NEED HELP URGENTLY?

NHS Direct
T 0845 46 47
W www.nhsdirect.nhs.uk

Contact your GP
Find A Doc Service
T 020 7655 6685
T 020 7364 5016
E www.nhs.uk/pages

Whitechapel Walk-In Centre
Royal London Hospital
(next to A&E department)
174 Whitechapel Road
London E1 1BZ
T 020 7943 1333

COMMUNITY MENTAL HEALTH TEAMS (Page 18)

Bethnal Green & Globe Town
Pritchard’s Road Centre, Marion Place
Tower Hamlets
London E2 9AX
T 020 7364 1183
F 020 7364 1046

Bow and Poplar
1 Ewart Place
London E3 5EQ
T 020 7364 5513
F 020 7364 5590

Isle of Dogs & South Poplar
Barkantine Centre, 121 Westferry Road
Tower Hamlets
London E14 8JH
T 020 7791 8258
F 020 7791 8298

Stepney and Wapping
Steels Lane Health Centre
Commercial Road
London E1 0LR
T 020 7791 3701
F 020 7780 9883

Accident and Emergency
Royal London Hospital
Whitechapel
London E1 1BB

Emergency Mental Health Assessment and Liaison Service
(Page 15)
T 020 7943 1415
F 020 7943 1329
SWITCH BOARD 020 7377 7000
TOWER HAMLETS
MENTAL HEALTH AND
WELL BEING SERVICES
DIRECTORY
Published October 2008
Information in this Directory is current as at October 2008, for more current information please consult: www.thpct.nhs.uk/mentalhealth

Acknowledgements
Updating of the Directory was made possible through partnerships between the Tower Hamlets Adult Mental Health Partnership Board, THPCT, LBTH, ELNHSFT, Voluntary Sector, User and Carer groups.

Special thanks to the project leaders Rejna Begum and Angela Yphantides.

Directory Subgroup,
Adult Mental Health Partnership Board
Chair: Rejna Begum, THPCT
Angela Yphantides – Commissioning Manager Mental Health, THPCT
Forhad Ahmed – Community Development Worker, THPCT
Khasruz Zaman – Communications Team, THPCT
Janet Flaherty – Head of Communications, ELNHSFT
Ljiljana Vucicevic – Communications, ELNHSFT
Claire Ellingford – Service User Representative
Sharon Curry – Service User Representative
Helen Forster – Voluntary Sector Representative
Claire Gilvray – GP Mental Health Lead
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INTRODUCTION

Welcome to the fourth edition of the mental health and well-being directory, providing information on mental health resources for people who live, work or study in Tower Hamlets and its surrounding areas.

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 Tower Hamlets Primary Care Trust 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.

Several language-specific services in the directory have been translated into locally-spoken languages such as Sylheti, Vietnamese, Somali and Chinese.

Available on www.thpct.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 developing this directory we have carried out extensive consultation, including the views of both service users and professionals. I hope you find it useful.

Alwen Williams
Chief Executive
Tower Hamlets Primary Care Trust
MENTAL HEALTH ACT 1983

Abbreviations
AMHP – Approved Mental Health Practitioner
RC – Responsible Clinician
MHA – Mental Health Act
MHRT – Mental Health Review Tribunal
AHM – Associate Hospital Managers
NR – Nearest Relative
MHAC – Mental Health Act Commission
SOAD – Second Opinion Appointed Doctor
SCT – Supervised Community Treatment
CTO – 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 MHRT and the AHM. The powers of discharge are delegated to the RC, NR, AHM and MHRT.

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 has the same legal rights of appeal as a person on section 2 and can be discharged by the RC, NR, AHM and MHRT.
**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. There is a right of appeal under this section and can be discharged by the RC.

**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 a policeman 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 MHRT after the first six months of detention and can appeal to AHM at any time. This patient can be discharged by the RC, 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 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 MHRT and can be discharged by the Secretary of State and MHRT.

**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 or until such time as the case is disposed of. The patient can appeal to the MHRT and can be discharged by the Secretary of State and MHRT.

**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 last is dependent of the length of the sentence left to run. The patient has a right of appeal to the MHRT who can order discharge but only with the consent of 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 MHAC, 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 MHAC 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 as 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 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.
New roles – 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.
Emergency Mental Health Assessment & Liaison Service
Royal London Hospital, Whitechapel Road
Whitechapel
London E1 1BB

T 020 7377 7000
DL 020 7943 1415
E matthew.callaghan@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

OPENING TIMES 24hrs, 7 Days a Week

Tower Hamlets Assertive Outreach Service
1 St Mark Street
Tower Hamlets
London E1 8DJ

T 020 7702 9202
F 020 7481 8268
W www.eastlondon.nhs.uk

Tower Hamlets AOS work from 9am to 8pm Mon–Friday and from 9am–8pm on Weekends and Bank Holidays. There is a telephone helpline for clients that operates from 8am–8pm 7 Days a Week.

OPENING TIMES 9am–5pm, Mon–Fri

Home Treatment Team
Tower Hamlets Centre for Mental Health
Bancroft Road
Tower Hamlets
London E1 4DG

T 020 8121 5550
F 020 8121 5563
W www.eastlondon.nhs.uk

The Home Treatment Team provides services to adults with mental health problems living in the London Borough of 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 provides alternatives to hospital care by providing support in the service users own environment before referring the service user onto appropriate health and social care services in the community. The HTT conducts comprehensive mental health and social care assessments, including risk assessments. The HTT develops and implements individual multi-disciplinary care plans. The HTT includes psychiatrists who can implement and monitor pharmacological and other treatments. The HTT visits service users frequently and provides intensive periods of home based support. As far as possible the services are provided in the person’s own environment with as little disruption to their normal routine as can be managed. The team also seeks to address any immediate practical problems, and to enhance the service user’s and carer’s abilities to generate solutions to the present difficulties and develop strategies for coping in the future.

**OPENING TIMES** 24hrs, 7 Days a Week

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**The Community Rehab & Recovery Service**  
1 Gladstone Place  
Roman Road  
Bow  
London E3 5EQ  
T 020 7364 1640  
F 020 7364 1630  
W www.eastlondon.nhs.uk  

The Tower Hamlets Rehabilitation and Recovery Team is a tertiary service covering the entire Borough of Tower Hamlets. The Team is multidisciplinary and focusses on identifying and maximising an individuals potential. Our primary aim is to concentrate on clients’ individual needs and wishes and encourage them to set goals for themselves in as many areas of their lives as possible. According to HAS 2000 standards we aim to limit caseload sizes to 15 per care coordinator in order to allow the team to work intensively and maximise engagement, thus allowing clients to achieve their goals.

**OPENING TIMES** 9am–5pm, Mon–Fri

---
Tower Hamlets NICE Implementation Project
1st Floor, Burdett House
Mile End Hospital
Tower Hamlets
London E1 4DG

T 020 8121 5403
F 020 8121 5410
W www.eastlondon.nhs.uk

Provides CBT and family interventions for patients experiencing psychosis or bi-polar disorder who are under CPA in the CMHT’s.

