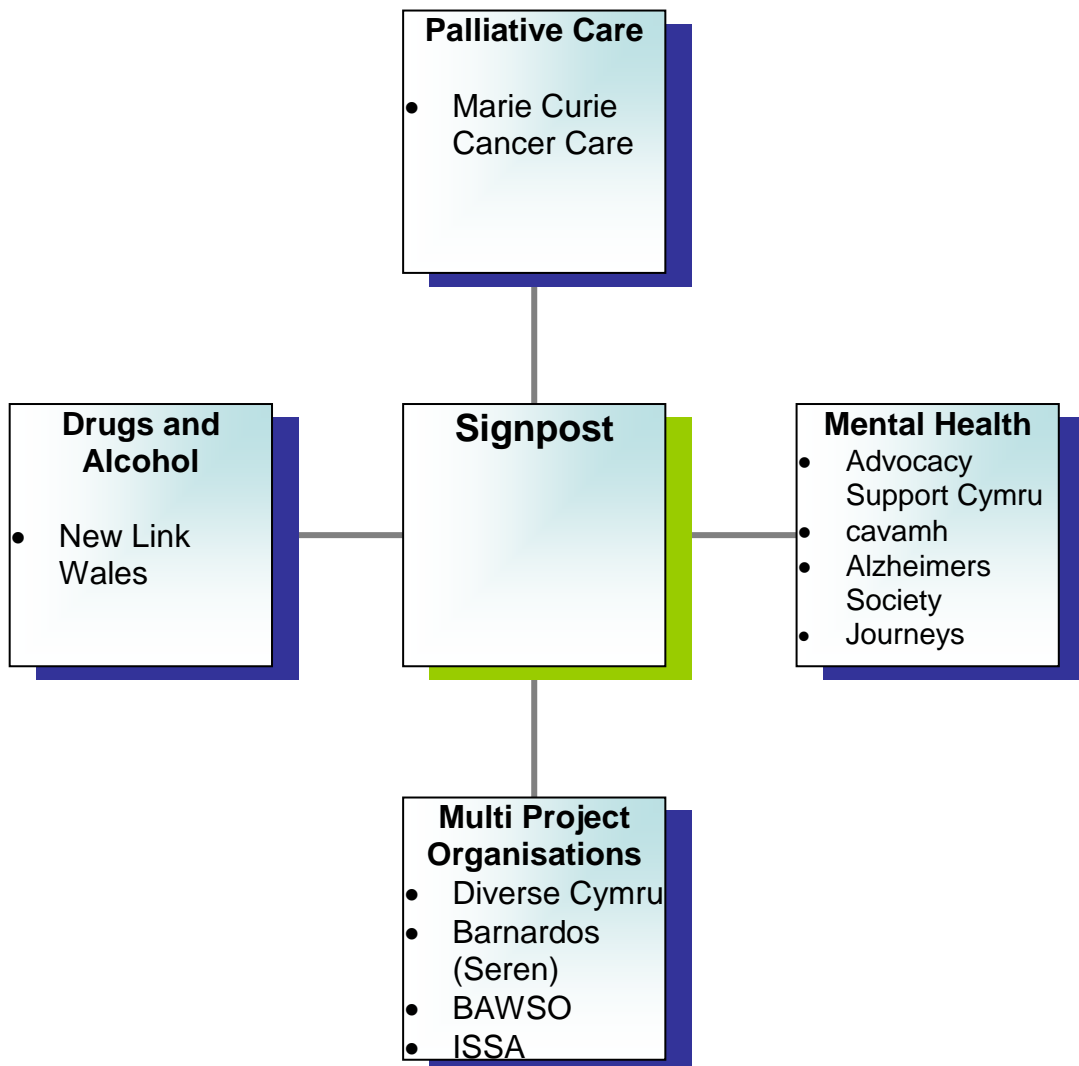


Health and Wellbeing Services in Cardiff and the Vale of Glamorgan



Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Index of Agencies

- Advocacy Support Cymru
- Alzheimer's Society
- Barnardos - Seren Project
- BAWSO- Black Association of Women Step Out
- Diverse Cymru
- IHSAAN Social Support Association- ISSA Wales
- Journeys
- Marie Curie Cancer Care
- Newlink

Please note this is not an inclusive list - for other services please See **Directory of Mental Health Services in Cardiff and the Vale of Glamorgan** on www.cavamh.org.uk Tel: 029 20222000

This leaflet has been produced by Cardiff and Vale Mental Health Forum Black and Minority Ethnic Group

