health needs. This will be achieved through the active and regular involvement of the service users and



## 10 Housing Support

relevant agencies in determining what services are offered and how these are delivered. To provide individually tailored packages of support that recognises diversity, acknowledge and respect previous life choices and experiences. To work closely in partnership with relevant agencies, in particular those specialising in working with people with mental health support needs, to ensure that services meet the needs and aspirations of users and; to ensure that they have access to the full range of support services available.

**Opening times:** Service is accessible from 8am to 8pm including weekends

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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### Ensign Street

Look Ahead

**Tel:** 020 7790 3110

**Email:** [info@lookahead.org.uk](mailto:info@lookahead.org.uk)

12 self-contained units of supported housing.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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## 10 Housing Support

### Hamlets Way

Springboard Housing Association

**Tel:** 020 8980 7142

**Fax:** 020 8981 5197

**Email:** info@springboardha.org.uk

16 self-contained units of supported housing

**Opening times:** 24hrs, 7 days a week

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Help Team (excluding City of London clients)

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### Heather Lodge

Providence Row Housing Association

**Tel:** 020 7531 4760

**Fax:** 020 7531 4790

**Email:** heatherlodgemanager@prha.net

**Web:** www.prha.net

29 units of self-contained supported housing, which include Glauca Street service. 21 medium to high support flats and eight low support flats at Glauca Street.

**Opening times:** 24hrs, 7 days a week

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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## 10 Housing Support

### **Huddleston Close**

East Living

**Tel:** 020 8983 0846

**Email:** info@east-living.co.uk

10 units of self contained supported housing.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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### **Independent Living Community Support (ILCS)**

55 Barnsley Street

London E1 5RB

**Tel:** 020 7422 0821

020 7392 9536

**Fax:** 0207 247 9817

**Web:** www.lookahead.org.uk

120 units of floating support.

**Referral accepted from:** Community Mental Health Team, In-patient service and mental health providers

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### **Moner Shokti**

Kipper Project

Project Head Office

Providence Row Housing Association (PRHA)

458 Bethnal Green Road

London E2 0EA

**Tel:** 020 7920 7300

**Fax:** 020 7729 8253

Supported housing for young women (16–30 years) with low level mental health support needs. Office on site, staffed Monday to Friday, 9am to 5pm. Clients are able to manage on their own

## 10 Housing Support

at night and on weekends, however an emergency on-call service is provided out of hours. Client manage their own medication as we do not have facilities on site to store or assist with medicating. Support is provided during office hours, therefore we are not able to provide a service for those with high needs around their mental health e.g. schizophrenia.

**Opening times:** PRHA is open 9am to 5pm, Monday to Friday

**Referrals accepted from:** LBTH Housing Options & Support Team or CMHT

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### Montague Street

Outward

**Tel:** 020 8980 7101

**Fax:** 020 8983 4260

**Email:** info@outward.org.uk

Five units of supported housing.

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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### New Road

Outward

**Tel:** 020 7247 6632

10 units of floating support in two shared houses.

**Opening times:** Monday to Friday, 9am to 8pm, Saturday/Sunday, 11am to 6pm

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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## 10 Housing Support

### School House Lane

Outward

**Tel:** 020 8980 7101

**Fax:** 020 8983 4260

**Email:** [info@outward.org.uk](mailto:info@outward.org.uk)

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

Schoolhouse Lane comprises of fourteen one-bedroom self-contained flats in Shadwell area for people with low support mental health needs between the ages of 18–65. The aims of this service are to enable tenants to develop satisfactory living skills and acquire the confidence to become more independent. The project is within the development of mixed tenure flats and surrounded by shops and local facilities. It is very close to Limehouse DLR station and easy bus routes.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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### Teresa House

Springboard Housing Association

**Tel:** 020 7702 8800

**Fax:** 020 7702 8811

**Email:** [info@springboardha.org.uk](mailto:info@springboardha.org.uk)

16 self-contained units of supported housing.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Community Mental Health Team, Assertive Outreach Team, Early Intervention Service, Rehabilitation & Recovery Team, Hhelp Team (excluding City of London clients)

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**Health and Social Care Community Organisation**

THINK (Tower Hamlets Involvement Network)

Davenant Centre

179 –181 Whitechapel Road

London E1 1DN

**Tel:** 020 3056 4040

**Email:** info@thinknetwork.org.uk

**Web:** www.thinknetwork.org.uk

THINK is a network of local people and groups who believe that the users of local health and social care services are often best placed to make suggestions on how they can be improved. We ask people what their experience has been of health and social care services and how they think things could be improved. We then feed that information to the people who are responsible for designing or delivering those services. THINK is independent of the Local Authority and the NHS and can comment on all health and social care including local hospitals, GPs, mental health service providers, care homes, and pharmacies etc.

**Opening times:** 9am to 5pm, Monday to Friday

- [S] **Referral accepted from:** All Tower Hamlets Residents can become members of THINK by registering online, via email or by phone
- .....

**Patient Advice and Liaison Service (PALS)**

East London NHS Foundation Trust

Trust Headquarters

EastONE

22 Commercial Street

London E1 9LP

**Freephone:** 0800 783 4839

**Tel:** 020 7655 4201

**Email:** PALS@elft.nhs.uk

The Patient Advice and Liaison Service (PALS) is a confidential service dedicated to listening to patient needs and helping people to address any worries or concerns they might have.

# 11

## Information, Support & Advice

PALS support patients, relatives, carers, friends of patients or members of the public in navigating NHS systems. PALS will help to resolve concerns as quickly and stress free as possible before things become serious enough for people to want to raise a formal complaint. If unable to find the answers to your questions or concerns PALS will assist you in finding out who can.

**Opening time (Surgery):** Monday and Tuesdays, 9am to 5pm the PALS Officer is at the above address all day. Fridays, 9am to 1pm, the PALS Officer is at the Tower Hamlets Centre for Mental Health, Family Room, Mile End Hospital, Bancroft Road, London E1 4DG

[S] **Referrals accepted from:** Anyone including self-referral

### **Patient Advice and Liaison Service (PALS) & Complaints for NHS Tower Hamlets and Community Health Services**

We provide information, advice and support to help patients, their families, carers, and health professionals when things can go wrong or if you are not happy with the treatment received.

We provide information about the NHS and help with any health-related enquiry and help resolve concerns. Alternatively if you are unhappy with any treatment or service provided, you can make a complaint or suggestion to improve our services.

#### **1. For enquiries relating to Commissioning (includes GP, Dentist, Optometrist and Pharmacy) contact:**

NHS Tower Hamlets  
2nd Floor, Aneurin Bevan House  
81 Commercial Road  
London E1 1RD

**Freephone:** 0800 389 3093

**Email:** [pals@thpct.nhs.uk](mailto:pals@thpct.nhs.uk)

**Web:** [www.towerhamlets.nhs.uk/](http://www.towerhamlets.nhs.uk/)

**Opening times:** 9.30am to 4.30pm, Monday to Friday

[S] **Referrals accepted from:** Anyone including self-referral

# 11

## Information, Support & Advice

### 2. For enquiries relating to services provided by Tower Hamlets Community Health Services (includes directly managed GP Practices) contact:

Trust Offices  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Freephone:** 0800 137 524

**Tel:** 020 8223 8939

**Email:** [complaintsmanager@thpct.nhs.uk](mailto:complaintsmanager@thpct.nhs.uk)

**Web:** <http://www.towerhamlets.nhs.uk/get-involved/>

**Opening times:** 9am to 5pm, Monday to Friday

[S] **Referrals accepted from:** Anyone including self-referral

### SANE/SANE Services

Cityside House, 1st floor  
40 Alder Street  
London E1 1EE

**Tel:** 020 7375 1002 (Office)/0845 767 8000 (SANEline)

**Fax:** 020 7375 2162

**Email:** [info@sane.org.uk](mailto:info@sane.org.uk)

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

SANE is a national mental health charity which aims to raise awareness of mental illness and campaign to improve services and initiate and fund research into the causes of serious mental illness through its research centre. Information and emotional support is also provided to anyone affected by mental illness via the helpline, SANEline and by email, via SANEmail.

