

# Multilingual Emotional Wellbeing Project in RBKC

Delivered by: Abbey Community Centre,  
Al-Hasaniya, Ethiopian Women's  
Empowerment Group, French African  
Welfare Association, Iranian  
Association, Midaye, WAND UK

- The BME Health Forum leads the project, manages all monitoring and finances, provides all the training of staff and volunteers and pays for monthly supervision by the IAPT team. (Total cost £8,000)
- The 7 organisations deliver the service to 185 clients per year (Total cost £37,000)

# The Service

- The service is delivered by volunteers, sessional staff and regular staff all of whom speak a community language
- They offer emotional support and practical help including signposting to other services within the organisation or to other organisations, most commonly around advice with benefits and housing but also physical activity, ESOL, training, employment and social activities.
- They support clients access NHS services, eg IAPT services and to raise the issue of their emotional health with GPs.

# The training

- Training is delivered over 6 4-hour sessions by me and my colleagues, with one session from the Time to Talk service
- The skills set by Time to Talk that we enforce in subsequent sessions with roleplays are around goal setting and problem solving. There is a strong focus on that the process must be led by the clients
- The hardest thing for the people we train is to let clients prioritise, suggest their own solutions and make their own decisions

# Evaluation

- The projects is evaluated through case studies and questionnaires that the organisations give their users to complete when they were first involved in the project and at the end of the project.
- The questionnaires include:
- 7-12 items from the 14 scale Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) which are scored on a 1-5 point scale (ranging from 'None of the time', Rarely', 'Some of the Time', 'Often', 'All of the time').
- A question that asked participants to rate their health on a scale from 0-100 from the EQ-5D-5L scale
- Additional questions where clients are asked how often they use NHS services, they are asked to rate their ability to manage their general health, and also their view on whether taking part in the project was likely to reduce their use of GP services

# Case studies

## Case Study from Midaye

LJ is a 38 year old Somali woman with long term depression, who was referred by community members to our health advocacy support service. Ms LJ has been sofa surfing among close friends and extended family members. She talked about missing her family and refused to go home as she felt extremely lonely. She is angry and frustrated with her situation and previously suffered a period of deep depression which she received clinical help.

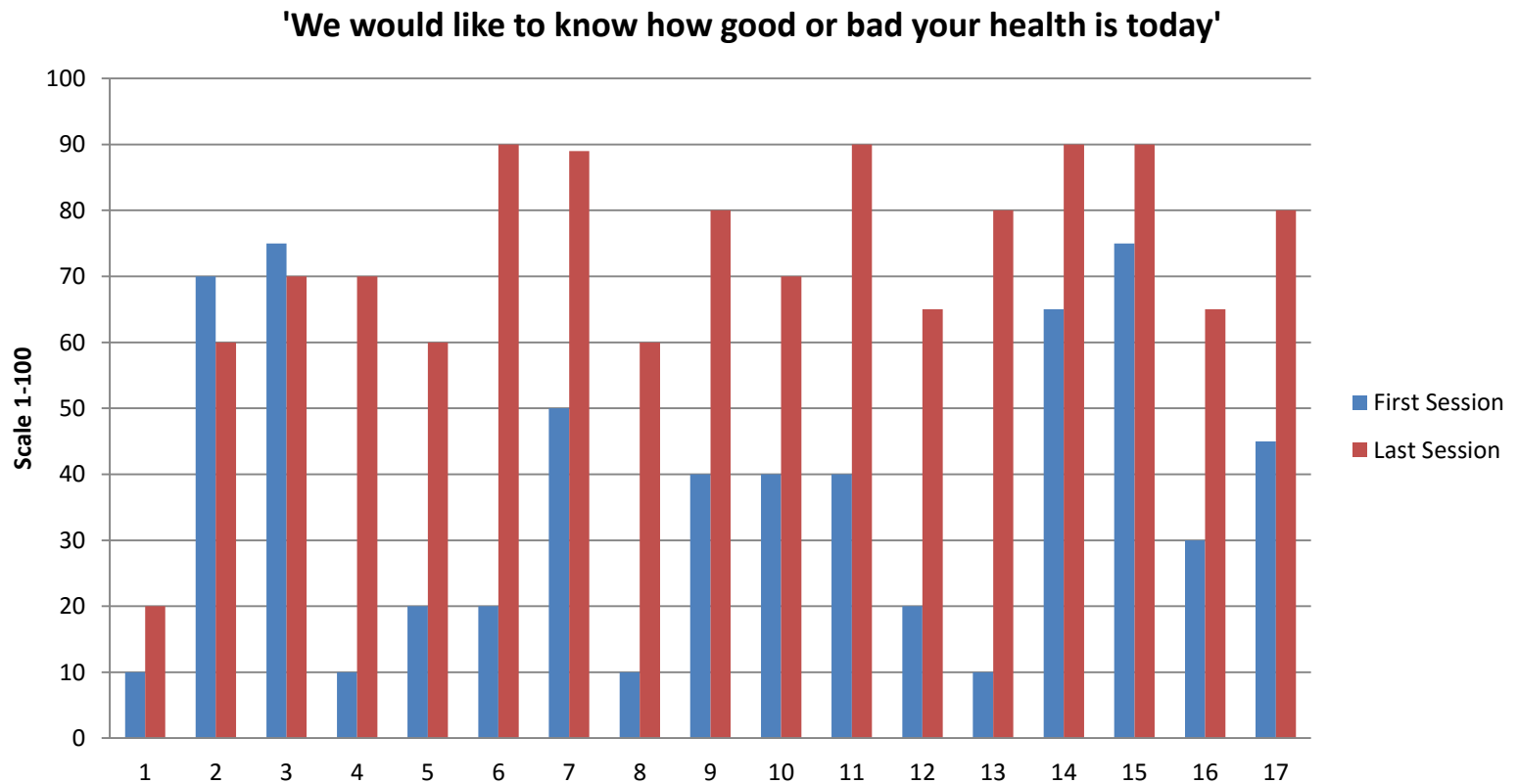
Together with Midaye's health advocate and her family and friends we developed care coordinating support plans with Ms LJ, setting out how she would need to prepare for moving back into her own home, and what her priorities were thereafter. I support Ms LJ with her financial needs such as reapplying for ESA, Housing Benefits and Council Tax support. Also arranged a health assessment with her GP and psychologist to meet her health needs. Ms LJ was also suffering from trauma and overwhelming loneliness from her children moving away to live with their father due to her illness. I offered open appointment for MS LJ as she needs continued emotionally support.

