



action family

Adult  
Mental Health  
Services

supporting families since 1869

# Adult Mental Health Services

Family Action's values are all about addressing isolation and improving people's relationships – with themselves, their friends and families and their wider kinship and community. To this end, we have been providing services for adults with mental health problems throughout our history within a family setting. We also provide a wide range of services that are not specifically in a family setting and are focused solely on adults with mental health issues. We understand that for these individuals, re-building or newly building a support base and developing their connections with people across their lives is fundamental to their wellbeing and empowerment.

## Who do we work with?

- Adults with mental health problems
- Children with parents with mental health problems
- Other professionals in health, social care and housing services

## What do we offer?

We work with people to provide housing with support and to support people to live independently and connectedly in the community. This involves providing a wide range of services, including services based on Family Action's successful Building Bridges model, community support services for women, Floating Support and Community Support services, Residential Care Homes, as well as a less traditional take on more traditional models, such as shared housing schemes.

Achieving wellbeing for the individual is at the heart of this work. We aim to personalise our approach to support each person in the way that best suits them. For some, the emphasis is on providing or

linking in with activities and support to build confidence. For others, it is more important to provide practical information, advice and assistance to cope with managing money, domestic tasks and routines and keeping their home. A large number of people need a mix of all the types of support we can provide – often shifting from time to time depending on their health and the things that are going on in their lives. Family Action understands these needs and that the most important thing we can do is give someone the foundation of wider support in their lives to be able to cope with anything that may happen to them. This is where our focus on achieving a real sense of kinship and connectedness with others makes a fundamental difference to the people receiving our services.

Our aim is to ensure that anyone receiving mental health support services from Family Action is equipped both practically and emotionally to make and sustain relationships (personal and professional) that will continue to support them through the rest of their lives.

### **What do our mental health support services provide?**

- Services for people leaving hospital or needing an alternative to community living
- Housing and support packages for people to develop the networks and skills to enable them to live independently
- Services for people needing temporary or longer-term support to maintain independent community living
- Specialist services for women
- Flexible day service support
- A variety of services for adults only and for people in a family setting
- A flexible and holistic approach to support that focuses on recovery, wellbeing and connectedness
- The capacity to directly support people practically and emotionally to develop skills, recognise abilities, increase confidence and develop healthy relationships

### **Who do we work with?**

As well as our specialist mental health services, Family Action often works with people with mental health problems in its other services, even if that is not the label or route of referral for those receiving our support. This is because we choose not to look at mental health in isolation, but instead focus on the barriers facing people in terms of developing and maintaining positive and supportive relationships and how best to overcome these barriers.

- Residential services providing rehabilitation for people needing a stepping stone back to community living
- Supported Housing with emphasis on developing skills and confidence to move onto independence as part of the community
- Floating and Community Support providing both temporary and longer-term support in people's own homes to establish and maintain themselves in independent living
- Group and individual support for women with mental health problems
- Flexible Day services providing links to the community and directly addressing isolation
- Building Bridges supporting families affected by parental mental health problems, filling the gap between adult and child services provision
- WellFamily services providing holistic support to individuals and families linked to GP practices or other primary care settings
- Newpin services providing intensive centre-based support to parents of children under five where there are problems with parent/child attachment
- Family Support services within Children's Centres, working widely, including with families affected by domestic abuse, substance misuse and where children have caring responsibilities
- Assertive Outreach to link with hard-to-reach families and make the link with mainstream services.

**For more details about Family Action's Mental Health Support services please contact:**  
 Jayne Stokes, Director of Business Development [Jayne.Stokes@family-action.org.uk](mailto:Jayne.Stokes@family-action.org.uk)  
 Visit our website at [www.family-action.org.uk/adultmentalhealth](http://www.family-action.org.uk/adultmentalhealth) or call 020 7254 6251

# About Family Action

Family Action has been a leading provider of services to disadvantaged and socially isolated families for 140 years. We work with over 45,000 families every year providing practical, emotional and financial support through over 100 services based in communities across England. We build on families' strengths, supporting them to fulfil their potential and make a positive contribution to their community. We use this experience to campaign for a society free from disadvantage and social isolation.

## **Are you using Individual Budgets or Direct Payments?**

If you have been awarded an Individual Budget or Direct Payment and would like to purchase a Family Action service directly, you can contact your local Family Action service manager to discuss our services and prices. Family Action is committed to delivering good value services that meet the requirements of each individual and we are happy to plan and deliver flexible support packages with individuals and their families. Family Action services work in close partnership with local services and can support you to get the most from your community.

## **Family Action Central Office**

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