**Office opening times:** 9.30am to 5.30pm, Monday to Friday

**SANEline:** 6pm to 11pm every day. Calls to SANEline charged at local rate

[S] **Referral accepted from:** Self-referral



# 12

## Interpreting & Advocacy Services

### Advocacy Service

Mind in Tower Hamlets and Newham  
Mile End Hospital  
Burdett House  
Bancroft Road  
London E1 4DG

**Tel:** 020 8983 4252

**Fax:** 020 8983 4253

**Email:** [info@mithn.org.uk](mailto:info@mithn.org.uk)

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

Advocates help people to access information on aspects of care, treatment and mental health services. Our Advocacy service can provide a range of information about community services as well as information about your rights under the Mental Health Act and Community Legislation. If you have day-to-day concerns or complaints about hospital or community services we can help provide information about the processes that are in place to make sure that your voice is heard.

**Opening times:** 10am to 4pm, Monday to Friday

[S] **Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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### Bilingual Health Advocacy & Interpreting Service (BHAIS)

Tower Hamlets Community Health Services  
2nd Floor, Main Building  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Freephone:** 0800 0556359

**Tel:** 020 8223 8934

**Fax:** 020 8223 8917

**Email:** [advocacy.feedback@thpct.nhs.uk](mailto:advocacy.feedback@thpct.nhs.uk)

**Web:** [www.thpct.nhs.uk](http://www.thpct.nhs.uk)

# 12

## Interpreting & Advocacy Services

As a patient or a community health service provider in Tower Hamlets you are entitled to access the Bilingual Health Advocacy & Interpreting Service (BHAIS). This nationally recognised service works with people who don't speak English, or who are vulnerable, to help them access the services provided by GPs, dentists, pharmacies, optometrists and other local health teams in Tower Hamlets.

The service's main aim is to ensure equal access to Primary Healthcare Services for all in Tower Hamlets. BHAIS is provided by a team of trained health advocates and interpreters with tested experience and awareness of barriers that affect access to Health Care services.

The health advocates and interpreters speak various languages, including: Bengali/Sylheti, Somali, Chinese (Mandarin and Cantonese), Turkish, French, Vietnamese, Polish, Russian and Spanish.

BHAIS also provide for other languages including British Sign Language through outside agencies.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Self-referral and all primary care professionals in Tower Hamlets. There is no charge for using the assistance of an advocate or an interpreter

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### Praxis Interpreting

Praxis Community Projects  
Pott Street  
London E2 0EF

**Tel:** 020 7729 7985

**Fax:** 020 7729 0134

**Minicom:** 020 7729 0154

**Email:** [interpreting@praxis.org.uk](mailto:interpreting@praxis.org.uk)

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

A high calibre bespoke service providing communication support and interpreting service in a wide range of languages. An efficient and effective service with an online booking system, Praxis Interpreting is developed to serve GP practices and the

# 12

## Interpreting & Advocacy Services

Adult Services in Tower Hamlets and is now expanding to serve agencies in neighbouring boroughs. It provides interpreting support in 26 community languages and especial attention is paid to a rigorous approach to recruitment and in-service training to ensure the quality of the interpreting service.

**Opening times:** 9.30am to 5.30pm (office)

**Bookings & Enquiries:** 07931 525 962 (8am to 8pm)

**Referral accepted from:** Any professionals. This is a paid service

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# 13

## Learning Disability

### **Coborn Opportunities Project**

London Borough of Tower Hamlets  
1-3 Coborn Street  
Bow  
London E3 2AB

**Tel and Fax:** 020 8980 0957

**Web:** [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

Coborn Opportunities Project is day services for adults with learning disabilities. There is a programme of both centre and community based activities which provide access to colleges, idea stores and other facilities within the community. We also operate and are developing several Social Enterprises.

**Opening times:** 9am to 3.30pm, Monday to Friday

**Referral accepted from:** The social work team

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### **Community Learning Disability Service**

Tower Hamlets Community Health Services  
2nd Floor  
Beaumont House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8121 4444

**Fax:** 020 8121 4445

**Email:** [learningdisabilities@thpct.nhs.uk](mailto:learningdisabilities@thpct.nhs.uk)

We are a community based multi-disciplinary specialist health and social work service for adults with learning disabilities either living in Tower Hamlets or supported by social workers to live elsewhere.

We work in a multi-disciplinary way to promote good health and social functioning. We aim to maximise the quality of life of adults with learning disabilities. We work in partnership

## 13 Learning Disability

with service users, families/carers, general practitioners, other generic/specialist health services, local authority, educational establishments and voluntary organisations.

We will support each person's abilities and needs using a person-centred approach to assessment, provision and review of services. In addition, we provide education and training programmes for individuals and staff groups. Professional and practical support is also available during the process of transition from child to adult services.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Anyone can refer, also accept self-referrals

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# 14

## Lesbian Gay Bisexual Transgender (LGBT) Services

### **Madly Gay – Support for LGBT Mental Health Service Users (User-led Group)**

Open House  
13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

The aim of the group is to provide support to LGBT mental health service users and to also assess the needs of the group. Activities include discussions and outings.

**Opening times:** Mondays, 6pm to 8pm

**[S] Referrals accepted from:** Self-referral

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### **Positive East**

159 Mile End Road  
London E1 4AQ

**Tel:** 020 7791 2855

**Fax:** 020 7780 9551

**Email:** [info@positiveeast.org.uk](mailto:info@positiveeast.org.uk)

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

Counselling support for those living with and affected by HIV, counselling for gay men who wish to change their sexual behaviour.

**Opening times:** 9.30am to 6pm, Monday to Friday. Evening appointments available

**[S] Referrals accepted from:** Professionals or self-referral

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# 15

## Mental Health Liaison Services

### **Barts and the London Mental Health Liaison Team**

Barts and the London NHS Trust  
Rm 322 John Harrison House  
Royal London Hospital  
Whitechapel  
London E1 1BB

**Tel:** 020 7377 7000 ext 2656

There are two Liaison Nurse Specialists employed by Barts & the London NHS Trust to provide input for patients aged 18–64 on 16 wards at the Royal London Hospital site.

The team is dedicated to achieving the best possible psychosocial care for patients. This is achieved through collaborative working with the whole range of health and social care professionals to:

- Identify and treat patients with mental health illness and/or problems that respond to psychological treatments
- Improve the quality and provision of psychosocial aspects of care through sharing of mental health skills and knowledge.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Any health care professional. It is good practice to discuss concerns about any symptoms that may have a psychiatric cause with the patient's medical or surgical team before referring

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### **Emergency Mental Health and Liaison Service (EMHALS)**

A&E Department  
Royal London Hospital (RLH)  
London E1 1BB

**Tel:** 020 7943 1415

**Fax:** 020 7943 1329

EMHALS provides advice, assessment and treatment for patients referred to or presenting to A&E with mental health problems. We also see patients referred from general wards of Royal

# 15

## Mental Health Liaison Services

London Hospital thought to be suffering from mental health problems.

**Opening times:** 24 hours including Bank Holidays

**[S] Referrals accepted from:** GP, police, ambulance, any professionals including self-referral

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### Paediatric Liaison Team (PLT)

CAMHS (Child & Adolescent Mental Health Service)  
East London NHS Foundation Trust  
Royal London Hospital  
2nd Floor Fielden House  
Stepney Way  
London E1 1BB

**Tel:** 020 7377 7779

**Fax:** 020 7392 9658

Specialist Child & Adolescent Mental Health Service for young people up to 17 years old, who are using services within the Royal London Hospital.

**Opening times:** 9am to 5pm, Monday to Friday

(On call psychiatric cover out of working hours accessible via Great Ormond Street Hospital or Royal London Hospital switch board.)

