

carers from black and minority ethnic communities

In many cultures, caring for a family member is seen as a duty or an inherited role. It can be rewarding and fulfilling but it can also be exhausting, both physically and mentally. Carers often feel isolated and unsupported, and this is felt more in smaller communities. However, you are not alone. As a carer you have a right to have your needs considered.

This factsheet outlines specific services and support for carers from black and minority ethnic communities. It should be used with other factsheets, which give more detailed information about different services.

Brent Carers Centre

Brent Carers Centre is committed to enabling carers from black and minority ethnic communities to **access services** that meet their specific requirements.

Our specialised services include:

- A community outreach and development worker (black and minority ethnic communities)
- Support and information workers who speak Hindi, Punjabi, Urdu and Gujarati. Interpreters in other languages can be booked as necessary
- Leaflets in a number of community languages
- Knowledge of other local and national organisations that can assist carers from different communities



Using health and local council provision

Local providers from both the health and local authorities have a responsibility to provide services that cater for black and minority ethnic communities.

This includes having staff who speak languages other than English, providing interpreters, stocking libraries with material in community languages and providing ethnic specific meals on wheels and culturally sensitive personal care.

You should always tell staff about your specific requirements. Before an appointment you can phone and ask for a qualified interpreter to be present if you cannot speak English.

The Patient Services Department (020 8795 6753/6771/6140) can advise about finding a doctor who speaks a particular language.

For further information about health and social services see the appropriate factsheets in this pack.

Using voluntary organisations and community groups

Carers often use voluntary organisations and local community groups to support them in their caring.

There are many voluntary organisations that cater for specific minority ethnic communities. Some give advice and can assist you in obtaining statutory services; others run their own services. Details of some organisations are given below, but it is impossible to list them all here, so please contact Brent Carers Centre if what you are looking for is not included.

The **Afiya Trust** (020 7582 0400, www.afiyatrust.org.uk) hosts the **National Black Carers and Carers Workers Network**. The network is open to black workers whose brief includes working with carers and related community care issues.

Afri-Caribbean People's Organisation (020 8450 4700) St Raphael's Centre, Rainsborough Close, London NW10 0TS. Aims to relieve isolation and stress for older, disabled people. Services include a lunch club and advice.

African Child (020 8214 1416, awa@theafricanchild.org.uk) 4th Floor, Chancel House, Neasden Lane, London NW10 2TU. Helps children and families of refugees with health and social care needs to access health services in Brent.



An Nisa Society (020 8902 0100, an-nisa@btconnect.com) 85 Wembley Hill Road, Wembley HA9 8BU. Support for Muslim families.

Asian People with Disabilities Alliance (020 8902 2113/2083, apdmcha@aol.com, www.apda.org.uk) 4th floor, Alperton House, Bridgewater Road, Wembley HA0 1EH. A range of services and activities for Asian people with disabilities, their carers and families including day care and home respite and a befriending service. Runs the *Asian Day Care and Development Centre*, Alric Avenue, London NW10 8RA (020 8459 1030).

Asian Women's Resource Centre (020 8961 6549, advice line: 020 8838 3462, asianwomenscentre@aol.com, www.asianwomenscentre.org.uk) 108 Craven Park, London NW10 8QE. Support and advice for Asian women.

Association of Muslims with Disabilities (020 8830 3821) Tudor Mews, 1 Hawthorn Road, London NW10 2NE. Information, advice and practical and emotional support for Muslims with mental health problems or physical disabilities.

Black Women's Mental Health Project (020 8961 6324, bwmhp@yahoo.com) Unit 27, Park Royal Business Centre, 9-17 Park Royal Road, London NW10 7LQ. Advice and information, counselling referral, home and hospital visits and newsletters.

Bosnia and Herzegovina Community Advice Centre (020 8459 4201, b.hcacb2@btconnect.com, www.bhcacb.org.uk) Rear of 108 High Road Willesden, London NW10 2PP. Support and recreation for people from Bosnia and Herzegovina.