Contact c/o cavamh: 029 2022 2000
linda@cavamh.org.uk

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Advocacy Support Cymru Independent Mental Health Advocacy (IMHA)

Type of Organisation: Charity No: 07524059

Area: - Cardiff and the Vale of Glamorgan

Aims & Objectives

Provide a Free Independent and Confidential Mental Health Advocacy Service

Service

You can request the support of a mental health advocate who can support you with:

- Understanding your legal rights
- Medication and care
- Ward rounds
- Leave and discharge
- Complaints and Compliments
- Care plan meetings
- Seeing your medical records
- Talking to medical staff
- Any other concerns

Due to the wide range of ethnicities we work with, we engage interpreters and translators when need arises.

Access

You can access Independent Mental Health Advocacy if you are:

- Detained in hospital under the Mental Health Act (except sections 135 & 136)
- Subject to a Community Treatment Order or Guardianship
- A Conditionally Discharged Restricted Patient
- Being considered for ECT or neurosurgery
- Informal in-patient in hospital or registered establishment, being treated or assessed for mental condition
- In the community being supported by secondary mental health services

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Contact

Advocacy Support Cymru
Brook House, 2 Lime Tree Court,
Mulberry Drive,
Cardiff Gate Business Park,
Cardiff
CF23 8AB

Tel: 02920540444

Fax: 02920735620

Email: info@ascymru.org.uk

www.asccymru.org.uk

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

**Alzheimer's Society
Side By Side Befriending Service**

Charity: No. 296645

Area: Cardiff & Vale of Glamorgan

Aims and Objectives

To reduce social isolation for people with Dementia and their carers.

Services

Telephone, One to One and Group Befriending.

Languages: Urdu, Hindi, Punjabi, Welsh, African, Malaysian.

Access

Individuals can call us directly (self refer); also referrals via the Social services and the Memory Clinic.

Contacts

Shahida Khan (Befriending Manager)
Alzheimer's Society, Oldwell Court, Ty Gwyn Road, Penylan,
Cardiff. CF23 5DA

Email : Shahida.Khan@alzheimers.org.uk

Tel : 02920434975/ 07703886128

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Barnardo's Seren Project

Charity: No. 216250

Area: Cardiff

Aims

- The Seren Project delivers three units of dedicated floating support to BME young women. The service is delivered to service users for up to approximately 2 years.
- To support and encourage young BME women aged 16-21 who have experienced or are at risk of violence in their home or their country of birth,
- To make informed choices about past and current experiences and to develop the skills and coping mechanisms necessary to move towards independent living.
- To help young women acquire skills, knowledge and awareness to enable them to live more independently in the community.

Objectives

To encourage and enable young BME women:

- To live in a safe, secure, good quality, supported living environment.
- To develop personal, practical and emotional skills.
- To have access to a range of good quality, permanent move-on accommodation.
- To effectively access the resources of the local authority, other support agencies and their communities, to extend their skills, interests and friendships.
- To participate, in shaping and evaluating our service

Service

- Floating housing support X 3.
- Network with other agencies to provide support for young women with their immigration status.
- Offers many levels of support tailored to the individual needs of young women.

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- One to one support.
- Advice on education, training and employment opportunities.
- Practical skills to enable independent living within their chosen community.
- Help for the young women to maintain their tenancy.
- Advice on benefit entitlement.
- Special advice on health issues which affects the Black and minority ethnic community.
- Networking with specialist agencies on forced marriages.
- Helping the young women to talk about and come to terms with their past and plan positively for the future.

Access:

The young person must be aware of and in agreement with the referral. The scheme accepts referrals from the following:

- Other housing / hostel providers
- Self referral
- Social Services
- Police
- Schools, college and university
- Third sector

Contact

Barnardo's Seren Scheme,
Barnardo's Cymru
Marlborough Road Partnership
44-46 Marlborough Road
Cardiff
CF23 5BX

Tel: 029 2049 7531
Fax: 029 20453083

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

BAWSO

Ethnic Minority Mental Health Awareness Project

Charity : No. 1084854

Area

Cardiff and the Vale of Glamorgan (Wales wide organisation)

Aims

The aim of the EMHAP project is to work in Wales helping BME women to raise their level of awareness on mental health issues and to overcome barriers, access mainstream services and empower them to build confidence, gain skills and cope well with mental health issues.