**Referrals accepted from:** Paediatricians within the Royal London Hospital, Other Clinicians working in paediatric teams in the Royal London Hospital and Hospital Social Work Team

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### See also

- *Mental Health Care of Older People Liaison, Psychiatric Liaison – Older People – page 80*
-



*Services provided by East London NHS Foundation Trust – ELFT*

### **Community Mental Health Team for Older People**

54–86 Old Montague Street  
London E1 5NN

**Tel:** 020 7426 2300

**Fax:** 020 7426 2347

A specialist team consisting of social workers, community nurses, occupational therapists, psychologists and bi-lingual support workers who assess and provide services to enable older people with mental health problems to remain at home. They provide relief and support to carers and involve service users and their carers in decision about planning and provision of services to meet their needs.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Health professionals including GPs

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### **Memory Clinic – Tower Hamlets**

54–86 Old Montague Street  
London E1 5NN

**Tel:** 020 7426 2300

**Fax:** 020 7426 2347

A memory clinic providing multi-disciplinary assessment, intervention and support for people experiencing early stage memory problems.

**Opening times:** 9am to 5pm, Mondays and Thursdays

**Referral:** GP via Community Mental Health Team

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# 16 Older People

## **Mental Health Care of Older People**

2nd Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8223 8848

**Fax:** 020 8223 8864

Comprehensive psychological assessment and psychological therapies such as Cognitive Behaviour Therapy, behavioural, systemic, psychodynamic, family therapy and neuro assessment and rehabilitation. Provides a service for older people with dementia and functional mental health problems.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** Mental health ward staff, GPs through the Community Mental Health Teams

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## **Mental Health Care of Older People Liaison (MHCOP) – Psychiatric Liaison**

Administration office:  
2nd Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8223 8775

**Fax:** 020 8223 8864

Provides assessment and consultation for older people with a mental health problem who are in-patients at the Royal London Hospital.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Clinical teams at the Royal London Hospital via the MHCOP Administration Office. Referrals can be made via Fax ONLY; referrals over the phone will not be accepted

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# 16 Older People

## *Services provided by voluntary organisations*

### **Age Concern Tower Hamlets (ACTH)**

82 Russia Lane  
London E2 9LU

**Tel:** 020 8981 7124

**Fax:** 020 8980 1546

**Email:** care\_services@acth.org.uk

**Web:** www.acth.org.uk

ACTH provides the following services at the above address:

- **Befriending**

Regular volunteer visiting service for older people to promote social inclusion. Services user may choose to receive a home visit, telephone contact or be accompanied on outings.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** Self-referral, Social services, NHS, Voluntary Sector Organisation

- **Advice and Information**

Individual advice on any problems e.g. benefits, housing, community care.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** Self-referral

- **Involving Older People**

Bringing together group of older people to influence policy and share their experience, the service is looking for more users of Mental Health services to join.

**Opening times:** N/A meetings are organised by older people themselves

**[S] Referral accepted from:** Self-referral



“I can exercise  
from my chair  
and keep fit”

Call the Health Hotline on **020 7364 5016**  
for more information on healthy lifestyles



## Oral health

Looking after your teeth is important and can be done by following these simple rules:

- Brush your teeth at least twice a day for three minutes, making sure you brush all surfaces of your teeth
- Always use a toothpaste containing fluoride; it helps strengthen your teeth against decay
- When you finish brushing your teeth spit out the toothpaste but don't rinse; this helps the fluoride in toothpaste protect your teeth and gives you a nice minty feeling
- Change your toothbrush regularly (every 3–6 months)
- Limit the amount of sugar in your diet and the amount of times a day you have sugary food and drinks
- Floss regularly between your teeth to get the areas that you can't brush
- If you can't brush after meal times, try chewing some sugar free gum. It increases your saliva flow which helps reduce the acids from eating sugary foods
- Visit your dentist regularly



## 16 Older People

- **Advancing Illness and End of Life Support Network**

Trained support workers support people with terminal illness by offering practical and emotional support on a one-to-one basis.

**Opening times:** Usually 9am to 6pm, Monday to Friday however support can be provided evenings and weekend if agreed in care plan

[S] **Referral accepted from:** Self-referral, Social services, NHS, Voluntary Sector Organisation

- **Handyperson Service**

Practical tasks e.g. fitting smoke alarms, shelving, carpentry, putting up curtains.

[S] **Referral accepted from:** Self-referral, Social services, NHS, Voluntary Sector Organisation

- **Home Help**

Cleaning at Home – Please note this service is paid for by service user.

[S] **Referral accepted from:** Self-referral

- **Appian Court Resource Centre**

Age Concern Tower Hamlets  
82 Parnell Road  
London E3 2RS

**Contact details:** As above

Drop-in day resource offering a range of activities breakfast, lunch, exercise classes, health promotion, art classes, internet cafe, small groups.

**Opening times:** 10am to 4pm, Monday to Friday

[S] **Referrals accepted from:** Self-referral

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# 16 Older People

## **Alzheimer's Society**

Sunley House Toynbee Hall  
28 Commercial Street  
London E1 6LS

**Tel:** 020 7392 9631

**Fax:** 020 7681 3944

**Email:** towerhamlets@alzheimers.org.uk

**Web:** www.alzheimers.org.uk

Alzheimer's Society provides information, advice and support to people with dementia and memory problems and their carers. Services include one-to-one and group support plus a specific service for younger people with dementia.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** Any professional can refer, also accept self-referral. Email for a referral form

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## **LinkAge Plus**

Community Services  
Peabody  
11 Shipton Street  
London E2 7RU

**Tel:** 020 7021 4236

020 7021 4067

**Fax:** 020 7613 3490

LinkAge Plus is a Tower Hamlets wide project offering both an outreach and centre based service to anyone over 50 in the borough, providing; opportunities, activities, advice and support to isolated older people in Tower Hamlets. This is delivered through a network of 5 local community organisations (Network Hubs). Each Network Hubs provides a one stop service to older people with other local front-line organisations and offers; activities and services in the centre; advice and information; signposting and assistance to access services elsewhere.

# 16 Older People

Within the Hubs, Outreach workers are assigned to assist and link older people up with voluntary and statutory services and provide support to help them to live independently, safely, to exercise choice and control and to maximise their quality of life.

