

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

There are times in our lives when we have difficulties and need support. There could be many different reasons for wanting to talk to someone. You may be having problems at home which you want to discuss, or you may need information about local services.

If it would help to talk to someone who can listen and provide advice and information, please contact us at the Hackney WellFamily Service:

Family Action  
Hackney WellFamily Service  
Woodberry Down Primary School  
Woodberry Grove  
London  
N4 1SY

Tel: 020 8802 6794

Fax: 020 8802 4069

### Family Action Central Office

501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251  
Fax 020 7249 5443 [info@family-action.org.uk](mailto:info@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)  
Registered charity n° 264713.



## Family Action Hackney WellFamily Service

Providing support to families affected by parental mental illness

supporting families since 1869

## What the Service Offers

You can talk to us about any problem you have. If we think another service may be able to help you more effectively, we will refer you if that is what you want. If we do not have the information you need, we will put you in touch with an organisation that can help.

The WellFamily Service has close links with health services but is provided by Family Action, an independent organisation. Any conversation you have with us will be confidential, and no information will be passed on to anyone else without getting your permission first. The only exception is where you or someone else is considered to be at risk. You can ask to see your personal records at any time.

Family Action welcomes referrals from everyone whatever their race, religion, age, gender, sexual orientation or disability.

## How Can We Help You?

This list gives you some ideas about the issues you might want to discuss:

- Difficulties with/worries about children
- Relationship difficulties
- Feelings of depression, anxiety and isolation
- Difficult decisions you need to make
- Caring for family or friends
- Local services, e.g. childcare and welfare services
- Family finances
- Drugs and alcohol
- Violence at home
- Bereavement
- Adult education
- Housing and accommodation issues

## How To Get In Touch

You can make an appointment by contacting your GP or another health professional, or by making a self-referral at your surgery.

At the first meeting you can discuss any issues you may have and together we will plan how the WellFamily Service can help you. If more than one meeting is necessary, we can arrange future appointments.