Services

- Healthy Eating
- Laughter Therapy
- Confidence Building
- Talking Therapies
- Debt and Finance Management
- IT classes
- Stress Management
- Mental Health Promotion
- Yoga
- Advocacy and Support
- Information on available services
- Interpreting services

Access

Referral through GP, partnerships, organisations, relatives and families, communities or anyone in need.

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Contact

BAWSO
Ethnic Minority Mental Health Awareness Project
9 Cathedral Road,
Cardiff. CF11 9HA
consolacion@bawso.org.uk
www.bawso.org.uk
Tel: 029 2064 4633

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

BAWSO Older People's Project (50+) for BME Communities

Charity : 1084854

Area: Cardiff and the Vale of Glamorgan (Wales wide organisation)

Aim

To improve the health and wellbeing of older persons from BME communities in Wales and promote independent living

Objectives

To reconnect BME older people to the community in order to realize and utilize their skills and contribution.

1. To provide opportunities for BME older people to gain self-respect through the contribution they can make and the respect afforded to them for this – particularly through working with young people.
2. To inform BME older people about ways and means of maintaining and improving their quality of life.
3. To encourage BME older people to adopt healthy life styles and access services to support them
4. To encourage exercise and healthy eating.

Service

- Accompanying to hospitals or GP appointments
- Interpreting Services
- Supporting people in their own homes
- Working with hospitals and social services on behalf of people
- Training and learning IT, English and Arabic class
- Free advice on benefits ,transport and bills
- Volunteering opportunity for 50+
- Career`s support and training
- Arrange physical activities(Walking, exercise and swimming)
- Changing lifestyles

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Access

Referral through GP, partnerships, organisations, relatives and families, communities or anyone in need.

Contact:

BAWSO

Older People's Project

9 Cathedral Road,

Cardiff. CF11 9HA

info@bawso.org.uk

Tel : 029 2064 4633

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Cruse Bereavement Care - Cardiff and the Vale of Glamorgan

Children and Young People's Bereavement Service

Charity No: 208078- a national organisation

Area: Cardiff and the Vale of Glamorgan

Aim

We offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people

Service

The Children and Young People's Bereavement Service offers advice, information and one-to-one and group support for bereaved children and young people aged 25 years and below.

Access

Contact our referral line on: 02920 226166

Contact:

Cruse Bereavement Care - Cardiff and The Vale of Glamorgan
Office

43 Charles Street, Cardiff, CF10 2GB

Tel no : 02920 226300

Email : cardiff@cruse.org.uk

www.hopeagain.org.uk

Laura Gregory – Children and Young People's Officer

43 Charles Street, Cardiff, CF10 2GB

Tel no : 07951 348171

Email : laura@crusecymru.org.uk

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Diverse Cymru BME Mental Health Project

Charity: 1142159 - All Wales Equality Organisation

Area: Cardiff , Vale and wider area

Aims & Objectives

- Provision: To deliver services that reduce inequality and increase independence
- Promotion: Increasing awareness of equality issues
- Participation: Enabling people affected by inequality to engage and speak for themselves
- Inspiring action: Motivating people to take action against inequality

Service

The BME Mental Health Project is the specific project set up for BME adults and all the projects listed below are specifically designed for all the protected categories including the above.

Diverse Cymru services include:

Direct payments, Managed banking, Personal Assistant training, Self directed and independent living, Befriending, Advocacy, BME mental health services, including a children's service, Citizen Involvement, Disability Access project, Volunteering, Training/awareness raising, Consultancy, Equality Impact assessments, Campaigning, Lobbying, Conducting and disseminating research, Information & Communications, Policy & Planning. Diverse Cymru is also a Hate Crime Reporting Centre.
Languages spoken: English, Welsh, Arabic, Farsi, Hindi, Urdu and Punjabi

Access

Through referrals via a referral form – for the BME Mental Health Project, people are usually referred by health professionals, Social Workers, CPN, OT, CMHT's or other mental health projects. **Ring or email for a Referral form.**

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Telephone to make an appointment to speak to a specific Advisor for all other projects

Contact

Samira, Donna or Suzanne - For the BME Mental Health Project
samira@diversesecymru.org.uk, donna@diversesecymru.org.uk,
suzanne@diversesecymru.org.uk

Zainab, Samira or Gwenlli – for the all Wales BME Mental Health & Social Care Advocacy Project – zainab.nur@diversesecymru.org.uk;
samira@diversesecymru.org.uk; gwenlli.hafevans@diversesecymru.org.uk

Ceri or Kirsty – for the Direct Payments project
ceri@diversesecymru.org.uk, kirsty@diversesecymru.org.uk