## LAPs 1&2

### Toynbee Hall

**Tel:** 020 7392 2914/15

**Fax:** 020 7377 5964

**Mob:** 07957 793 615

OR

### Sundial Centre

**Tel:** 020 7021 4236

## LAPs 3&4

### Sonali Garden

**Tel:** 020 7265 9292

**Fax:** 020 7265 9420

## LAPs 5&6

### Age Concern Tower Hamlets

**Tel:** 020 8981 7124

**Fax:** 020 8980 1546

## LAPs 7&8

### Neighbours in Poplar

**Tel:** 020 7987 0459

**Fax:** 020 7531 9973

**Mob:** 07947 798 685 / 07958 778 333

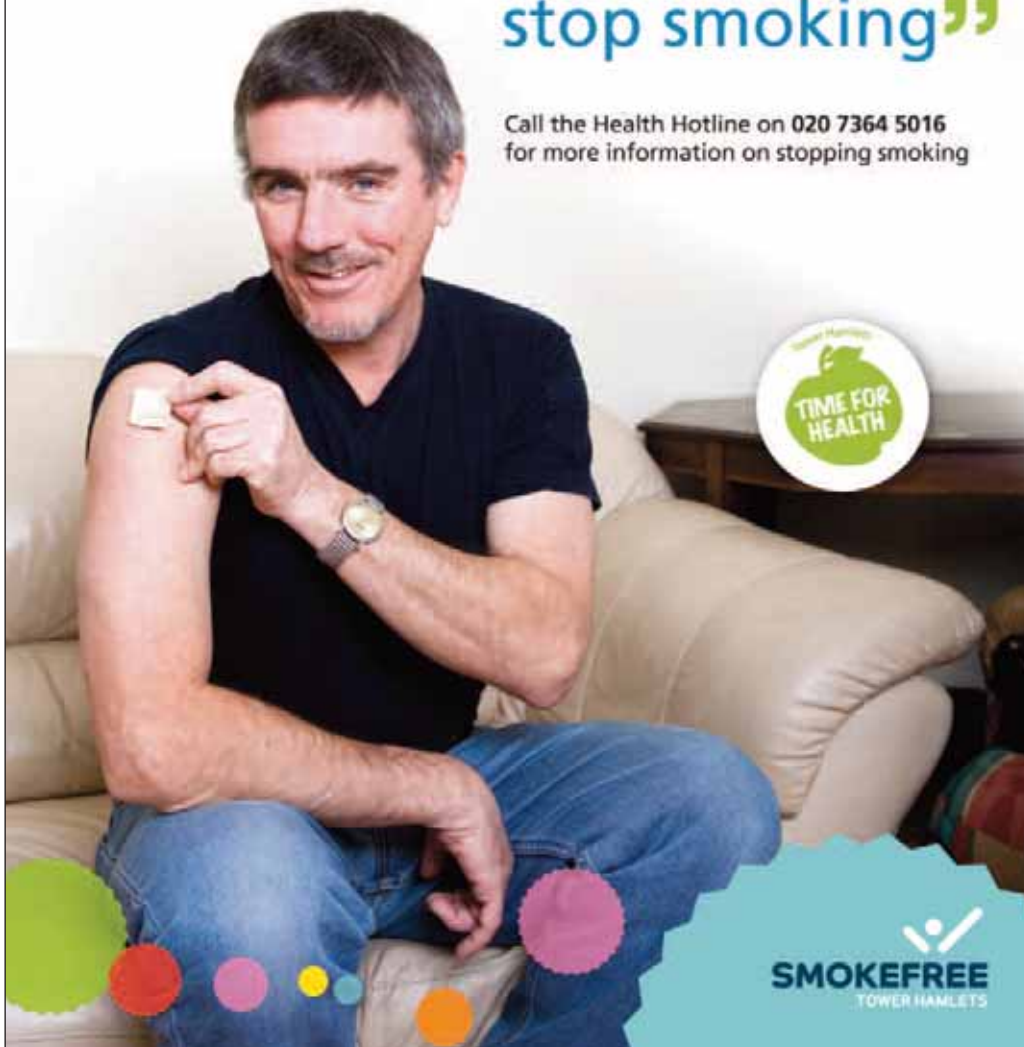
**[S] Referral accepted from:** Self-referrals, professionals, friends, family, carers etc

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“I got patches  
to help me  
stop smoking”

Call the Health Hotline on 020 7364 5016  
for more information on stopping smoking



**Building Bridges**

Family Action  
Albert Jacobs House, 62 Roman Road  
Bethnal Green  
London E2 0PG

**Tel:** 020 7364 3406

**Fax:** 020 7364 3408

**Email:** buildingbridges@family-action.org.uk

Voluntary organisation providing home-based practical and emotional support to parents with severe and enduring mental illness.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Community Mental Health Teams, care co-ordinators, social workers, any health professional

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**Children & Adults Mental Health Project (CHAMP)**

Children's, Schools & Families Directorate  
Gladstone Place  
1 Ewart Place  
London E3 5EQ

**Tel:** 020 7364 0409 CHAMP Project Manager

**Tel:** 020 7364 2054 Project Administrator

**Email:** CHAMP@towerhamlets.gov.uk

**For families living in Isle of Dogs & South Poplar and Bow & North Poplar, contact:**

**Isle of Dogs**

**Tel:** 020 7791 8299

**Fax:** 020 7791 8298

**Bow**

**Tel:** 020 7364 5753

**Mob:** 07506 714 235

## 17 Parents & Families

**For families living in Stepney & Wapping and Bethnal Green, contact:**

**Stepney & Wapping**

**Tel:** 020 7791 3701

**Fax:** 020 7780 9883

**Bethnal Green**

**Tel:** 020 7364 1050

**Mob:** 07930 619 082

The CHAMP team are a parental mental health team in Tower Hamlets providing support to families where there is parental mental illness. The CHAMP project employs Children's Specialist workers who:

- Support families which come into contact with adult mental health
- Provide early interventions for children living with parental mental illness
- Offer consultation and support to professionals
- Provide a point of contact and coordination of service in cases where more than one agency is involved with a family
- Organise group activities and outings for children living with parental mental illness
- Provide information and training to professionals who encounter families where there is parental mental illness in their work

**For Education enquiries contact the Specialist Teacher**

**Tel:** 020 7364 6440

**Mob:** 07506 712 128

The specialist teacher is within the team and carries out individual work with a limited number of children within schools, as well as helping education services to develop appropriate support and resources available to young carers.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals:** We support children of families allocated in Community Mental Health Teams



## **Immunisation**

It is important that children are given all the necessary vaccines at the right time. Normally booster immunisations are given between the ages of three-and-a-half and five – around the time your child is offered a place in school nursery or reception. Immunisations are important for protecting your child against diseases such as measles, mumps, rubella and polio.



© IMAGE: COBORN OPPORTUNITIES

## 17 Parents & Families

### Family Visiting Room

Family Action, Tower Hamlets Centre for Mental Health  
Mile End Hospital, Bancroft Road  
London E1 4DG

**Mob:** 07917 688 911

**Fax:** 020 7364 3408

**Email:** towerhamlets.fvs@family-action.org.uk

The family room is a private, comfortable and child-friendly space away from the ward available to any service user at the Tower Hamlets Centre for Mental Health who has children or relatives visiting who are under the age of 18.

### Parents Advice Centre

30 Greatorex Street  
London E1 5NP

**Tel:** 020 7364 6489

**Fax:** 020 7364 6392

**Email:** pac@towerhamlets.gov.uk

Tower Hamlets Parents' Advice Centre provides information, support and advice to parents/carers of children with special educational needs. It also provides information and advice to parents/carers of children who have been excluded from school or at risk of being excluded; and information on admissions and appeals. It supports schools in developing partnerships with parents and works closely with voluntary and statutory sector agencies.

The Parents Advice Centre runs training and information sessions on special educational needs for community organisations and individual volunteers.

**Office opening times:** 9am to 5pm, Monday to Friday

**Helpline:** 9am to 5pm, Monday to Friday

**Drop-in Advice Session:** Tuesdays, 9.30am to 3.30pm

[S] **Referral accepted from:** Self-referral

### See also

- *Perinatal Service – East London NHS Foundation Trust – page 45*

# 18

## Personality Disorder Service

### **DeanCross Tower Hamlets Personality Disorder Service**

16 Dean Cross Street  
London E1 2QA

**Tel:** 020 7791 7600

**Fax:** 020 7791 7601

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

Dean Cross is a dedicated non forensic service for people with severe and moderate personality disorders. The aim of the service is to help individuals with severe interpersonal difficulties to function better and to support the families and friends of these individuals. The service aims to enable patients to cope with their emotional states and interpersonal relationships to reduce reliance on prolonged hospital admissions, improve inclusion and employment status.

**Referrals accepted from:** Professionals from mental health teams and primary care

**Opening times:** 9am to 5pm, Monday to Friday

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Recovery is unique for each of us;  
we are individuals  
so no two journeys are the same.





There are 15 contraception choices available. Talk to a doctor or nurse to find out the one that's right for you and remember you won't be protected against STIs without a condom.

[nhs.uk/worhtalkingabout](https://www.nhs.uk/worhtalkingabout)

**Contraception**  
worth talking about

Don't label contraception, find out the facts and know your options!  
Remember only condoms offer protection against both sexually transmitted infections and unplanned pregnancies.

For more information contact your nurse, GP or Options  
(young people friendly sexual health service for under 25s including under 16s)

**Text: 07781 471 028 Tel: 020 8223 8322**  
[www.towerhamlets.nhs.uk/sexualhealth](https://www.towerhamlets.nhs.uk/sexualhealth) or [www.nhs.uk/Livewell/Sexandyoungpeople](https://www.nhs.uk/Livewell/Sexandyoungpeople)



# 19

## Psychology, Counselling & Therapeutic Services

### **Breathing Space**

London Buddhist Centre  
51 Roman Road, Bethnal Green  
London E2 0HU

**Tel:** 020 8981 1225

**Email:** [info@breathingspacelondon.org.uk](mailto:info@breathingspacelondon.org.uk)

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

We teach Mindfulness Based Approaches (MBAs) to help people look after their mental health. Our core course is Mindfulness Based Cognitive Therapy (MBCT) to prevent relapse into depression. MBCT is recommended by the National Institute of Health and Clinical Excellence (NICE). We also run courses in Mindfulness Based Relapse Prevention (MBRP) to prevent relapse into addiction, as well as retreats and drop in sessions teaching Mindfulness Based Stress Reduction (MBSR) to carers. Our teachers are trained and supervised by an NHS consultant psychiatrist and have extensive experience of mindfulness practice and teaching.

