

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

How To Contact Us

Family Action Tower Hamlets
Carers Connect Service
Albert Jacob House
62 Roman Road, 1st Floor
Bethnal Green
London E2 0PG

Tel: 020 7364 3497 / 3514
Fax: 020 7364 3408
Email: carersconnect@family-action.org.uk
www.family-action.org.uk

Tower Hamlets 
Primary Care Trust

Family Action Tower Hamlets
Carers Connect Service is funded by the
Tower Hamlets Primary Care Trust.

Family Action Central Office

501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251
Fax 020 7249 5443 info@family-action.org.uk www.family-action.org.uk
Registered charity n° 264713.



family
action

Family Action
Tower Hamlets
Carers Connect
Service

Supporting Carers in their homes

supporting families since 1869

Do You Care For Someone With Mental Health Issues?

If so, Family Action Tower Hamlets Carers Connect Service could support you in your caring role.

We visit carers in their homes and could help you by:

- assessing your needs as a carer
- applying for welfare benefits and other financial assistance
- referring you for services and support specifically designed for carers
- supporting you to attend important appointments
- providing information and support about mental health conditions and treatment
- inviting the children of the person you care for to fun events and outings during school holidays and half-terms

Through membership of our Carers Support Group, you would also have the chance to meet service providers and funders and help influence the way carers' services are provided in Tower Hamlets.

How We Work

This service is a non-stigmatising support service for the carers' of individuals with enduring mental health problems living in Tower Hamlets.

Access to this service is via a referral system. Referrals are accepted from statutory agencies, voluntary organisations and self-referrals. These may be made in writing or by telephone.

The project offers a home visiting service provided by Support Workers with appropriate skills, experience and language capabilities, who assess needs on an individual basis and provide emotional and practical support as required.

The project is committed to offering direct support and advice to carers; informing and linking carers to statutory and voluntary agencies. A significant part of our work is to identify gaps in services and carers' views about existing services, so that they are tailored more to carers' individual needs.

We have English, Sylheti and Somali speaking staff.

How We Can Help You

We could help if you:

- look after someone with mental health difficulties.
- need advice or support.
- need time for yourself.
- have money worries.

In the long term, we aim to help carers to be a more fully-established group in the borough. Carers will have a voice in the design and delivery of services to meet the diverse needs of carers of adults experiencing mental health problems.

If you would like to speak to one of our team to find out how we might be able to help you, please call:

020 7364 3497 or 020 7364 3514.