Annie or Cathy – for the Volunteering and the Citizen Involvement Project
annie@diversesecymru.org.uk; cathy@diversesecymru.org.uk

Anna, Graeme, Laura or Ellie – for the Advocacy Project (Disability benefits & social care)
anna@diversesecymru.org.uk, graeme@diversesecymru.org.uk,
laura.rees@diversesecymru.org.uk, ellie@diversesecymru.org.uk

Dawn, Christine or Ian – for the Families First Project (Supporting families with disabled children)
Dawn.ashton@diversesecymru.org.uk, christine.morgan@diversesecymru.org.uk,
ian.proudfoot@diversesecymru.org.uk

Annie or Cathy – for the Disability Access Group
annie@diversesecymru.org.uk; cathy@diversesecymru.org.uk

Deborah or Adele – for Training/Consultancy
training@diversesecymru.org.uk

Diverse Cymru, Third Floor, Alexandra House, 307- 315 Cowbridge Road East, Canton, Cardiff CF5 1JD

Tel 029 20368888 Minicom 029 20368887
www.diversesecymru.org.uk
www.facebook.com/DiverseCymru Twitter.com/DiverseCymru

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

**Ihsaan Social Support Association (ISSA)
Wales
Minds at Ease Project**

Charity No. 012942384 : **Company Number:** 0339343

Area : South Wales, based in Cardiff

Aims & Objectives

ISSA Wales supports the social, emotional and spiritual wellbeing of BME and Muslim communities in Wales by using a culturally sensitive person centred approach that empowers our service users and challenges barriers and stigma that remain within society

Services

- Counselling
- Befriending
- Advocacy
- Mediation
- Information & Advice

A range of languages spoken by a diverse team of staff and volunteers. This includes Urdu, Punjabi, Bengali, Somali, Arabic, Chinese, Pushto, and up to 20 other community languages.

Access

We accept the following:

- Self referrals
- Community referrals
- Referrals from statutory services and agencies – please call or email for a referral form

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Contact

Fehmida Ahmed or Sadia Sadiq– Minds at Ease Project Coordinator

ISSA Wales,
62 Whitchurch Road,
Cardiff,
CF14 3LX

Telephone : 02920345294

info@issa-wales.org

Journeys
Providing Support, Training and Counselling
for Those Affected by Depression, their
Families and Friends

Charity + Company Limited by guarantee, User – led
Area: - Cardiff and Vale of Glamorgan- all Wales

Aims & Objectives

Journeys is the only organisation in Wales whose sole purpose is to offer support and understanding to people affected by depression, their friends, families and carers.

Journeys takes an holistic approach to overcoming depression through guided self-help and the development of skills and strategies. We help people to find their own route to recovery, building the foundations for sustainable and long-term wellbeing.

Summary of Service Offered

We facilitate a network of peer support groups where people can share experiences and coping strategies; offer information and advice; provide a unique range of publications and practical resources covering many depression related topics; provide a free counselling service; offer self-management training through our award winning Depression Busting Course; run other training courses including Mental Health First Aid, Youth Mental Health First Aid and bespoke courses; have a web-site that offers up to date information as well as social network sites including Facebook and Twitter; we offer a free information pack
We also have an self-management audio book available in Welsh and English

Access

Self referral

Contact

Jacqui Rafferty
Journeys

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

38 Albany Road
Roath
Cardiff
CF24 3RQ

Email: info@journeysonline.org.uk

Tel: 029 2069 2891

www.journeysonline.org.uk

**Marie Curie Cancer Care
Improving Access to Palliative Care Services
for Minority Ethnic Communities**

Registered Charity

Area: Cardiff and the Vale and wider area

Aims & Objectives

The Marie Curie Hospice, Cardiff and the Vale provides specialist medical care, nursing care and therapies for people with any terminal illnesses including cancer, degenerative neurological diseases, heart failure and chronic respiratory disease.

We also provide practical and emotional support for patients, families and carers including arranging for social care services or advising on state benefits. All our services are always free for patients, and their families and carers.

Our project '**Improving access to palliative care services for Minority Ethnic communities**' is based in Penarth at the Marie Curie Hospice, Cardiff and the Vale. We aim to:

Understand the end of life care needs of minority ethnic communities by improving our links with their community groups,
leaders and organizations

Support more terminally ill people and their families from minority ethnic communities by improving awareness of our services among these different groups and by addressing any barriers preventing them from accessing our services

Improve what we offer at our hospice and in the community so that our services are more culturally-sensitive and inclusive.