**Opening times:** 10am to 5pm. Most courses run in the evenings – some run in the daytime. Contact Breathing Space for more information

**Referral:** GP, psychologist, only health professional

*Some free courses places available for Tower Hamlets residents on a low income.*

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### **Clinical Health Psychology**

Beaumont House  
Mile End Hospital  
London E1 4DG

**Tel:** 020 8121 4145

The Clinical Health Psychology Team (CHPT) comprises clinical, health and counselling psychologists based in multidisciplinary teams working with health care staff, patients and their families in physical health settings. The psychologists work within the Community Palliative Care Team, Community Heart Failure and Respiratory Teams the Diabetes Centre, Persistent Pain Service, Cardiac Rehabilitation, Activ8 (Child obesity service) and Action East.

# 19

## Psychology, Counselling & Therapeutic Services

### The CHPT aims:

- To support and enhance the psychological management of patients with physical health problems in Tower Hamlets
- Participates in multi-disciplinary supportive, rehabilitative and end of life care for patients with the following illnesses; diabetes, persistent pain, coronary heart disease and heart failure, chronic obstructive pulmonary disease, and cancer; it provides clinical psychology input to surgical and care pathways (plastics surgery and child and adult obesity), and; the Behaviour Change Training & Consultation Psychology Service trains healthcare staff in skills around promoting behaviour change and self care in their patients.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** This service is part of Community Palliative Care Team, Community Heart Failure and Respiratory Teams the Diabetes Centre, Persistent Pain Service, Cardiac Rehabilitation, Activ8 and Action East. Self-referral not accepted

### Clinical Psychology Service

1st Floor, Burdett House  
Mile End Hospital, Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5403

**Fax:** 020 8121 5410

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

Team of qualified and trainee clinical psychologists provide psychological interventions, using a variety of treatment models, to individuals, couples, families and groups referred by other professionals within secondary mental health services. Clients may be either in-patients or out-patients when referred. There are also clinical psychologists based on each in-patient ward who work closely with in-patient ward teams and provide consultation, teaching and training to in-patient staff of other disciplines. The team includes staff who provide specialist

# 19

## Psychology, Counselling & Therapeutic Services

interpreting and translation services to support members of the Bangladeshi community in accessing psychological services. Members of the service also contribute to service development and clinical governance.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Secondary mental health services

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### Community & Primary Care Psychology Counselling Service (includes IAPT)

Steels Lane Health Centre  
384–398 Commercial Road  
London E1 0LR

**Tel:** 020 7791 3660

**Fax:** 020 7791 3669

**Web:** [www.thpct.nhs.uk/ourservices](http://www.thpct.nhs.uk/ourservices)

We are a team made up of Clinical Psychologists, Counsellors, Counselling Psychologists and Psychological Therapists (Improving Access to Psychological Therapies – IAPT). We see clients in GP Practices, community venues and Children Centres. We offer a range of psychological therapies including:

- Cognitive Behavioural Therapy including computerised CBT
- Brief Psycho Dynamic Therapy
- Couples and Family Therapy
- Bibliotherapy
- Guided self-help

We also offer a range of groups including:

- Stress Management course
- Depression management course
- Raising Happy Babies for new parents
- Pain Management course

# 19

## Psychology, Counselling & Therapeutic Services

Services are offered in a range of languages including Sylheti, Bengali, Somali and British Sign Language (BSL). Other services, which span the borough, include the Disability Counselling Service and Adult Children Centres service.

### **Disability Counselling Service (DCS)**

The Disability Counselling Service provides a specialist clinical counselling service to newly disabled people or people with acquired disabilities, their families and carers. This involves providing assessments and psychological interventions to a group of people presenting with a wide range of psychological problems, liaising with referring agencies and referring onto alternative services. We offer counseling in English, Sylheti, Bengali, Hindi, Urdu and BSL (British Sign Language), in order to better serve deaf clients who wish to access the service.

### **Children Centres Adult Psychology (CCAP)**

This service provides direct clinical service for parents of under 5's particularly focussing on Antenatal and Postnatal Depression and anxiety and issues to do with attachment, in GP practices and Children's Centre settings. Interventions are consistent with pathways outlined in Perinatal Mental Health NICE guidelines.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** GP. Referral for CCAP can be accepted from SureStart. Self-referral accepted for courses provided by the service

# 19

## Psychology, Counselling & Therapeutic Services

### Complementary Therapies

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

A range of therapies and activities to compliment your existing health provision and for you to be able to express yourself in a different way. We offer music therapy, art therapy, woodwork and complimentary therapies – homeopathy, Chinese massage and acupuncture.

**Opening times:** Homeopathy – Mondays, 10.30am to 1.30pm  
Acupuncture & Chinese massage – Thursdays all day. Please call to make bookings

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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### Counselling Service

Mind in Tower Hamlets and Newham  
Open House, 13 Whitethorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

We offer a generic service for people living in the borough of Tower Hamlets. Counselling is offered for up to six months on a weekly basis. People are offered an assessment for counselling, then if appropriate a referral is made to a counsellor. There are additional services available at Open House which may also support service users such as art and music therapy. We are actively developing counselling services to people from the black and minority ethnic community to access services as these clients are currently under represented in our service.

# 19

## Psychology, Counselling & Therapeutic Services

**Opening times:** 9am to 5pm, Monday to Friday

*We can offer counselling on Monday and Thursday evenings as well as on Saturday mornings for those who find it difficult to attend during working hours.*

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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### Discovery Service

Psychology Department (Adult)  
1st Floor, Burdett House  
Mile End Hospital  
London E1 4DG

**Tel:** 020 8121 5403

**Fax:** 020 8121 5410

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

The Project works as a modified therapeutic community, providing psychological interventions through group and individual sessions, using an integrated treatment model, which combines group analytic and cognitive behavioural approaches. Aims at promoting recovery in patients with long histories of experience of psychotic symptoms.

**Opening times:** 10.30am to 2.30pm, Thursdays only at 54–86 Old Montague Street, London E1 5NN

**Referrals accepted from:** All Staff in secondary mental health services, both out-patient and Community Mental Health Teams

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# 19

## Psychology, Counselling & Therapeutic Services

### East London Asian Family Counselling

1st Floor, Oxford House  
Derbyshire Street, Bethnal Green Road  
London E2 6HG

**Tel:** 020 7739 5058

**Fax:** 020 7739 5053

**Email:** elafc1@yahoo.co.uk

East London Asian Family Counselling provides a bilingual counselling service to vulnerable Asian adults and their families living in Tower Hamlets.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Any professionals including voluntary sector and self-referrals

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### See also

- *City & East London Bereavement Counselling Service (CELBCS) – Bereavement Counselling Service – page 15*
  - *Step Forward – Young People – page 124*
  - *Tower Hamlets Psychotherapy Service – East London NHS Foundation Trust – page 46*
-



**Community Recovery and Rehabilitation Team**

54–86 Old Montague Street  
London E1 5NN

**Tel:** 020 7426 2450

**Fax:** 020 7426 2497

The team provides a community based rehabilitation service for people with longstanding mental health difficulties. Interventions may include a combination of medication, psychological therapies, the promotion of social networks, vocational, occupational and employment activities. The team works with clients at their own pace to enable them to achieve a desired level of independence.

**Opening hours:** 9am to 5pm, Monday to Friday

**Referral can be made by:** Tertiary services which includes Community Mental Health Teams

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**Mental Health Rehabilitation Service**

Look Ahead  
London E1

**Tel:** 020 7422 0845

**Fax:** 020 7375 2688

Tower Hamlets Mental Health Rehabilitation Service provides a therapeutic programme of support to those residing within the 10 self-contained flats, which comprise the service. The service is founded on the principles of Recovery: emphasis is placed on helping individuals to develop or rediscover their own unique skills and coping strategies and to positively use the resources that are available to them within their community and extended social networks. The recovery of individuals is engendered through an identified model of personalised provision, which enables the customers of the service to have choice and control over the support they receive. The Rehabilitation Service is a joint service, delivered by both Look Ahead Housing and Care and the Tower Hamlets Community Rehabilitation and Recovery Team (CRRT). The CRRT provide care coordination for all customer

## 20 Rehabilitation & Recovery Services

residing at the service as well as regular, additional clinical input, which varies dependent on need. The service is staffed and run in a way that is sensitive to the diverse cultural needs of service users in Tower Hamlets and provides a high degree of privacy and a homely and welcoming environment to all who choose to use it.