OPENING TIMES 9am–5pm, Mon–Fri

Tower Hamlets Support Advice & Recovery Service
Community Options
Attlee House, Toynbee Hall
28 Commercial Street
Tower Hamlets
London E1 6LS

T 020 7377 9353
F 020 7426 0758
E thsars@community-options.org.uk

The aim of the THSARS is to develop, implement and deliver a holistic service for people with depression and anxiety. Support Time Recovery workers aim to provide support to:

■ Enable people to maintain and improve their quality of life through regular practical and social support
■ Enable people to access a range of community facilities and to promote social inclusion
■ Provide self management groups and sign posting sessions
■ Provide time limited one to one practical and emotional support.

OPENING TIMES 9am–5pm, Mon–Fri. Also open Sat/Sun for Service Users
Occupational Therapy
Mile End Hospital
Bancroft Road
Tower Hamlets
London E1 4DG

T 020 8121 5022
F 020 8 21 5023
W www.eastlondon.nhs.uk

Tower Hamlets OT 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–5pm, Mon–Fri

COMMUNITY MENTAL HEALTH TEAMS

Bethnal Green & Globe Town
Community Mental Health Team
Pritchard’s Road Centre, Marion Place
Tower Hamlets
London E2 9AX

T 020 7364 1183
F 020 7364 1046
E lawford.cloug@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

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–5pm, Mon–Fri
**Bow & Poplar Community Mental Health Team**
1 Ewart Place
Tower Hamlets
London E3 5EQ

T 020 7364 5513
F 020 7364 5590
E syed.huq@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

The CMHT is a multidisciplinary team that provides health and social care to service users who have severe and enduring mental health problems. It also provides advice and consultancy to primary care and other services.

**OPENING TIMES** 9am–5pm, Mon–Fri

**Isle of Dogs & South Poplar Community Mental Health Team**
Barkantine Centre, 121 Westferry Road
Tower Hamlets
London E14 8JH

T 020 7791 8258
F 020 7791 8298
E miriam.battle@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

The CMHT is a multi-disciplinary team that provides health and social care to service users with severe and enduring mental health problems. It also provides advice and consultancy to primary care and other services.

**OPENING TIMES** 9am–5pm, Mon–Fri
Stepney & Wapping Mental Health Team
Steel’s Lane Health Centre
Commercial Road
London E1 0RL

T 020 7791 3701
F 020 7780 9885
E greg.neal@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

The CMHT is a multi-disciplinary team providing health and social care to service users with severe and enduring mental health problems. It also provides advice and consultancy to primary care and other services.

OPENING TIMES 9am–5pm, Mon–Fri

MENTAL HEALTH WARDS

Bricklane Ward
Tower Hamlets Centre for Mental Health
Mile End Hospital
Tower Hamlets
London E1 4DG

T 020 8121 5080
F 020 8121 5481
E suzanne.paginton@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

In patient unit for people suffering with acute episodes of severe and enduring mental health problems.

OPENING TIMES 24hrs, 7 Days a Week
Globe Ward
Tower Hamlets Centre for Mental Health, Mile End Hospital
Tower Hamlets
London E1 4DG
T 020 8121 5060
F 020 8121 5061
E maureen.brown@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

In patient unit for people suffering with acute episode of severe and enduring mental health problems.

OPENING TIMES 24hrs, 7 Days a Week

Lea Ward
Tower Hamlets Centre for Mental Health, Mile End Hospital
Tower Hamlets
London E1 4DG
T 020 8121 5075
F 020 8121 5460
E maureen.brown@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

In-patient unit for service users with acute episodes of severe and enduring mental health problems.

OPENING TIMES 24hrs, 7 Days a Week

Millharbour Ward
Tower Hamlets Centre for Mental Health, Mile End Hospital
Tower Hamlets
London E1 4DG
T 020 8121 5055
E jacqueline.ritchie@eastlondon.nhs.uk
W www.eastlondon.nhs.uk

In-patient intensive care unit for male service users with acute symptoms of mental illness and low secure needs.

OPENING TIMES 24hrs, 7 Days a Week
Roman Ward
Tower Hamlets Centre for Mental Health
Mile End Hospital
Tower Hamlets
London E1 4DG

T 020 8121 5090
F 020 8121 5009
W www.eastlondon.nhs.uk

In-patient acute service for people with acute phase of severe and enduring illness.

OPENING TIMES 24hrs, 7 Days a Week

Rose Bank Ward – Female Only (PICU/LS)
Tower Hamlets Centre for Mental Health
Mile End Hospital
London E1 4DG

T 020 8121 5048
F 020 8121 5049
W www.eastlondon.nhs.uk

In-patient intensive care unit for female service users with acute symptoms of mental illness and low secure needs.

OPENING TIMES 24hrs, 7 Days a Week

BEREAVEMENT

See
Ronald Street – Older People – Page 53
Early Intervention Service – Young People – Page 72
**The Middle East Group**  
Attlee House, Toynbee Hall  
28 Commercial Street  
London E1 6LS

**T** 020 8313 9725  
**F** 020 7426 0758  
**E** charleen.elliott@community-options.org.uk

A mental health support group for mental health service users from the Middle East. The activities of the group include a gardening project, healthy eating programme and peer support.

**See also**

*Self-help and User-led Groups – Page 61*

---

**Praxis**  
Pott Street  
London E2 0EF

**T** 020 7749 7600  
**F** 020 7729 0134

The Refugee Community advice and support service focuses on health and mental well being, welfare rights, housing, homelessness and mental health awareness, education and employment for Somali and Rwandan service users.

Adeegga Talo-bixinta iyo Taageerada Bulshooyinka Qaxootigu wuxuu xoogga saaraa caafimaadka iyo fiyobidda maskaxda, xuquuqda gunnooyinka, guryo bixinta, guri la’aanta, waxbarashada la xiriirta baraarujiinta cudurrada maskaxda iyo shaqaalaynta. Adeegyadaas waxaa loo fidiyaa Soomaalida iyo Ruwaandsyska.

**OPENING TIMES** 9am–5pm, Mon–Fri
Mental Health Promotion Network

Tel: 020 7655 6600 Ext 4528,
E: yaccub.enum@thpct.nhs.uk

The mental health promotion network is a group of individuals from various organisations that meet on a regular basis to drive forward the mental health promotion agenda.

The Tower Hamlets Mental Health Promotion Strategy has just been updated. The strategy is aligned to the Moving People campaign, an ambitious national programme which aims to eradicate stigma and discrimination against people with experience of mental health problems. It is designed to encourage and support multi-agency and multi-disciplinary action to promote mental health and well-being for people who live or work in Tower Hamlets. It aims to address key priorities and action plans for the next three years around mental health information:

- Culturally appropriate mental health promotion considering the demography of Tower Hamlets
- Tackling stigma and discrimination associated with mental illness
- Promoting positive mental health in the workplace
- Promoting employment of people with long term mental health needs
- Improving the physical health of people with mental health needs
- Promoting positive mental health in parents, early years, children and adolescents
- Promoting positive mental health amongst older people
- Reduction in self harming behaviour and reduction in suicide.

