

INFORMATION SHEET 10



Specific Services For Carers From Black And Ethnic Minority Communities



Taking on the role of an unpaid, informal carer can be trying and frustrating. Finding out where help is available and who to approach is in itself a daunting task. When English may not be your first language the job of finding help is that much more difficult.

Help in the form of interpreters, language line and leaflets are available and can be obtained through the agencies listed.

SERVICES PROVIDED BY BARKING, HAVERING & REDBRIDGE NHS TRUST AND FOREST HEALTHCARE TRUST

Interpreters: All hospitals within the Trusts have interpreters speaking a range of languages. If you have an appointment to see someone and need to have an interpreter you must let the appropriate department know in advance and they will ensure someone is there to help you. Forest Healthcare use Language Line that offers translations into 140 different languages.

If your admission/visit to hospital is an emergency, the hospital staff will do everything they can to find an appropriate interpreter.

Leaflets: Leaflets on a wide range of topics are available at many departments within the Trusts.



Dietary Needs: Many dietary needs are recognised and every effort is made to supply meals to meet the requirements of in-patients. Do please ask if there is anything specific you require.

Drug & Alcohol Service: Interpreters can be arranged for non-English speaking clients with drug and alcohol problems. Drop-in services Mon- Fri 9.00am - 5.00pm. Self-referrals welcome. Ilford Chambers, Chapel Road, Ilford. **020 8924 6510**

SERVICES PROVIDED BY THE LOCAL AUTHORITY

Council Tax and Housing Benefit Office use Language Line, which offers translation into over 140 different languages to help their customers access services more readily. The Outreach Services targets ethnic communities across the borough. For an appointment with the Outreach Officer call 020 8708 4532

For details on the following services call

Council Tax Benefits	020 8708 4512
 Housing: Benefits	020 8708 4547
 Welfare Benefits	020 8708 4180

Black & Ethnic Minority Mental Health Befriending & Support Project - Provides advice and information - increasing carers involvement in planning and provision of services available for people with mental health problems. Assists access to statutory and voluntary service provision. Home visits, organises self-help groups (see entries for Aquaba and

Milan). Ley Street House, 497-499 Ley Street, Ilford IG2 7QX

020 8708 5166

New Commonwealth Women's Mental Health Project - offering social contact for Asian and African-Caribbean women. For further details on the service, please contact

020 8553 2736

SERVICES PROVIDED BY VOLUNTARY ORGANISATIONS

Age Concern Redbridge - Provides information and support to people over 55 years of age living in the London Borough of Redbridge. Age Concern (Redbridge) 17 Station Road, Ilford, IG1 4DW

020 8220 6000

Aquaba - For African and Caribbean clients - for advocacy, self-advocacy, empowerment, giving users autonomy to deal with their mental health problems and also to benefit carers. Group meet at 19 Mansfield Road, Ilford. For further details contact

020 8708 5166

Asian Women's Aid Zone (AWAZ)- deals with all issues linked to Asian women and families of Domestic Violence. To empower women by providing facilities for training and help with interview skills and CV's.

020 8709 6737

Bengali Welfare & Cultural Society (Redbridge)- run groups at St George's Church Hall, Woodford Avenue Gants Hill. 50+ Lunch Club on alternate Sundays 12 noon - 4pm. Cultural events and re-unions are held regularly. A school of music to study Bengali music runs and a Youth Club is held for the younger people. For more information please call

020 8597 7069

Caribbean Melting Pot- focused on Caribbean community aged over 50. The group meet to discuss provision of health promotion, information, advice and support as well as support with loneliness and isolation.

020 8478 7873

Disabled Asian Women's Network (DAWN)- this support group offers advice, support and counselling, as well as other activities.

020 8597 4883

Redbridge Disabled Women's Welfare Association (R- dwwa) Provides information and support to elderly and disabled women. Luncheon club weekly. Regular outings with social and cultural events. Talks given on health - diets, diabetes etc. For further details please call

07980 832 709

Ilford Muslim Community Centre - The centre which serves the Asian community The centre provides information and advice on a range of topics, offers English classes, keep fit, games, sports and outings. Caters for disabled men/women groups. Arranges functions (religious festivals etc.). For details contact Ilford Muslim Community Centre, Eton Rd, Ilford IG1 2UE.

020 8514 0706

London East Aids Network (L.E.A.N.) - Providing care and support services for people with HIV/AIDS and their families and carers in Redbridge. For further details - LEAN Bridge House 6 Mildmay Road Ilford IG1 1DZ.

020 8478 7619

Milan Dost - For Asian men service users - for advocacy, self-advocacy, empowerment, giving users autonomy to deal with their mental health problems and also to benefit carers. Group meet at 19 Mansfield Road, Ilford .For further details call Tel: **020 8708 5166**

Pakhtoon Welfare Association (P.W.A.) - Primarily for the welfare of all Pakhtoons (Pathans-Afghans) in East London and surrounding areas. 11 Hazelbrouck Gardens, Ilford IG6 2XN
020 8514 2553

Redbridge Citizens Advice Bureau - Gives advice and information to clients. A range of languages is spoken at the Bureau. An outreach worker is available to undertake home visits. For further details contact C.A.B. 2nd Floor, Broadway Chambers, 1 Cranbrook Road, Ilford, IG1 4DW.
08701 264 140

Redbridge Gujarati Welfare Centre- meet at Ilford Methodist Church, Ilford Lane. The Centre offers a range of activities including information and advice relating to health, security, benefits and finance. Social events, keep-fit for body and mind, day trips and regular Satsangs (prayer/hymn meetings) are held.
020 8270 2303

Redbridge Indian Welfare Klub (RIWK) - A social club for the over 50's. For further details call
020 8590 9934

Gujarati Senior Citizens Welfare Association Redbridge- offers advice and guidance and the opportunity to meet socially and share cultural events. **020 8599 9855**

Redbridge Punjabi Centre- The centre offers a number of activities during the week to the Asian Community
020 8478 4962

Redbridge Jewish Care - Offers the Jewish community social services, social work assessment and processing, residential/nursing care, homecare, day care for adults. Jewish Care, The Dennis Centre, 84 Beehive Lane.
020 8922 2626

Redbridge Racial Equality Council - Serving all communities with a focus on ethnic minority communities. Working towards the promotion of racial equality and the elimination of racial discrimination. Redbridge REC, The Methodist Church Hall, Ilford Lane Ilford IG1 2JZ.
020 8514 0688

Redbridge Refugee Forum - Serving all asylum seekers and refugees. Working directly with client group by way of English language classes (with crèche facilities), social activities, and casework provision. Also work with service providers to address needs and raise awareness on issues. Provides limited support to refugee organisations with regard to development work. Redbridge Refugee Forum, Broadway Chambers, 1 Cranbrook Road, Ilford. IG1 4DU.
020 8478 4513

Redbridge Carers Support Service would like to acknowledge the help given by all the organisations that responded to our enquiries. If you know of any other groups offering help to carers from Black & Ethnic Minority communities, can you please send the details to RCSS on **020 8514 6251**, Fax 020 8553 2293 e-mail office@rcss.org.uk

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