**Opening times:** 24 hour service

**Referrals accepted from:** Tower Hamlets Consultants, Care Managers and Co-ordinators. The service will accept those who are placed out-of-borough. The service is unable to accept self-referrals. Referrals should be sent to the Rehabilitation House and will be assessed jointly by Look Ahead and CRRT staff

### See also

- *Support Advice & Recovery Service (SARS) – page 108*

**Community Alcohol Team (THCAT)**

22 Skylines Village  
Limeharbour  
Docklands  
London E14 9TS

**Tel:** 020 7093 2669  
0800 008 7200 (Free phone number for clients)  
**Fax:** 020 7987 2721  
**Email:** newalcoholservice@rapt.org.uk  
**Web:** www.rapt.org.uk

The service is available for all adults (age 18 and over) residing or working in Tower Hamlets and includes the following:

- Drop In
- Advice, information and assessments
- Community alcohol detoxification
- Group work
- Counselling Support
- Support for clients with Domestic Violence and alcohol use
- Onward referral to further treatment and associated agencies including In patient detoxification/residential rehabilitation

**Opening times:** Monday to Friday 9am to 5pm  
Tuesday and Wednesday evenings (appointments only)  
Saturday: 3 hours in the morning (appointments only)

**[S] Referrals accepted from:** Self-referrals and referrals by professionals. Referrals are accepted by telephone, fax, email and post. Clients can drop in to get referred

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# 21

## Substance Misuse

### Dual Diagnosis Service

1st Floor, Burdett House  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5503

**Fax:** 020 8121 5495

This is a community based team which supports people who use substances and have mental health difficulties.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referrals accepted from:** Any healthcare professional, carers, voluntary services and self-referral (supporting information from health professional may be required)

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### Specialist Addiction Unit (SAU)

East London Specialist Addiction Service  
Mile End Hospital  
Bancroft Road  
London E1 4DG

**Tel:** 020 8121 5301

**Fax:** 020 8121 5302

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

The Specialist Addiction Unit (SAU) is the NHS drug treatment service for adults residing in Tower Hamlets. The SAU is a service that provides structured drug treatment to adults with complex drug related needs. The complex need may be related to physical health, mental health, using a number of drugs in a harmful way, pregnancy or behavioural issues. NB: The SAU will work with drug users who have alcohol issues but do not work with primary alcohol users.

**Opening times:** 9am to 5pm, Monday to Friday. Closed Tuesday, 9am to 1.30pm

**Referral accepted from:** Persons involved in the care of a service user who has a complex addiction problem

# 21

## Substance Misuse

### Young People's Service

Lifeline  
Unit 59, Skylines  
Limeharbour  
London E14 9TS

**Tel:** 020 7093 3007

**Email:** enquiries-yps@lifeline.org.uk

**Web:** www.lifeline.org.uk

Provides substance misuse (including alcohol) related information, advice and therapeutic interventions to young people under 19 years of age.

Free training for all professionals working with young people in Tower Hamlets and we also deliver a 16 week Peer Education Programme.

**Opening times:** Monday to Friday 9.30am to 5.30pm

**[S] Referrals accepted from:** Self-referrals and professional and non-professional referrals (e.g. parents and concerned others)

### See also

- *CAMHS Specialist – Young People – page 123*
- *KHAT Project – Black & Ethnic Minority Groups – page 29*
- *Health E1 – Homelessness – page 59*

### Support Advice & Recovery Service (SARS Tower Hamlets)

Community Options  
Attlee House, Toynbee Hall  
28 Commercial Street  
Tower Hamlets  
London E1 6LS

**Tel:** 020 7377 9353

**Fax:** 020 7426 0758

**Email:** thsars@community-options.org.uk

The aim of the Tower Hamlets SARS is to support people who are experiencing mental health problem with particular emphasis on the management of early signs of depression and anxiety. A team of Support, Time and Recovery Workers will work to:

- Enable people with mental health needs to live in the community as independently as possible.
- Help and support people to access appropriate mental health and community facilities, including training, education, employment and leisure activities.
- Promote Recovery and Person-centred approach.
- Encourage social Inclusion.
- Promote the Personalisation Agenda.

**Opening times:** The Service operates 7 days a week, 365 days a year including Bank Holidays

**[S] Referrals accepted from:** GPs, Care Coordinators from Community Mental Health Teams, Psychology Teams and we also accept self-referrals

### See also

- *Advice and Information – Older People – page 81*
- *Together – Criminal Justice System – page 38*

*Groups run by or held at Beside***Beside**

60–61 Old Nichol Street  
London E2 7HP

**Tel:** 020 7033 6888

**Email:** [beside@btconnect.com](mailto:beside@btconnect.com)

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

- **Anxiety Support Project Group**

Weekly person-centred therapeutic group facilitated by Beside staff. Participants support each other by sharing coping strategies and offering non-judgemental acceptance.

**Opening times:** Mondays, 1.15pm to 3.30pm

[S] **Referral accepted from:** Self-referral however supporting information will be required from health professional

- **Beside Coffee Morning**

Social drop-in with opportunity to learn what activities are available in the borough and make friends.

**Opening times:** Fridays, 11am to 1pm

[S] **Referral accepted from:** Self-referral however supporting information will be required from health professional

- **Beside Self Help Project**

Programme of activities to empower people with self management tools and strategies to improve their general mental and emotional wellbeing. See website for current programme.

**Opening times:** Phone for details

[S] **Referral accepted from:** Self-referral however supporting information will be required from health professional

# 23

## User Led & Social Groups

- **Craft Club**

Individuals make their own choice of art or craft work. Artist provides support. The activity takes place at:

**Princess Royal Carers Centre**  
Carers Centre Tower Hamlets  
21 Brayford Square, Stepney  
London E1 0SG

**Opening times:** Monday, 1.30pm to 4pm

[S] **Referral accepted from:** Self-referral however supporting information will be required from health professional

- **Musical Minds**

Music group that encourages solo singers and musicians, meeting in Bow Road Methodist Church.

**Opening times:** Friday, 1pm to 4pm

[S] **Referral accepted from:** Self-referral however supporting information will be required from health professional

- **Performing Arts & Cinema Club (User-led group)**

A film and theatre club independently owned and facilitated by members of Beside. Visits to cinemas and theatres in and around Tower Hamlets.

**Opening times:** Varies, includes out of hours

**Referral:** This group is only for Beside members

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***Groups run by or held at Bowhaven User-run  
Mental Health Centre***

**Bowhaven User-run Mental Health Centre**

Bow Community Hall  
1 William Place  
Roman Road  
London E3 5ED

**Tel:** 020 7364 5531

**Fax:** 020 8983 3257

**Mob:** 07932 623 394

**Email:** [Info@Bowhaven.org.uk](mailto:Info@Bowhaven.org.uk)

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

A user-run Mental Health Centre in Tower Hamlets, we have been up and running since April 2003 to advance the education of the general public in all areas relating to mental health issues. A registered charity and company we support many user-run groups with mental health problems and encourage people from all ethnic backgrounds to take up available space at the centre. This service promotes and protects the health, confidence and well being of people with mental health issues living in London Borough of Tower Hamlets through the provision of user-led support, education and self-help activities in a safe and friendly environment, working towards recovery.

● **Hidden Universe of Self Harm (HUSH)**

**Mob:** 07709 612 847

**Email:** [hushproject@aol.com](mailto:hushproject@aol.com)

**Web:** [hushproject.co.uk](http://hushproject.co.uk)

HUSH aims to provide a confidential borough wide self-help group for self harmers wishing to stop/cope with self harm and also to raise awareness and educate professionals and all interested parties on issues of self harm. We are also available to give advice and a listening ear to Carers, Concerned Friends as well as for professionals.