See also

Employment & Training – Page 37
Information, Advice & Advocacy – Page 49
Lesbians, Gay Men, Bisexuals & Transgender People – Page 51
Parenting & Families – Page 54
Young People – Page 72
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 9am–5pm, Mon–Fri and evenings

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 evenings
**Tower Hamlets African Caribbean Mental health Organisation (THACMO)**  
The Brady Centre, 192 Hanbury Street  
London E1 5HU  
T 020 7247 1414  
F 020 7247 7447  
E sidneym@sath.org.uk  

THACMHO promotes the all round health and well being of African and Caribbean people living or working in Tower Hamlets. Provides opportunities for members to develop a holistic approach to health and encourage back to work activities and educational and community awareness programmes. Works on exhibitions as well as information packs for schools.  

**OPENING TIMES** 9am–5pm, Mon–Fri

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**Mind in Tower Hamlets and Newham – African/Caribbean Project**  
Open House, 13 Whitethorn Street  
London E3 4DA  
T 020 75101081  
F 020 7537 7944  
E info@mith.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. There is an active social support group held on Wednesday afternoons.  

**OPENING TIMES** 9am–5pm, Mon–Fri
SERVICES FOR THE BANGLADESHI COMMUNITY

**Bangladeshi South Asian Men’s Group (BSAMG)**
All Hallows Church, Blackthorn Street
London E3 3PX

T 07944 896 069
E bsamg_th@yahoo.com

The focus of the group is to provide social and culturally based programmes of support to members on issues around mental health, self harm, substance abuse, depression, anxiety, housing and matrimonial issues. Together the group explores how to cope in such situations and what the self-help process can do to empower individuals in overcoming their issues and help them gain self confidence.

**OPENING TIMES**  Weekly Sunday 2pm onwards

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**Boyaan Bangladeshi Women’s Group**
St Hilda’s East Community Centre, 18 Club Row
London E2 7EY

T 020 7739 8066
F 020 7729 5172
E sultana@sthildas.org.uk
W www.sthildas.org.uk

Women’s mental health discussion group providing emotional support and stimulation.

Service user group hosted by St Hilda’s.

**OPENING TIMES**  Weekends
Bondhon Women’s Service
St Hilda’s East Community Centre, 18 Club Row
London E2 7EY

T 020 7739 8066
E sultana@sthildas.org.uk
W 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 Bengali women meet every week at St Hilda’s. The group is facilitated by trained workers. Group activities include fitness sessions.

OPENING TIMES 9am–5pm, Mon–Fri

Mind in Tower Hamlets and Newham – Bangladeshi Men’s Project
Mind in Tower Hamlets, Open House
13 Whitethorn Street
London E3 4DA

T 020 7501 1081
F 020 7537 7944
E info@mith.org.uk

A service providing one-to-one support, advice and group work for people with mental health issues. The group supports men who may be experiencing depression, social exclusion and isolation and other mental health problems.

OPENING TIMES 9am–5pm, Mon–Fri
Mind in Tower Hamlets and Newham – Bangladeshi Women’s Project
Mind in Tower Hamlets, Open House
13 Whitethorn Street
London E3 4DA

T 020 7501 1081
F 020 7537 7944
E info@mith.org.uk

The Bangladeshi women’s project supports women with depression, anxiety, mental health problems as well as those experiencing domestic violence, isolation and post natal depression. Support is offered to the family and carers as well as the individual. One-to-one support as well as group work is offered. We work closely with other services and promote healthy living. Services are offered during the week as well as every Saturday morning between 10.30am–1.30pm, when we have an active support group.

OPENING TIMES 9am–5pm, Mon–Fri
SERVICES FOR THE CHINESE COMMUNITY

**Chinese Mental Health Association**

2nd Floor, Enith House, 155 Curtain Row
London EC2A 3QY

**T** 020 7613 1008  
**F** 020 7739 6577  
**E** Susana@cmha.org.uk  
**W** www.cmha.org.uk

Specialise in providing community based mental health assistance and support to the Chinese community in the UK.

開一個專為全英國華人社群而設的精神健康輔助服務。

**OPENING TIMES** Mon–Fri, 930am–6:00pm

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SERVICES FOR THE JEWISH COMMUNITY

**Kipper Project**

41 Approach Road
London E2 9LY

**T** 020 8980 1401  
**F** 020 8980 6916  
**E** info@kipper.org.uk

Supported Housing for young people.

**OPENING TIMES** 9am–5pm, Mon–Fri

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SERVICES FOR THE SOMALI COMMUNITY

Oceans Somali Women’s Group
OSCA, Concordia Enterprise Centre
Railway Arches, 420–421 Burdett Road
London E3 4AA
T 020 7987 5833

To raise awareness of mental health issues within the Somali community and to tackle underlying problems, which make the Somali community more prone to mental illness such as isolation and lack of exercise. To raise the women’s self esteem and to encourage the members to talk about issues affecting their well being and not to suffer in silence.

In bulshada soomaaliyeed lagu baraarujiyo arrimaha la xiriira cudurrada maskaxda oo lala dagaallamo dhibaatooyinka ay ka midka yihiin kalinnimada iyo jimcsi la’aanta oo ah kuwa bulshada soomaaliyeed ka dhigay kuwo u nugul cudurrada maskaxda. In kalsoonida haweenka kor loo qaado oo haweenka lagu dhiirrigeliyo inay ka hadlaan arrimaha noloshooda taabanaya oo aysan noqon kuwo dhibaatadooda qarsada.

Promoting a Stable and Bright Future
OSCA, Concordia Enterprise Centre
Railway Arches, 420–421 Burdett Road
London E3 4AA
T 020 7987 5833

Support group for young Somali men aged between 16–25. Activities include workshops, away days and sports.

Mind in Tower Hamlets and Newham – Somali Project (Daryeelka Maanka) User-led Somali Men’s Group
Open House, 13 Whitethorn Street
London E3 4DA
T 020 7501 1081
F 020 7537 7944
E info@mith.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 also have the Khat Service who support people, to promote healthy living and reduce Khat use.

Daryeelka Maanka waxay la shaqeeyaan Soomaalida cudurrada maskaxda qaba ee ku nool degmada Tower Hamlets. Waxaan bixinnaa taageero fool-ka-fool ah iyo mid wadajir ah. Waxaa noo shaqeeya dad luqado badan ku hadla, annagoo taageero u fidin karna qofka kaligiis ah iyo qoyska oo dhan. Waxaan kaloo leenahay adeegga Qaadka oo lagu taageero rag iyo dumarba, si qofku uu ugu noolaado nolol caafimaad leh oo u yareeyo isticmaalka Qaadka.

**OPENING TIMES** 9am–5pm, Mon–Fri

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

**T** 020 7501 1081  
**F** 020 7537 7944  
**E** Abdirashid.Gulaid@mith.org.uk  
**W** www.mith.org.uk

Zitat is a Somali women’s initiative 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.

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

**T** 020 7510 1081  
**F** 020 7537 7944  
**E** info@mith.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–5pm, Mon–Fri
SERVICES FOR THE VIETNAMESE COMMUNITY

Vietnamese Mental Health Services
Thomas Calton Centre, Alpha Street
London SE15 4NX

T 020 7639 2288
F 020 7639 0008
W 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 produce a 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 and training about Vietnamese beliefs in mental health and culture to social care and health professionals.

