

Family Action: WellFamily Plus Service

What we do:

WellFamily Plus supports people over the age of 16 experiencing mild to moderate mental health difficulties. This service offers holistic assessments and emotional and practical support over a period of 6 to 8 sessions.

Who we are:

We are a team of practitioners employed by Family Action. We offer support from City and Hackney GP surgeries. Covid-19 update: we are currently providing all support services remotely via phone or video call. Services provided have not changed.

Who is eligible?

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

What will happen at your appointment?

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

Emotional support:

The service provides a range of therapeutic interventions to alleviate stress, anxiety and/or depression, which may be related to issues such as:

- Domestic abuse
- Relationship issues
- Bereavement
- Parenting issues
- Education and employment difficulties
- Substance misuse
- Exam stress, etc

Practical support:

The service also provides information and basic advice on a range of issues such as housing, welfare benefits, debt, access to Health and Social Care services, domestic abuse, etc. This support includes:

- Signposting to specialist mental health services such as talk therapy (IAPT), Primary Care Mental Health Liaison Service (formerly CHAMHRAS), secondary mental health services and psychotherapy, Child and Adolescent Mental Health Service (CAMHS), etc.
- Simple form filling, for example, Dial-a-Ride or Freedom Pass application
- Support with applying for grants to alleviate financial difficulties

- Signposting or referrals to specialist services including support with housing, finances and/or debt advice, immigration, domestic abuse, welfare benefits, education, employment, etc.

What WellFamily Plus Is Not:

We are not long-term counsellors, crisis services or otherwise on-call services. We are not specialist advisors for issues such as housing, benefits, etc. We are happy to help you access those services as part of our work with you.

Contact Information:

Email: Hackneywellfamilyplus@family-action.org.uk

Website: www.family-action.org.uk

Tel: 020 3846 6777

Working hours:

Monday to Friday, 9am to 5pm

Address:

WellFamily Plus

Unit 7, The Textile Building

29a-31a Chatham Place

E9 6FJ

(Unit 7 entrance is on Belsham Street)



How to refer to our service:

If you would like to self-refer, contact your GP practice and ask for an appointment with the surgery's WellFamily Plus Practitioner.

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

What our service users say about us:

"It is very rare to find someone you can open up to and feel understood, Thank you WellFamily Plus"

"Support was really helpful. I learned how to deal with certain situations better and therefore don't get stressed"

"I am very pleased with the service I received, I feel a lot better now, and my sleep pattern and mood have improved. Thank you"