# 23

## User Led & Social Groups

**Opening times:** Tuesdays, 2.30pm to 4.30pm – Women only multicultural group; Fridays, 3pm to 5pm – Mixed group and business meeting; Fridays, 5pm to 7pm – Social mixed with dinner

**[S] Referrals accepted from:** GPs, Community Mental Health Teams or through self-referral by phone, letter or email

**Opening times:** 10am to 7pm, Monday to Friday

- **New Start Women’s Pampering Group**

The group meets and plans activities in a safe and friendly environment. The objectives of the group are to empower mental health service users to make better use of facilities in the community and elsewhere and motivate users to help in the running of the group and activities. The group provides pampering, discussion and support group for women as well as therapeutic activities such as massage, Health Trainers, spa, keep fit and outings. Also includes a healthy eating lunch.

**Opening times:** Tuesdays, 10.30am to 1pm

**Referrals accepted from:** Any health professional

- **Outward Club**

User-led group meeting weekly. Activities include: pool, keep fit, cycling, music, TV/video, and sit fit group, massage, cinema club, bingo, art, outings, computer training, and cooked meals.

**Opening times:** Tuesdays, 1.30pm to 6.30pm

**Referrals accepted from:** Any health professional

- **Sunrise Drop-In**

User-led group providing a range of activities to promote physical and mental well being. These include massage, Walking group, arts and crafts, quizzes, outings and peer support and a cooked meal.

**Opening times:** Wednesdays, 1.30pm to 6.30pm

**Referrals accepted from:** Any health professional

## 23

### User Led & Social Groups

- **Sunday Lunch Club (run by Bowhaven)**

This club is held at:

Age Concern Tower Hamlets

Appian Court

Parnell Road

London E3 2RS

**Mob:** 07932 623 394

This group meets on a Sunday at the above address for a cooked roast dinner. This service is for mental health service users living in Tower Hamlets and is subject to booking only.

**Opening times:** Sunday, 12 to 3pm. To secure a lunch please book by Friday of each week on 07932 623394

**Referrals accepted from:** Any health professional

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#### *Other groups and day centre*

#### **Evening Drop in Service**

Mind in Tower Hamlets and Newham

Open House, 13 Whitethorn Street

London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Web:** [www.info@mithn.org.uk](http://www.info@mithn.org.uk)

We operate two evening drop-in sessions each week to promote wellbeing and to provide vital support to people outside of normal working hours. The groups determine what activities they would like to be provided and are integral to the running of the groups.

**Opening times:** 6pm to 9.30pm, Mondays and Thursdays

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

---

## 23

### User Led & Social Groups

#### **PoLLeN (People, Life, Landscapes & Nature)**

Bromley by Bow Centre  
St Leonards Street  
London E3 3BT

**Tel:** 020 8709 9714

**Email:** pollen@bbbc.org.uk

PoLLeN is a Social & Therapeutic Horticulture project for people experiencing mental distress. The project provides a range of horticultural, environmental and creative activities run at the Bromley by Bow Centre, including flower and vegetable growing, floristry, pottery and healthy cooking classes.

**Opening times:** We run sessions on Mondays and Tuesdays, 10am to 12 noon and 1pm to 3pm. Wednesdays, 1pm to 3pm

**Referral accepted from:** If organisations wish to refer to us please contact us above and we will send out our PoLLeN information pack which includes referral criteria and referral forms

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#### **Pritchard's Road Day Centre (PRDC)**

Marion Place  
Pritchards Road  
London E2 9AX

**Tel:** 020 7364 1032 (Admin)

020 7364 1182 (Day Care Officers)

020 7364 1031 (Manager)

**Fax:** 020 7364 1190

Pritchard's Road Day Centre (PRDC) is a Community based Centre providing a range of support, including social, emotional and vocational support to people of working age with enduring mental health problems. We promote and facilitates' Social Inclusion through in-house and community interventions and resources enabling individuals to work towards their recovery.

**Opening times:** Mondays, Tuesdays, Wednesdays and Fridays 9am to 4.15pm. Thursdays, 9am to 1.15pm

## 23

### User Led & Social Groups

**Referrals accepted from:** Social workers, Psychiatrists, GPs, Community Mental Health Nurse and other support workers. Individuals must be on CPA in order to access the service

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#### **Smiley Bello Gita**

Outings Group

**Mob 1:** 07742 145 492

**Mob 2:** 07960 901 201

This is a weekend and weekday outings group. The group takes people with mental health problems to sea sides, towns of interests, pantomimes and river and canal trips. The group meets at various locations for the outing.

**Opening times:** Saturdays at 10.30am. Activity times during weekday varies please phone for details

**[S] Referral accepted from:** Self-referral

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#### **THEIS Activity/Outings and Magazine Group**

Tower Hamlets Early Intervention Service

1st Floor, 1 Ewart Place

Bow

London E3 5EQ

**Tel:** 020 7364 1630

The aim of the group is to provide opportunities for service users to access local and wider community resources and to promote social inclusion. It also provides an opportunity for individuals to share similar experiences and to increase their social network. Activities include events and outings.

**Opening times:** Thursday afternoon – Outing group

**Referral accepted from:** Only for Tower Hamlets Early Intervention Service users

---

# 23

## User Led & Social Groups

### Thursday Out of Hours Group

Cafe Reconnect  
71 St Pauls Way, Bow  
London E3 4AJ

**Tel:** 07943 914 160

**Email:** [Thursday.group@gmail.com](mailto:Thursday.group@gmail.com)

The aim of the group is to create a safe environment which encourages and promotes social integration. This includes confidence building, increasing self-esteem and team cohesion. Activities includes going to restaurants, cinema, museums, theatre, art galleries, international trips amongst many more.

**Opening times:** Thursdays 1pm to 3pm or late evening

**[S] Referral accepted from:** Self-referral

---

### Tower Hamlets Social Club

54–86 Old Montague Street  
London E1 5NN

**Tel:** 020 8121 5539 (Daytime)  
020 7426 2360 (from 6pm to 9pm)

**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

The social club is an out-of-hours club for adult mental health in-patients and out-patients. We have a range of activities in the club such as an art class that is run by one of our volunteers. We have a fitness instructor on Fridays and have table tennis and a pool table.

We organise a lot of different events such as a disco for occasions like Christmas, Easter, Ramadan and Eid.

**Opening times:** Club 6pm to 9pm

**[S] Referral accepted from:** Self-referral, consultants, key worker.

This club is only open to in-/out-patients who are known to mental health services

---

## 23

## User Led & Social Groups

### *User Involvement Project*

#### **The Service User Involvement Project**

Community Options  
Attlee House, Toynbee Hall  
28 Commercial Street  
Tower Hamlets  
London E1 6LS

**Tel:** 020 7377 9353

**Mob:** 07920 234 640

**Email:** [suip@community-options.org.uk](mailto:suip@community-options.org.uk)

This project supports funded user led community based groups called the Service User Network (SUN). It also co-ordinates a quarterly service user open forum called 'Your Say, Your Day' which is driven and led by SUN members and community feedback. It provides inspiration, education and support as well as a unique opportunity to raise concerns and suggest solutions to decision makers. It enables people affected by poor mental health to have a positive impact on local services. The project also provides training and an abundance of information on local involvement opportunities.

**Opening times:** 9am to 5pm, Monday to Friday. Also open Saturday/Sunday for Service Users

#### **See also**

- *Health and Social Care Community Organisation – Information, Advice & Support – page 68*

## 23

## User Led & Social Groups

### **Women Only Groups**

#### **New Link Women's Support Group**

Francis Lee Community Centre  
Clare House  
Hawthorn Avenue  
London E3 5PY

**Tel:** 020 7426 2419

**Mob:** 07950 841 196

**Email:** newlinkwomensgroup@hotmail.co.uk

**Web:** <http://newlinkswomensgroup.synthasite.com>

To provide support for women and their children who are unemployed and suffering from depression or low level mental health problems, to enable them to access training and self development and promote their well being.