Brent African Association (020 8964 0500) Room 9, Tavistock Hall, 25 High Street, London NW10 4NE. Promotes the health, education and social needs of the Brent African community.

Brent Family Support Project (020 8965 5480) 34 Craven Park, London NW10 8QN. Help and support to families and children. Open for everybody.

Brent Indian Association (020 8903 3019, info@brentindianassociation.org, www.brentindianassociation.org) 116 Ealing Road, Wembley HA0 4TH. Advice and information on a range of subjects including welfare benefits and housing. Open for people of any colour, nationality, language or religion.

Brent Indian Community Centre (020 8459 1107, duddenhill@hotmail.com) 19 Dudden Hill Lane, London NW10 2ET. Social and cultural activities, advice services, day trips and holidays.

Brent Irish Advisory Service (020 8459 6655, bias.brent@btconnect.com, www.biasbrent.co.uk) The Old Library Building, Willesden Green Library Centre, 95 High Road, London NW10 2ST. A range of advice, information and culturally sensitive support services.

Brent Somali Community Organisation (020 8578 9915) 87 Marham Crescent, Greenford, UB6 9SP. Information and advice in areas such health, housing, and general welfare. Also outreach and drop-in services.

Brent Sickle Cell and Thalassaemia Centre (020 8961 9005, brent@sickle-thalassaemia.org, www.sickle-thalassaemia.org) 122 High Street, London NW10 4SP. Walk in counselling and information centre (9am-5pm, Monday-Friday).

Brent Sikh Centre (020 8206 1231) 241 Stag Lane, London NW9 0EF. Offers cultural and religious activities for the Sikh community, a day centre and a general counselling service.

Cancer Black Care (020 8961 4151, info@cancerblackcare.org, www.cancerblackcare.org) 79 Acton Lane, London NW10 8UT. Provides culturally sensitive information, advice and support services for cancer patients and their families.

Chinese National Healthy Living Centre (020 7287 0904/020 7534 6545, general@cnhlc.org.uk, www.cnhlc.org.uk) 29-30 Soho Square, London W1D 3QS. Culturally appropriate support, advice and information for Chinese carers. Offers a range of services and activities, including a monthly carers forum, advocacy and counselling. Open 9am-5pm, Monday-Friday; 11am-4pm, Sunday.

Friends of African and Caribbean Carers and Sufferers of Dementia (020 8965 1112, friends@dementia.fsnet, www.faccsd.org) Unit 47a, Park Royal Business Centre, 9-17 Park Royal, London NW10 7LQ. Offers an at home respite service, advice, information, support and social events.

Iraqi Welfare Association (020 8970 2151/2161, mail@iraqiwelfare.org, www.iraqiwelfare.org) Suite 105, Empire House, Empire Way, Wembley HA9 0EW.

Advice and information on a range of issues including housing, welfare benefits, council services, immigration, employment, health and studying.

Jewish Bereavement Counselling Service (020 8457 9710, jbcsc@jvisit.org.uk, www.jvisit.org.uk) 8/10 Forty Avenue, Wembley HA9 8JW. Bereavement counselling and support by trained voluntary counsellors.

Jewish Care (020 8922 2000, www.jewishcare.org) Stuart Young House, 221 Golders Green Road, London NW11 9DQ. A wide range of services, including social work, day care, home care and support for carers.

Jewish Deaf Association (020 8446 0502, text: 020 8446 4037, mail@jda.dircon.co.uk, www.jewishdeaf.org.uk) Julius Newman House, Woodside Park Road, London N12 8RP. A range of services for hard of hearing and deaf people including a resource room (020 8446 0214, voice and textphone) with a display of environmental aids to help ensure a better quality of life.

Muslim Community Helpline (020 8904 8193, ess4m@btinternet.com) Confidential listening service and referral to Islamic consultants, plus practical help and information.