Công tác cùng với các tổ chức công quyền chuyên chăm sóc sức khỏe/xã hội và các cơ quan khác để tăng cường các dịch vụ sức khỏe tâm thần mang tính cách nhạy cảm về văn hóa cho cộng đồng Việt Nam. Cung cấp công tác đa kênh, tư vấn, cố vấn, các trung tâm ban ngày và chỗ ở có chăm sóc. Xuất bản Bản Tin và các tạp chí nhỏ và tờ rơi Y Tế bằng Việt và Hoa ngữ. Tổ chức huấn luyện cho người từ Việt Nam về các vấn đề sức khỏe tâm thần & hệ thống y tế/xã hội; và huấn luyện cho các chuyên viên chăm sóc sức khỏe & xã hội về lòng tin của người Việt đối với sức khỏe tâm thần và văn hóa.

OPENING TIMES 9am–5pm, Mon–Fri
Family Action – Carers Connect
Albert Jacobs House, 62 Roman Road
Bethnal Green
London E2 0PG

T 020 7364 3497
F 020 7364 3408
E carersconnect@fwa.org.uk
W www.fwa.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–5pm, Mon–Fri

CRIMINAL JUSTICE

See
Praxis – Black & Ethnic Minority Groups – Page 23
Pritchards Road Day Centre (Tower Hamlets)
Marion Place, Pritchards Road
London E2 9AX

T 020 7364 1032
F 020 7364 1190
W www.eastlondon.nhs.uk

Day Care Centre for people suffering from enduring mental health problems. Groups include pottery, art, benefits advice, self esteem training, healthy eating, relaxation, gardening, drama as well as a Friday social club. More recently the Day Care Centre has been working towards the recovery model where support is provided to enable service users in identifying achievable goals.

OPENING TIMES  9am–4.30pm, Mon-Fri

Thursday Group
Cafe Re Connect, 71 St Pauls Way
Bow
London E1 6LS

T 07949 749 688
E Bill.Dowling@hotmail.com

User-led Group which meets every Thursday from 1pm to late. The group offers peer support and promotes inclusion. The activities include meeting at community venue to discuss and plan the activities for the afternoon. The activities range from sports, pool, cinema, museum, outings, to walks and meals.
Mind in Tower Hamlets and Newham – Evening Drop in Service
Open House, 13 Whitethorne Street
London E3 4DA

T 020 7510 1081
F 020 7537 7944
W www.info@mith.org.uk

Tuesday: 6pm–9:30pm, for age 18 and over only. Location: Pritchards Road Day Centre, Marion Place, off Pritchards Road, London E2.
Thursday: 6pm–9:30pm, for age 18–30 only. Location: MIND, 13 Whitethorne Street, London E3 4DA.

OPENING TIMES 6pm–9:30pm, Tues/Thurs

DISABILITY
See
Disability Counselling Service – Psychology, Therapy & Counselling – Page 59

Childhood Immunisation
Vaccines are a powerful tool for preventing serious and potentially life-threatening diseases. It is really important if you have children to make sure they are up-to-date with their immunisation.

You can get them done at your GP surgery and if your child misses his or her vaccination appointment do make another appointment.

If you need to know more about the immunisation programme do contact your GP practice or visit the immunisation web site: www.immunisation.nhs.uk
Working Well Trust – Access
Unit 20, Peterley Business Centre
472 Hackney Road
London E2 9EQ
T 020 7613 0045
F 020 7613 0947
W www.workingwell-trust.co.uk

Working Well Trust – EMSE (Ethnic Minority Sewing Enterprise)

Working Well Trust – WSP (Women’s Sewing Project)
126–128 Cavell Street
Whitechapel
London E1 2JA

Vocational training is provided in printing, retail and desk top publishing within the emerging social firm ‘Access’. Training is also offered in clothing manufacture skills in two projects (one for men, and one for women) that target the Bangladeshi community. Two employment workers (NRF funded) offer one to one employment training and support. Community outreach to small independent Bangladeshi groups is also completed with the aim of raising awareness of mental health in the community.

NOTE: EMSE and WSP are two projects using the same address.

OPENING TIMES 9am–5pm, Mon–Fri

Rework
29 Skylines Village, Limeharbour
London E14 9TS
T 020 7537 7462
F 020 7537 7455
E john_stevens@workingwell-trust.co.uk
W www.workingwell-trust.co.uk

REWORK supports residents of Tower Hamlets, who have experienced mental health problems, find employment, either paid or unpaid. If you want to work, volunteer, get into education, or train in a particular skill,
we will try and make that possible. If your overall aim is to get into work, we will prepare you by helping you get the skills you need, help you through the process of finding work, increase your confidence at interviews and support you once you are in work.

**OPENING TIMES** 9am–5pm, Mon–Fri

**GATEWAY WORKERS**

*See*

Bethnal Green & Globe Town CMHT – Page 18
Bow and Poplar CMHT – Page 19
Isle of Dogs CMHT – Page 19
Stepney and Wapping CMHT – Page 20

**HIV/AIDS**

*See*

Housing Link – Housing & Housing Support Services – Page 43
PACE – Lesbians, Gay Men, Bisexuals & Transgender People – Page 51
**Supported Housing**

Bishops Way (Tower Hamlets)  
38 Newark Street  
London E1 2AA

**T** 020 7375 3572

Supported housing scheme for mental health service users. Eight bedded unit.

**OPENING TIMES** 24hrs, 7 Days a Week

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**Dean Cross**

16 Dean Cross Street  
Tower Hamlets  
London E1 2QA

**T** 020 7791 7600  
**E** elizabeth.bishop@eastlondon.nhs.uk  
**W** www.eastlondon.nhs.uk

Dean Cross forms part of the Adult Mental Health Services of Tower Hamlets, East London NHS Foundation Trust. It is a dedicated non forensic service for people with severe and moderate personality disorders. The service follows an evidence based model, and offers both direct and indirect care to patients with Cluster B personality disorders (which includes Borderline Personality Disorder) in particular. Individuals with Borderline Personality Disorder have a marked instability in how they view themselves, in their emotions and in their interpersonal relationships. They may have intense feelings of anger and behave in self destructive ways, including self-harming behaviour. Aim of Service is to help individuals with severe interpersonal difficulties to function better, to support families and friends of these individuals, to support other service providers of these individuals and to improve the range of services to individuals with personality disorders. Objectives of service is to engage patients in treatment, to enable patients to cope more adaptively with their emotional states and interpersonal relationships, through increasing their ability to mentalize, to reduce psychiatric morbidity (particularly depressive and anxiety symptoms, self-harming and suicidal behaviour), to reduce reliance on prolonged hospital admissions, to improve inclusion and employment status (including
maintaining a patient’s involvement in activities of daily living and work) and to support patients in returning to activities of daily living and work. Also to increase capacity of families and friends to support patients and to improve patient and carer experience and satisfaction with health services.

In addition, to support other services in management of patients, through consultation, liaison and training to the health service (secondary and primary care levels), and non-statutory organisations and in improving care pathways.