Service

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Day services

Many people who come to our hospice drop in for our day services to help them cope with their illness and improve their quality of life. They can attend for a few hours or have a full programme of activities tailored to their needs.

Our range of day services includes:

- exercise, educational and wellbeing programmes
- clinics led by our nurses offering one-to-one consultation
- complementary therapies such as aromatherapy and relaxation
- spiritual support from representatives of different faiths – an imam, a rabbi or a vicar

Families and carers can also benefit from other services such as support groups, counselling and bereavement support. We can arrange for groups or therapists specific for men or women, depending on individual preferences.

Care in the community

For patients who are unable to come into our hospice, we have clinical nurse specialists who can visit people at home to provide assessment, advice, care and support.

In-patient care

Our newly modernised in-patient unit provides care for patients with complex needs who require full-time support from a specialist team. This includes complex symptom control, specialist palliative rehabilitation and end of life care.

Patients with problems such as persistent pain, tiredness or breathing difficulties can stay at our hospice's in-patient facilities to help them feel more comfortable.

We can cater to specific dietary requirements appropriate to different faiths and cultures. We also have a quiet room for patients and their families to use as a prayer room as well as rooms where families can spend time together.

Access Arrangements

Referral through GP, district nurse. Patients can self refer

Contact

Community Nursing Team

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

Marie Curie Hospice, Cardiff and the Vale
Bridgeman Road,
Penarth,
CF64 3YR

Phone: **029 2042 6000**

Email: cardiff.hospice@mariecurie.org.uk

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

NewLink Wales
Axis Community Engagement Project

Charity : No. 1085545

Voluntary sector, tier 2 support service
Area: Cardiff and Vale

Aims and Objectives

- Work with communities on identifying needs on issues relating to substance misuse and provide support
- To work with communities, developing a thorough understanding of diversity, and the needs of each community in the local area in relation to substance misuse.
- To develop a programme of Information Workshops & Sessions in conjunction with the communities.
- Work with communities on identifying needs on issues relating to substance misuse and provide support.
- To develop a holistic approach to supporting people who use / have used alcohol and drugs.
- To provide information, this enables clients to make informed choices about their drug use or drinking.

Services

- Support for Black and Ethnic Minority communities. Young Person's Service 12-18 and Adult Service 18+
- Recruit, train and place volunteers
- Leaflets/drug card available in English, French, Urdu, Arabic, Polish, Somali, Bengali, Farsi
- Khat Health Guide available in English, Arabic and Somali

Health and Wellbeing Services for people from Black and Minority Ethnic Communities 2014

- Project workers combined speak Bengali, Urdu, Portuguese, Creole, Spanish, and Hindi. And a number of our volunteers have different language skills

Access:

- People can self refer by contacting us direct or anybody can make a referral on their behalf. And we will support them as soon as possible.
- Services can accompany their service user throughout their support if needed to.

Contact:

Zunaira Hassan – Operations Manager for Community engagement

Bilal Meah and Rena Ahmed – Adult Service Worker

Nuno Mendes – Young Person's Worker

NewLink Wales,
Meridian Court,
North Road
Cardiff
CF14 3BE

Tel : 02920 529002

Fax : 02920 619250

Email : info@newlinkwales.org.uk

Website : www.newlinkwales.org.uk

Summary of Mental Health and Wellbeing Services for Black and Minority Ethnic Communities

- **Advocacy Support Cymru** - Provides a Free Independent and Confidential Mental Health Advocacy Service
- **Alzheimers Society** - Side By Side Befriending Service to reduce isolation for people with dementia and their carers
- **Barnardos Seren Project** - three units of dedicated floating support to BME young women at risk of violence in their home or country of birth
- **BAWSO- Black Association of Women Step Out** - Range of services including the Ethnic Minority Mental Health Awareness Project for women and the Older People's Project (50+) promoting the health and wellbeing of older people
- **Diverse Cymru** - Range of equality services including a BME Mental Health Project
- **IHSAAN Social Support Association- ISSA Wales** - a range of services that support the social, emotional and spiritual wellbeing of BME and Muslim communities in Wales- including counselling, Befriending, Advocacy, Mediation, Information & Advice
- **Journeys-** Providing support, training and counselling for those affected by depression, their families and friends
- **Marie Curie**
provides specialist medical care, nursing care and therapies for people with any terminal illnesses including cancer, degenerative neurological diseases, heart failure and chronic respiratory disease.
- **Newlink** - Working with communities on identifying needs on issues relating to substance misuse, and providing support and information.