New Testament Community Project (020 8459 5345, mooses1@btconnect.com) New Testament Church, 179 High Road, London NW10 2SD. Lunch club and day centre for older and disabled people.

Pakistan Community Centre (020 8452 4103, pakcc@pakistanmail.com) Marley Walk, off Station Parade, London NW2 4PU. Advice and information services; also some social activities.

Red Sea Community Programme (020 8451 9510, hhheresi@yahoo.co.uk) Unity Centre, 103 Church Road, London NW10 9EG. Advocacy for Somali refugees and asylum seekers and befriending for older people.

Rethink – Asian Language Mental Health Helpline (0808 800 2073, asianline@rethink.org) Information in Gujarati, Punjabi, Urdu, Hindi and English. Operates 4pm-7pm, Monday and Wednesday and noon to 3pm Tuesday and Thursday.

Sickle Cell Society (020 8961 7795, 24-hour helpline: 0800 0015660, info@sicklecellsociety.org, www.sicklecellsociety.org) 54 Station Road, London NW10 4UA. Wide range of services including advice, counselling, holidays, financial advice, educational support and help for children.

SIRI (0800 018 2144, info@siricounselling.com, www.siricounselling.com) Unit 17 Regeneration Centre, Hillside Shopping Precinct, London NW10 8LT. A local, low cost counselling service.

Somali Cultural Centre (020 7372 6101, csc@btconnect.com) 107 Kingsgate Road, London NW6 2JH. Provides advice; homework club and supplementary classes for Somali children; health sessions; women's group, and a mother and toddler group.

London Tamil Centre (020 8908 2646) 253 East Lane, Wembley HA0 3NN. Day centre and drop in for (mainly Sri Lankan) elders.

West Indian Self Effort Education Project (020 8830 3337, wise.brent@btconnect.com) Alric Avenue, off Bruce Road, London NW10 8RA. Services and activities for older people.

West Indian Senior Citizens Organisation (020 8965 3533) 8 Wrotesley Road, London NW10 5YL. A range of activities including keep fit and lunch. Also counselling, home and hospital visits.

Interpreting and translation

There are a number of groups that can help with interpreting and translation.

Arrangements will usually be made by the professional with whom you have an appointment. It is important to tell the professional which language you prefer to talk in.

GRIP (Group of Reliable Interpreters in Parkside: 020 7150 8355), managed by Westminster Primary Care Trust, provides interpreting and translation for NHS patients. All GP practices can use this service.

The **Brent Language Section** (020 8937 1070) provides interpreting and translation for more than 200 languages, including British Sign Language.

Language Line (0800 169 2879, www.language-line.co.uk) is a telephone interpreting service that allows

for three-way conversations between a worker, client and interpreter. This service can only be accessed by workers from service providers.

Many **Benefits Agency** leaflets are available in languages other than English. The Department for Work and Pensions' website www.dwp.gov.uk/otherlanguages has benefits and services leaflets in languages other than English. The Benefits Enquiry Line (0800 88 22 00) can provide interpreters.

Many organisations produce printed and audio material in a number of languages. It is always worth asking whether information is available in languages other than English and whether organisations can provide interpreters.

Services for refugees and asylum seekers

Asylum Aid (020 7345 9631; advice line 020 7354 9264: Monday 2pm-4.30pm, Thursday 10am-12.30pm) info@asylumaid.org.uk, www.asylumaid.org.uk, Club Union House, 253-254 Upper Street, London N1 1RY. Free legal advice and representation for asylum seekers and refugees. Also publishes information leaflets, available on the website.

Complaints

If you think you have been treated unfairly for any reason, including because of your ethnic background, as well as going through the complaints procedure of the organisation concerned, you can seek advice from the Brent Teaching PCT Patient Services Department (020 8795 6753/6771/6140 for health-related matters) or Brent Citizens Advice Bureau (08450 505250).

Remember that other factsheets in this pack may also include information useful to you