**OPENING TIMES** 9am–5pm, Mon–Fri

**New Links**
Bow Methodist Church, 1 Merchant Street
Bow
London E3 4LY

T 020 8983 5823
E newlinkwomensgroup@hotmail.co.uk

To provide a support group for women who are unemployed and suffering from depression to enable them to access training and self development and promote their well being.

**OPENING TIMES** Monday 4:30pm–6pm

**Providence Row Link Worker Service**
458 Bethnal Green Road
London E2 0EA

T 020 7920 7300
E info@providencerow.org.uk

Floating support funded through Adults Services and Supporting People.

**OPENING TIMES** 9am–5pm, Mon–Fri
**Cannon Street & Road Project**
140 Cannon Street Road
London E1 2LF

**T** 020 7790 3110
**E** info@lookahead.org.uk

20 self-contained supported housing units.

**OPENING TIMES** 24hrs, 7 Days a Week

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**Coxley House**
28 Bow Road
London E3 4LN

**T** 020 8980 1599
**F** 020 8981 7528
**E** benjamin.oni@east-living.co.uk
**W** www.east-living.co.uk

13 bedded registered care home.

**OPENING TIMES** 9am–5pm, Mon–Fri

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**East London Floating Support Low**
29 Edith Road
East Ham
London E6 1DE

**T** 020 8472 4222
**E** general.enquiries@heritagecare.co.uk

Nine units of floating support.

**OPENING TIMES** 9am–5pm, Mon–Fri
**Ensign Street**
8 Ensign Street
Wapping
London E1 8JD

**Hamlets Way**
199 Hamlets Way
Bow
London E3 4NW

**Old Ford Road**
99 Old Ford Road
London E2 9QD

**Providence Row Housing Link**
458 Bethnal Green Rd
London E2 0EA

Open 12 self-contained units of supported housing.

**Opening Times** 9am–5pm, Mon–Fri

Open 16 self-contained units of supported housing

**Opening Times** 24hrs, 7 Days a Week

Open shared three bedroom supported housing service.

**Opening Times** 24hrs, 7 Days a Week

Open floating support.

**Opening Times** 9am–5pm, Mon–Fri
**Housing Link Service**

1 Gladstone Place, Roman Road
Bow
London E3 5EQ

T 020 8983 5823
F 020 8983 5823
W www.eastlondon.nhs.uk

The team has seven staff who provide 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–5pm, Mon–Fri

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**Barnet Grove**

47 Barnet Grove
London E2 9LU

T 020 8983 7101
F 020 8983 4260

Supported housing service comprising of four units in a shared house.

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**Buckfast Street**

109 Antill Road
London E3 5BW

T 020 8980 7101
F 020 8983 4260

Supported housing scheme in a shared house for three service users with mental health needs, supported by a floating support team. Funded through the Supporting People funding.

**OPENING TIMES** 9am–5pm, Mon–Fri
**New Road**
35 & 39 New Road
London E1 1HE

T 020 8983 4260

10 units of floating support in two shared houses.

**OPENING TIMES** Mon–Fri 9am–8pm, Sat/Sun 11am–6pm

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**Montague Street**
London E14 0EX

T 020 8709 9141
F 020 8983 4260
E info@outward.org.uk

Five units of supported housing.

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**School House Lane**
526 Cable Street
London E1W 3AG

T 020 8980 7101
F 020 8983 4260
E info@outward.org.uk
W 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–5pm, Mon–Fri
**Look Ahead – Coventry Road**  
73 Coventry Street  
London E1 5RG  

**T** 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  

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**Cudworth Street**  
55 Barnsley Street  
London E1 5RB  

**T** 020 8532 3715  
**F** 020 7247 9817  
**E** zamanmarufuz@lookahead.org.uk  
**W** 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 relevant agencies in determining what services are offered and how these are delivered. To provide individually tailored packages of support that recognise 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 provides 8am to 8pm including weekends.
Independent Living Community Support (ILCS)
55 Barnsley Street
London E1 5RB

T 020 8532 3713
F 0207 247 9817
W www.lookahead.org.uk

120 units of floating support.

Huddleston Close
13–21 Huddleston Close
Bethnal Green
London E2 9NR

T 020 8983 0846
E info@east-living.co.uk

10 units of self contained supported housing.

OPENING TIMES  9am–5pm, Mon–Fri

Harford Street
Tower Hamlets Parents Advice Centre
85 Harford Street
London E1 4PY

T 020 7364 6489/ 020 7702 8316 (Helpline)
F 020 7364 6392
E pac@towerhamlets.gov.uk
W www.towerhamlets.gov.uk/data/learning/data/parents-advice-centre.cfm

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.

OPENING TIMES  Helpline: 9am–5pm, Mon–Fri. Drop-in Advice Session: 9:30am–3:30pm, Tues. Office: 9am–5pm, Mon–Fri.
Teresa House
74 Cephas Avenue
London E1 4AB

T 020 7702 8800
E info@springboardha.org.uk

16 self-contained units of supported housing.

OPENING TIMES 9am–5pm, Mon–Fri

Services for Homeless People
Heather Lodge, 64–68 Violet Road
Bow
London E3 3QH

T 020 7531 4760
F 020 7531 4790
E kdavies@trha.net

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

OPENING TIMES 24hrs, 7 Days a Week
Crisis Skylight is a learning and activity centre. It provides an inspirational learning environment where people who have experienced homelessness have the opportunity to build on existing skills or develop new ones, helping them to regain self-esteem and confidence. The centre is open to other members of the public to create an integrated and vibrant community. Members can take part in practical and creative workshops including art, woodwork and tai chi. The Learning Zone, a high specification training suite within Skylight, provides basic skills training in IT, literacy, numeracy and ESOL (English for speakers of other languages).

**OPENING TIMES**  Mon–Thurs, 2pm–8pm. Fri, 2pm–7pm. Sat & Sun, 11am–4pm.
**Mind in Tower Hamlets and Newham – Advocacy Service**

Mind in Tower Hamlets Advocacy Service  
Mile End Hospital, Burdett House  
Bancroft Road  
London E1 4DG

T 020 8121 5508  
E info@mith.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** 9am–5pm, Mon–Fri

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**National Mind**  
15–19 Broadway  
London E15 4BQ

T 020 8519 2122 / 0845 766 0163 (Mindinfo line)  
F 020 8522 1725  
E contact@mind.org.uk  
W www.mind.org.uk

National Mind works to create a better life for everyone with experience of mental distress by: advancing the views, needs and ambitions of people with mental health problems; challenging discrimination and promoting inclusion; influencing policy through campaigning and education; inspiring the development of quality services which reflect expressed need and diversity; and achieving equal rights through campaigning and education. In all our work we promote our values: autonomy, equality, knowledge, participation and respect.
NORCAP
112 Church Road
Wheatley
Oxfordshire OX33 1LU

T 01865 875 000
F 01865 875 686
E enquiries@norcap.org
W www.norcap.org.uk

NORCAP is a charity that offers support and searching advice to adults affected by adoption. We hold the largest Contact Register in the country and provide specialist services such as an Intermediary Service to ease reunions. NORCAP members also receive regular newsletters and access to support groups and those who have had similar experiences.