**Opening times:** Mondays, 3.30pm to 7pm

**[S] Referral accepted from:** Self-referral

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#### **See also other User Led Groups**

- *Health and Fitness Group – Healthy Living – page 54*
- *Madly Gay, Support for LGBT Mental Health Service Users – LGBT Services – page 76*

#### **Under Services for the African and African Caribbean Communities**

- *Asumjwe – page 19*
- *Cafe Nia – page 16*
- *Tower Hamlets African Caribbean Mental Health Organisation (THACMHO) – page 18*

#### **Under Services for the Bangladeshi Community**

- *Bondhon Women's Project – page 22*
- *Boyaan Bangladeshi Women's Group – page 23*
- *KUSHI Asian Women's group – page 23*
- *The Bangladeshi South Asian Men's Group – page 26*



# 23

## User Led & Social Groups

### *Under Services for the Somali Community*

- *Promoting a Stable and Bright Future – page 30*
- *Ocean’s Somali Women’s Group – page 31*
- *Zitat – page 31*
- *Somali Men’s Group – page 33*

**Volunteer Centre Tower Hamlets**

Norvin House  
45–55 Commercial Street  
London E1 6BD

**Tel:** 020 7377 0956

**Email:** info@vcth.org.uk

**Web:** www.vcth.org.uk

Volunteer Centre Tower Hamlets (VCTH) is the accredited Volunteer Centre for the London Borough of Tower Hamlets. We help people living, working or studying in Tower Hamlets find suitable volunteering opportunities. We help not-for-profit organisations develop volunteering opportunities. We also support and assist people with health/mental health issues to volunteer so that they can gain skills to get into the employment ladder.

**Opening times:** 10am to 6pm, Monday to Friday. Appointments only, no drop-ins

**[S] Referral accepted from:** Self-referral

---

**Volunteering Opportunities**

Age Concern Tower Hamlets  
82 Russia Lane  
London E2 9LU

**Tel:** 020 8981 7124

**Fax:** 020 8980 1546

**Email:** info@acth.org.uk

**Web:** www.acth.org.uk

A range of volunteering opportunities throughout all Age Concern Tower Hamlets' services. All Volunteers receive dedicated support.

**Opening times:** Initial contact is arranged to suit volunteer, opportunities have varying hours

**[S] Referrals:** We accept self-referral

---

## 24 Volunteering

### See also

- *The Service User Involvement Project – User Led & Social Groups – page 117*
  - *Access – Employment & Training – page 49*
  - *REWORK – Employment & Training – page 51*
  - *Rework Connect – Employment & Training – page 52*
-

**Welfare Rights Project**

Mind in Tower Hamlets and Newham  
Open House, 13 Whitehorn Street  
London E3 4DA

**Tel:** 020 7510 1081

**Fax:** 020 7537 7944

**Email:** info@mithn.org.uk

**Web:** www.mithn.org.uk

A voluntary mental health resource offering a wide range of activities and support groups for people experiencing mental health problems. The Welfare Rights Project provides housing and benefits advice, including referral to specialist agencies/solicitors if unable to assist.

**Office opening times:** 10am to 5.30pm, Monday to Friday.  
Welfare Rights 10am to 5pm, Monday and Wednesday

**[S] Referral accepted from:** Any professional including CMHTs, hospital, carer and self-referral

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**See also**

- *Advice & Information (Age Concern) – Older People – page 81*
-

**CAMHS Specialist Substance Misuse Services**

16–18 Greatorex Street  
London E1 5NF

**Tel:** 020 7426 2400

**Fax:** 020 7426 2394

This is a specialist service for young people under 19 years who have serious and complex drug and/or alcohol problems. Young people using the Service may also have additional mental and/or physical health problems or require multi-agency care planning, care co-ordination, specialist prescribing or referral to in-patient services.

**Opening times:** 9am to 5pm, Monday to Friday

**Referral accepted from:** A wide range of agencies working with young people including health professionals

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**Child & Adolescent Mental Health Service**

16–18 Greatorex Street  
London E1 5NF

**Tel:** 020 7426 2375

**Fax:** 020 7426 2494

This is a multidisciplinary team which includes psychiatry, Psychology, Psychotherapy, Family Therapy and Social Workers. This service offers support to families with children showing signs of stress and behavioural difficulties.

**Referral accepted from:** GP, or Social Worker, Education sector

**Opening times:** 9am to 5pm, Monday to Friday

---

## 26 Young People

### **Step Forward**

234 Bethnal Green Road  
London E2 0AA

**Tel:** 020 7739 3082

**Anti-Bullying Helpline:** 0800 1216 753  
(3.30pm to 6pm, Monday to Friday)

**Email:** [info@stepforward-web.org](mailto:info@stepforward-web.org)

Step Forward is an independent charity with the aim of improving the quality of the lives of young people aged 11–25 in Tower Hamlets and the surrounding areas. Step Forward provides a wide range of unique, innovative and responsive services to young people. These include free, independent and confidential information, advice, counselling and personal development activities. In partnership with the NHS we also host a weekly sexual health clinic. This provides free access and information to advice and support about sexual health.

At Step Forward you can get both practical and emotional support on a range of issues that can enable you to build on your strengths and make positive life choices. Some examples of where support is provided includes difficulties at school or at home, looking at career and work opportunities and looking after your emotional, mental and sexual health.

**Opening hours:** 10am to 6pm, Monday to Friday

*Lunchtime and early evening appointments are possible.*

**[S] Referrals accepted from:** Self-referral

---

## 26 Young People

### **Tower Hamlets Early Detection Service (THEDS)**

Mental Health Prevention in Tower Hamlets  
1 Ewart Place, 1st Floor  
Gladstone Place  
London E3 5EQ

**Tel:** 020 7364 1628  
**Fax:** 020 7364 1637  
**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

Assessment and support service for 16–25 year olds in Tower Hamlets who may be at risk of suffering from a psychotic illness.

**Opening times:** 9am to 5pm, Monday to Friday

**[S] Referral accepted from:** Anyone i.e. client, carer support worker etc however client's consent is required

---

### **Tower Hamlets Early Intervention Service (THEIS)**

Ewart Place  
1 Gladstone Place  
London E3 5EQ

**Tel:** 020 7364 1630  
**Fax:** 020 7364 1037  
**Web:** [www.eastlondon.nhs.uk](http://www.eastlondon.nhs.uk)

The purpose of the service is to ensure that patients new to mental health services with first episode schizophrenia receive specialist treatment to maximise independence and social inclusion and to minimise the immediate and long-term impact upon their quality of life.

This service is for people aged between 18 years and 35 years.

**Opening times:** 9am to 5pm, Monday to Friday

**Referrals accepted from:** Community Mental Health Teams, Gateway Workers, A&E Primary Care Psychiatrists and other mental health services. Self-referrals not accepted

---

## 26 Young People

### See also

- *Promoting a Stable and Bright Future – Black & Ethnic Minority Groups – page 30*
  - *Moner Shokti – Housing & Housing Support – page 65*
  - *Young People’s Service – Substance Misuse – page 107*
-



**Accident and Emergency**

Royal London Hospital  
Whitechapel  
London E1 1BB

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**Dentist – Out of Hours**

**Tel:** 020 7377 7151

**Opening times:** Monday to Friday, 6.30pm to 10pm. Saturday and Sunday from 7.30am to 3pm, and 7.30am to 8pm on bank holidays

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**GP – Out of Hours**

**Tel:** 020 7377 7151

**Opening times:** Monday to Friday, 6.30pm to 8am. All weekend from 6.30pm on Friday to 8am on Monday

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**NHS Direct**

**Tel:** 0845 4647

**Web:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

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**Whitechapel Walk-In Centre**

Royal London Hospital  
(next to A&E department)  
174 Whitechapel Road  
London E1 1BZ

**Tel:** 020 7943 1333

**Opening times:** Monday to Friday, 7am to 10pm. Saturdays, Sundays and bank holidays, 9am to 10pm

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**NHS Tower Hamlets and East London NHS Foundation Trust work together to improve mental health in Tower Hamlets.**

You can request additional copies by ringing the Leaflet Distribution Service at NHS Tower Hamlets on 020 7092 5404.

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