OPENING TIMES 10am–1pm; 1:30pm–4:30pm; 5pm–8pm, Monday 10am–1pm; 1:30pm–4:30pm, Tuesday to Friday.

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

T 020 7375 1002 (Office)/0845 767 8000 (SANЕline)
F 020 7375 2162
E info@sane.org.uk
W 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, SANЕline and by email, via SANЕmail.

OPENING TIMES Office: 9:30am–5:30pm, Monday to Friday. SANЕline: 6pm–11pm every day. Calls to SANЕline charged at local rate.
PACE
34 Hartham Road
London N7 9JL

T 020 7700 1323
F 020 7609 4909
E general@pace.dircon.org.uk
W www.pacehealth.org.uk

PACE is an organisation which responds to the emotional, mental and physical health needs of lesbians and gay men in the greater London area. Services include: counselling, advocacy, groups and workshops, HIV prevention, youthwork and training. All staff and volunteers providing services at PACE themselves identify as lesbian or gay, and are thus able to understand the particular issues brought by users in relation to their sexuality, in an affirming and non-judgemental way. We are also able to assist people exploring or uncertain about their sexuality, and we offer training courses for anyone wanting to understand the issues facing lesbians and gay men.

OPENING TIMES 9am–5pm, Mon–Fri
Tower Hamlets Emergency Duty Team
2nd Floor, Mulberry Place
5 Clare Crescent
London E14 2BG

T 020 7364 4079

An emergency Social Services team who respond to urgent situations outside normal office hours – evenings, weekends and public holidays. 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. Because the team is designed to deal with emergencies, any matters that can safely be left until the next day should not be referred via the Emergency Duty Team.

OPENING TIMES  Out of hours ASW service linked with Home Treatment Team. 5pm–9am weekdays.
Ronald Street
Resource Centre for Older People
35 Ronald Street
London

T 020 7364 7750
F 020 7364 7758

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 making about planning and provision of services to meet their needs.

OPENING TIMES 9am–5pm, Mon–Fri

Flu/Pneumococcal vaccination

All people who are over 65 years can have a free flu jab from their GP surgery every year (September to January) to prevent them from getting seasonal flu. It is a really important injection to have to prevent this serious illness which can sometimes result in hospital admission and accounts for 3,000 deaths per year in this country. Those over 65 years can also have the free pneumococcal vaccination to prevent pneumonia which is a one off injection which will protect for a number of years.

People under 65 years with long-term chronic conditions such as diabetes and heart disease are also entitled to the yearly free flu jab and the one off pneumococcal jab. For more information contact your GP surgery.
Family Action – Building Bridges
Albert Jacobs House, 62 Roman Road
Bethnal Green
London E2 0PG

T 020 7364 3406
F 020 7364 3408
E LynthiaG@fwath.org.uk

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

OPENING TIMES 9am–5pm, Mon–Fri

Parental Mental Health Service
Noah Solarin
Stepney Wapping CMHT
Steel’s Lane Health Centre, Commercial Road
London E1

T 020 7791 3701
E Rosie.Loshak@towerhamlets.gov.uk
E Oliver.Kianchehr@towerhamlets.gov.uk

The parental mental health service aims to support children and families where a parent is a service user of the community mental health teams. We offer advice and consultation to mental health staff, early intervention and preventive work to families. This may include liaising with schools, facilitating referral to specialist services, facilitating children’s attendance at out of school activities, etc. The service is currently staffed by a team manager, and two children’s specialists in adult mental health, based in Stepney Wapping and Isle of Dogs Community Mental Health teams.
Perinatal Service
First Floor, Burdett House
Mile End Hospital, Bancroft Road
London E1 4DG

T 07813 985352 – trust mobile
T 020 8121 5526
E aneita.lewis@eastlondon.nhs.uk
E rebecca.moore@eastlondon.nhs.uk

The service consists of two doctors and a specialist nurse. We take referrals for women with pre-existing or new onset moderate to severe mental illness during pregnancy and up to a year postnatally. Referrals can be sent via letter or fax and we are happy to give advice also re medication management.

OPENING TIMES 9am–5pm, Mon–Fri
East London Asian Family Counselling
1st Floor, Oxford House
Derbyshire Street, Bethnal Green Road
London E1 6HG
T 020 7739 5058
F 020 7739 5053
E elafc1@yahoo.co.uk

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

OPENING TIMES  9am–5pm, Mon–Fri

Patients Council
10 Pepper Street, Glengall Bridge
London E14 9RP
T 020 7093 4203

The Patients Council aims to empower in-patients and ex patients of Mile End Hospital so that they may participate in the management planning and delivery of mental health service provision and practice in Tower Hamlets.

OPENING TIMES  9am–5pm, Mon–Fri

Primary Care Consultant Psychiatrist
Tower Hamlets Centre for Mental Health
1st Floor, Burdett House
Mile End Hospital, Bancroft Road
London E1 4DG
T 020 8121 5540
F 020 8121 5466
W www.eastlondon.nhs.uk

Out-patient assessment in primary care setting of mild and moderate mental illness.

OPENING TIMES  9am–5pm, Mon–Fri
Tower Hamlets Centre for Mental Health
Psychology Secondary Service
1st Floor, Burdett House
Mile End Hospital, Bancroft Road
London E1 4DG

T 020 8121 5403
F 020 8121 5410
W www.eastlondon.nhs.uk

Team of qualified and trainee clinical psychologists provide psychological interventions, using a variety of modalities, to individuals, couples and families referred by other professionals within secondary M.H. services, and from psychologists in primary care. Clients may be either in-patients or out-patients when referred. The team members also work closely with in-patient ward teams and provides consultation, teaching and training to other staff within the mental health Trust, and contributes to service development and clinical governance.

OPENING TIMES 9am–5:30pm, Mon–Fri

Tower Hamlets Community & Primary Care
Psychology Counselling Service
Steels Lane Health Centre
384–398 Commercial Road
London E1 0LR

T 020 7791 3660
F 020 7791 3669
E wendy.alexander@thpct.nhs.uk
W www.thpct.nhs.uk/ourservices

We are a team made up of Clinical Psychologists, Counsellors, Counselling Psychologists and Primary Care Mental Health Workers. We see most of our clients in their own GP practice, to help them understand and manage various psychological problems such as depression, anxiety and relationship difficulties. We also offer some services centrally, such as the stress management course and the systemic family therapy service for couples and families. Other services, which span the borough include the Disability Counselling Service for people with newly acquired disabilities or long term illness, their
partners and family members and a service for parents with under 5’s in Children’s Centres where we prioritise those experiencing postnatal or antenatal depression. Our administrative base is Steels Lane Health Centre.

**OPENING TIMES** 9am–5pm, Mon–Fri

**The Discovery Service**
Adult Psychology Department
1st Floor, Burdett House
Mile End Hospital, Bancroft Road
London E1 4DG

**T** 020 8121 5403
**F** 020 8121 5410
**W** www.eastlondon.nhs.uk

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

**OPENING TIMES** 10.30am–2.30pm, Thursdays only

**Tower Hamlets Primary Care Clinical Health Psychology**
Steels Lane Health Centre
348–398 Commercial Road
London E1 0LR

**T** 020 7791 3660
**F** 020 7791 3669

Psychology treatment for in-patients and out-patients who have mental health needs as a result of physical health problems they are being treated for. The service also offers psychology treatments for people with obesity issues.

**OPENING TIMES** 9am–5pm, Mon–Fri
**Tower Hamlets Primary Care Disability Counselling Service**
Steels Lane Health Centre
384–398 Commercial Road
London E1 0LR

T 020 7791 3660/3667/3661
F 020 7791 3669

Offers service for people with an acquired disability or with a life threatening serious illness. Appointments can take place at home and carer and family support are also available.

**OPENING TIMES** 9am–5pm, Mon–Fri

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**Tower Hamlets Psychotherapy Service**
1st Floor, Burdett House
Mile End Hospital, Bancroft Road
London E1 4DG

T 020 8223 8075
F 020 8223 8078
W www.eastlondon.nhs.uk

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.

**OPENING TIMES** 9am–5pm, Mon–Fri

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

T 020 7501 1081
F 020 7537 7944
E info@mith.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. We can offer counselling in the evening on Thursday as well as on Saturday mornings for those who find it difficult to attend during working hours.

**OPENING TIMES**  9am–5pm, Mon–Fri

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**EIGHT TIPS FOR EATING WELL**

1. Base your meals on starchy foods
2. Eat lots of fruit and veg
3. Eat more fish
4. Cut down on saturated fat and sugar
5. Try to eat less salt – no more than 6g a day
6. Get active and try to be a healthy weight
7. Drink plenty of water
8. Don’t skip breakfast

For more information go to:  
www.eatwell.gov.uk/healthydiet/eighttipssection/8tips
Hidden Universe of Self Harm (HUSH)
Pritchards Road Day Centre, Marion Place
London E2 9AX

T 020 7093 1299

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.

Two sessions per week.

Beside – Agoraphobia Club
1 Merchant Street
London E3 4LY

T 020 8980 9787
E beside@btconnect.com
W www.beside.org.uk

Humanistic therapeutic group tackling anxiety and anxiety related behaviour in which participants share coping strategies and offer each other social support.

Mental Health Service User Involvement Project
Room 1, Attlee House, Toynbee Hall
28 Commercial Street
Tower Hamlets
London E1 6LS

T 020 8313 9725
F 020 7426 0758
E charleen.elliott@community-options.org.uk

The Mental Health User Involvement Project aims to ensure user involvement is co-ordinated and supported throughout Tower Hamlets by working with organisations and user-led community groups. The project aims to work with people to be able to provide information on choices and opportunity in regards to their rights and access to services as well as enabling service users to become involved in the planning.
and development of local services. This is achieved by working with voluntary sector representatives and the statutory sector and by providing training for service users to be able to contribute to and be involved in decision making and service improvements. The concept of recovery is at the heart of the culture of the service.

OPENING TIMES 9am–5pm, Mon–Fri

**BESIDE – User Support Involvement & Empowerment Link Forum (BUSIE)**
Beside, 1 Merchant Street
London E3 4LY
T 020 8980 9787
E beside@btconnect.com
W www.beside.org.uk

**Bowhaven User-run Mental Health Centre**
Bow Community Hall, William Place
Roman Road
London E3 5ED
T 020 7364 5531
F 020 8983 3257
W 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 MH issues. A registered charity and company we support many user-run groups with MH 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 MH 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.

OPENING TIMES 10am–7pm, Mon–Fri
**Smiley Bello Gita**  
Attlee House, Toynbee Hall  
28 Commercial Street  
London E1 6LS  
T 020 8313 9725  

This is a user-led group which provides outings and trips to mental health service users. This includes trips to the seaside, theatre, festivals, country shows, cities and towns as well as the countryside.

**Square Smile**  
E13 0DW  

Staff offer support to residents to encourage recovery and social inclusion. Support with activities of daily living, as well as community engagement and meaningful occupation is offered.

**OPENING TIMES**  
9am–5pm, Mon–Fri

**Rethink**  
Head Office  
30 Tabernacle Street  
London EC2A 4DD  
T 0845 456 0455 (Head Office)  
T 020 8974 6814 (Rethink Advice Service)  
F 020 7330 9102  
E info@rethink.org  
W www.rethink.org

Dedicated to improving the lives of everyone affected by severe mental illness, whether they themselves have a condition, care for others who do, or are professionals or volunteers working in the mental health field. Rethink provides a wide range of community services including employment projects, supported housing, day services, helplines, residential care and respite centres. All our services try to help people take more control of their own lives by building their confidence and strengthening their skills. With nearly 400 services, we support thousands of people every day.
OPENING TIMES  Office: 9am–5:30pm, Monday to Friday.
Telephone Advice Service: 10am–3pm Monday, Wednesday & Friday;
10am–1pm, Tuesday & Thursday.

Mental Health Foundation
9th Floor, Sea Containers House
20 Upper Ground
London SE1 9QB

T 020 7803 1100
E mhf@mhf.org.uk
W www.mhf.org.uk

We exist to help people survive, recover from and prevent mental health problems. Within one organisation, we bring together teams that undertake research, develop services, design training, influence policy and raise public awareness. We are keen to tackle difficult issues and try different approaches, many of them led by service users themselves. We use our findings to provide high quality information, publications, training materials and online services for statutory, voluntary and community organisations and for the general public. We also work to influence policy development including Government, at the highest levels. We use our knowledge to raise awareness and to help tackle stigma attached to mental illness and learning disabilities. We reach millions of people every year through our media work, information and online services. The Mental Health Foundation incorporates the Foundation for People with Learning Disabilities.
Tower Hamlets Centre for Mental Health Social Club
Greatorex Street
London

W 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.

CLUB TIMES 6pm–9pm

Performing Arts & Cinema Club
Beside, 1 Merchant Street
London E3 4LY

T 020 8980 9787

User-led group set up to watch films and plays and socialise.

Cookin
Beside, 1 Merchant Street
London E3 4LY

T 020 8980 9787
W www.beside.org.uk

Support and activity group for service user learning skills regarding cooking and healthy eating and diet.

OPENING TIMES 10am–5pm

Craft Club
Princess Royal Carers Centre
London E1 0SG

T 020 8980 9787
W www.beside.org.uk

Individuals make their own choice of art or craft work. Artist provides support.
Exercise & Depression
Beside, 1 Merchant Street
London E3 4LY
T 020 8980 9787
W www.beside.org.uk
A user-run service to help people combat depression. Provides accompanied group visits to the gym, swimming, cycling, fitness and other sport-related activities.

Friday Coffee Morning
Beside, 1 Merchant Street
London E3 4LY
T 020 8980 9787
W www.beside.org.uk
Social drop-in with opportunity to borrow DVDs, videos and books from Recovery Library.
OPENING TIMES Fri, 10:30am–12:30pm

Musical Minds
Beside, 1 Merchant Street
London E3 4LY
T 020 8980 9787
W www.beside.org.uk

Outgoings Group – Billy’s Trips
Beside, 1 Merchant Street
London E3 4LY
T 020 8980 9787
W www.beside.org.uk
This is a social group which aims to provide a safe space for people with mental health issues to enjoy friendship while taking part in organised day trips. A user-led service that provides day trips by bus to destinations outside London.
**Wednesday Coffee Afternoon**
Beside, 1 Merchant Street  
London E3 4LY

- **T** 020 8980 9787  
- **W** www.beside.org.uk

**GROUP MEETING TIME** 12pm–2pm, Weds

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**Outward Club**
William Place, Bow Community Hall, Roman Road  
London E3 5EU

- **T** 020 7364 5531

User-led group which meets once per week. Activities include: pool, keep fit, music, TV/video, massage, cinema club, bingo, arts and crafts, outings and cooked meals.

**OPENING TIMES** 9am–5pm, Mon–Fri

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

- **T** 020 7501 1081  
- **F** 020 7537 7944  
- **E** info@mith.org.uk

Mind in Tower Hamlets is a community mental health resource service offering a wide range of activities and support groups for people with mental health problems. There are culturally specific services for the Somali, Bengali and African and Caribbean communities. We offer a counselling service, welfare benefit advice service, advocacy service and have a cafe and drop-in service twice a week. We offer a range of therapies such as art, music, complementary services, woodwork and photography. We also run a range of training sessions for service users to attend and attain certification.

**OPENING TIMES** 9am–5pm, Mon–Fri
**Sunrise**  
William Place, Bow Community Hall, Roman Rd  
London E3 5EU  

T 020 7364 5531  

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

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

T 020 7510 1081  
F 020 7537 7944  
E info@mith.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** 10am–5pm
Primary Care Mental Health Workers
Community & Primary Care Psychology & Counselling Service
Steels Lane Health Centre, 384–398 Commercial Road
London E1 0LR
T 020 7791 3660
T 0870 890 2565 (Direct line)
F 020 7791 3669
E sarah.saqi-waseem@thpct.nhs.uk

Primary Care Mental Health Workers facilitate mental healthcare in the primary care setting, working as part of a primary healthcare team in general practices. They provide guided self-help for common mental health problems such as Generalised Anxiety Disorder, Anxiety/Panic, and Depression. They also provide basic CBT interventions working through structured programmes; a source of information for GPs about services in the area; practical support to help clients access services. There is also access to Syhleti speaking workers.

OPENING TIMES 9am–5pm, Mon–Fri

Community Development Workers (CDW)
1st Floor, Beaumont House
Mile End Hospital, Bancroft Road
London E1 4DG
T 020 8223 8421
E farhad.ahmed@thpct.nhs.uk

This is a non-clinical strategic service to reduce and eliminate ethnic inequalities in mental health service experience and outcome. Contributing to the Tower Hamlets ‘Delivering Race Equality’ plan; to support the development of services for BME communities in dealing with mental health and mental ill health; to bridge the gap between western models of care and traditional support structures as well as support early intervention and access to statutory and non-statutory services; to work collaboratively across a range of statutory and voluntary agencies towards improving the mental health and well being of BME communities by bringing together opportunities for improved health; contributing to the PCT’s Equalities and Diversity
agenda. The CDW Team work with and support the local BME communities to build capacity within them, to ensure their views are taken into account by the statutory sector during planning and delivery of services.

**OPENING TIMES** 9am–5pm, Mon–Fri

**See also**
*Information, Advice & Advocacy – Page 49*
New Start Womens Group
William Place, Bow Community Hall, Roman Road
London E3 5EU
T 020 364 5531

To meet and plan activities in a safe and friendly environment. To empower mental health service users to make better use of facilities in the community and elsewhere. To motivate users to help in the running of the group and activities. Involves discussion and support group for women as well as therapeutic activities such as massage.

24hrs, 7 Days a Week

Survivors UK
2 Leathermarket Street
London SE1 3HN
T 020 7357 6222
T 0845 1221201 (Helpline)
F 020 7357 7766
E info@survivorsuk.org.uk
W www.survivorsuk.org.uk

Survivors UK supports and provides resources for men who have experienced any form of sexual violence. We aim to actively promote awareness of both the prevalence and effect of the sexual abuse and rape on boys and men. Survivors UK provides information, support and one-to-one counselling, facilitated groups, training to agencies dealing with rape and survivor issues and referrals via the National Register of Male Sexual Assault Counsellors (NRMSAC).

OPENING TIMES  Office: 10am–4pm, Monday to Friday.
Helpline: 7pm–10pm, Tuesday & Thursday.
**Early Intervention Service**
Burdett House
Mile End Hospital, Bancroft Road
London E1 4DG

T 020 8121 5530
F 020 8121 5495
W 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.

**OPENING TIMES** 9am–5pm, Mon–Fri

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**Barnados**
Tanners Lane, Barkingside
Ilford
Essex IG6 1QG

T 020 8550 8822
F 020 8551 6870
E dorothy.howes@barnardos.org.uk

Barnados aims to help children and young people in the greatest need by running a variety of different services each has the same goal – to help disadvantaged children reach their full potential. We help them to overcome challenging experiences and tackle the effects of being disadvantaged and to help them develop into well-rounded adults.

**See also**
*Information, Advice & Advocacy – Page 49*
Mind in Tower Hamlets and Newham – Welfare Rights Project
Open House, 13 Whitehorn Street
London E3 4DA

T 020 7537 7284
F 020 7537 7944
E info@mith.org.uk
W www.mith.org.uk

A voluntary mental health resource offering a wide range of activities and support groups for people experiencing mental health problems. There is a range of culturally specific services and a user-led social group where members get together to support each other. The Welfare Rights Project provides housing and benefits advice, including referral to specialist agencies/solicitors if unable to assist. 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. Affiliated to National Mind.

OPENING TIMES Office: 10am–5:30pm, Monday to Friday.
10am–5pm, Monday & Wednesday (Welfare Rights).
10am–2pm, Monday, Thursday & Friday (Training Café).

See also
Information, Advice & Advocacy – Page 49
Gam-Anon UK Ireland
National Service Office
PO Box 89
London SW10 0EU

T 020 7384 3040 / 08700 50 88 80 (Helpline)
E contact@gamanon.org.uk

Gam-Anon is a fellowship of men and women who are partners, relatives or close friends who have been affected by the gambling problem. The purpose of the group is to welcome, give assistance and comfort to those affected by the gambling problem, learn to understand the gambling problem and its impact on our lives; give encouragement and understanding to the gambler when they join Gamblers Anonymous and use the programme and its problem-solving suggestions as aids in rebuilding our lives.

OPENING TIMES  Helpline: 24hrs, 7 Days a Week

Gamblers Anonymous (UK)
National Service Office
PO Box 89
London SW10 0EU

T 08700 50 88 80 (Helpline)
W www.gamblersanonymous.org.uk

Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same. Gamblers Anonymous exists to ‘pick up the pieces’ when gamblers or those affected by gambling ask for help – and nothing else.

OPENING TIMES  Helpline: 24hrs, 7 Days a Week
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Please visit the directory on-line at: www.thpct.nhs.uk/mentalhealth