# Case Study from the Iranian Association

- Alex, a Christian Iranian, is 72 years old and has been staying with her 70 year old sister; both are disabled and are living in a 1 bedroom flat. He was, finally, given a UK Residence Permit last year after staying in London as an asylum-seeker for 9 years. When Alex visited the Iranian Association Wellbeing worker, he was devastated with problems in life. He was depressed about living in a small 1 bedroom flat; he did not have any income and was not eligible for receiving any benefits; his sister's benefits were their only source of income. The project worker contacted the DWP to apply for the pension credit benefit for him; he also needed to get a National Insurance number and open a bank account. The worker helped him complete his form to apply for NI number and advised him to open an account in the Post Office. Finally, his details were sent to the DWP; after 2 weeks, they started paying him the benefit. Both Alex and his sister also suffered from serious depression; therefore, the Emotional Wellbeing worker referred both of them to a counsellor. They were also encouraged to attend English classes and social outings to increase their independence and make new friends. The project worker also contacted the Housing Association and an application was submitted for a larger flat for Alex and his sister. After 2 months, they received the good news that the Housing Association had approved their application. They are now looking forward to living in a more comfortable accommodation.

# Results

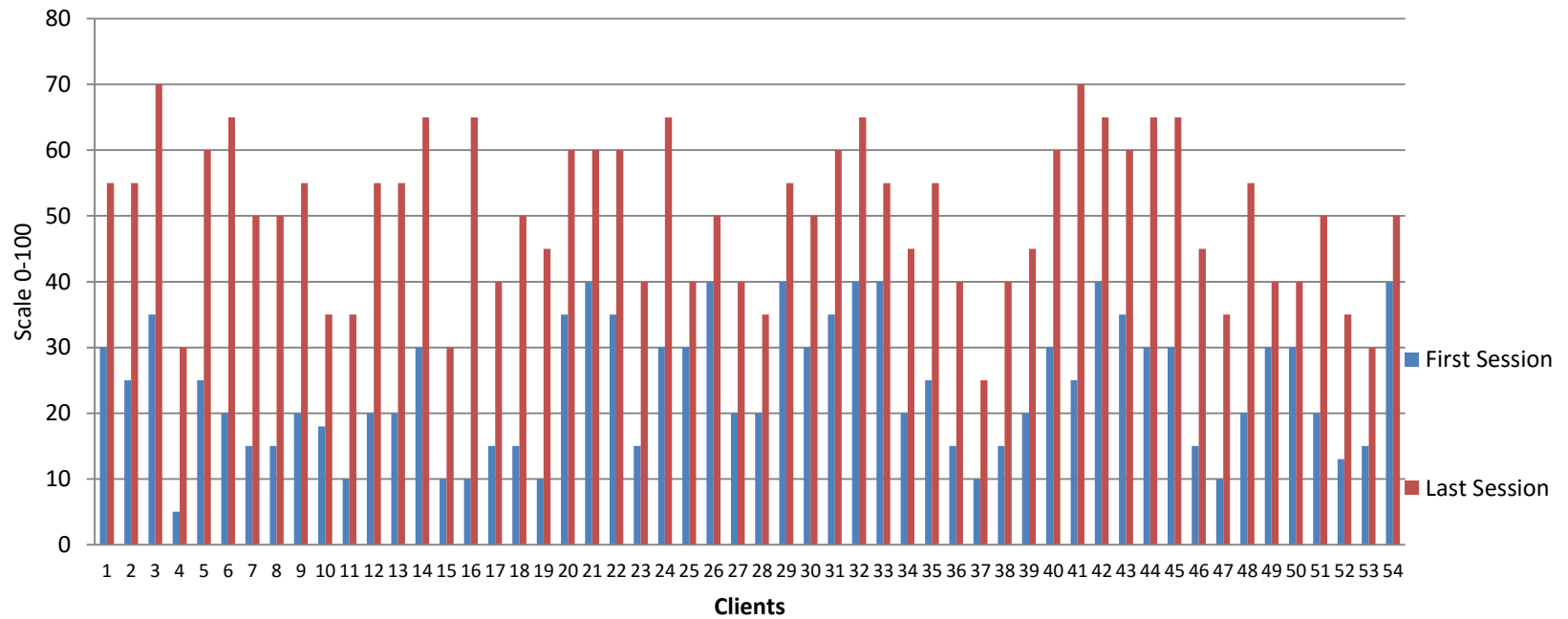
- Al –Hasaniya





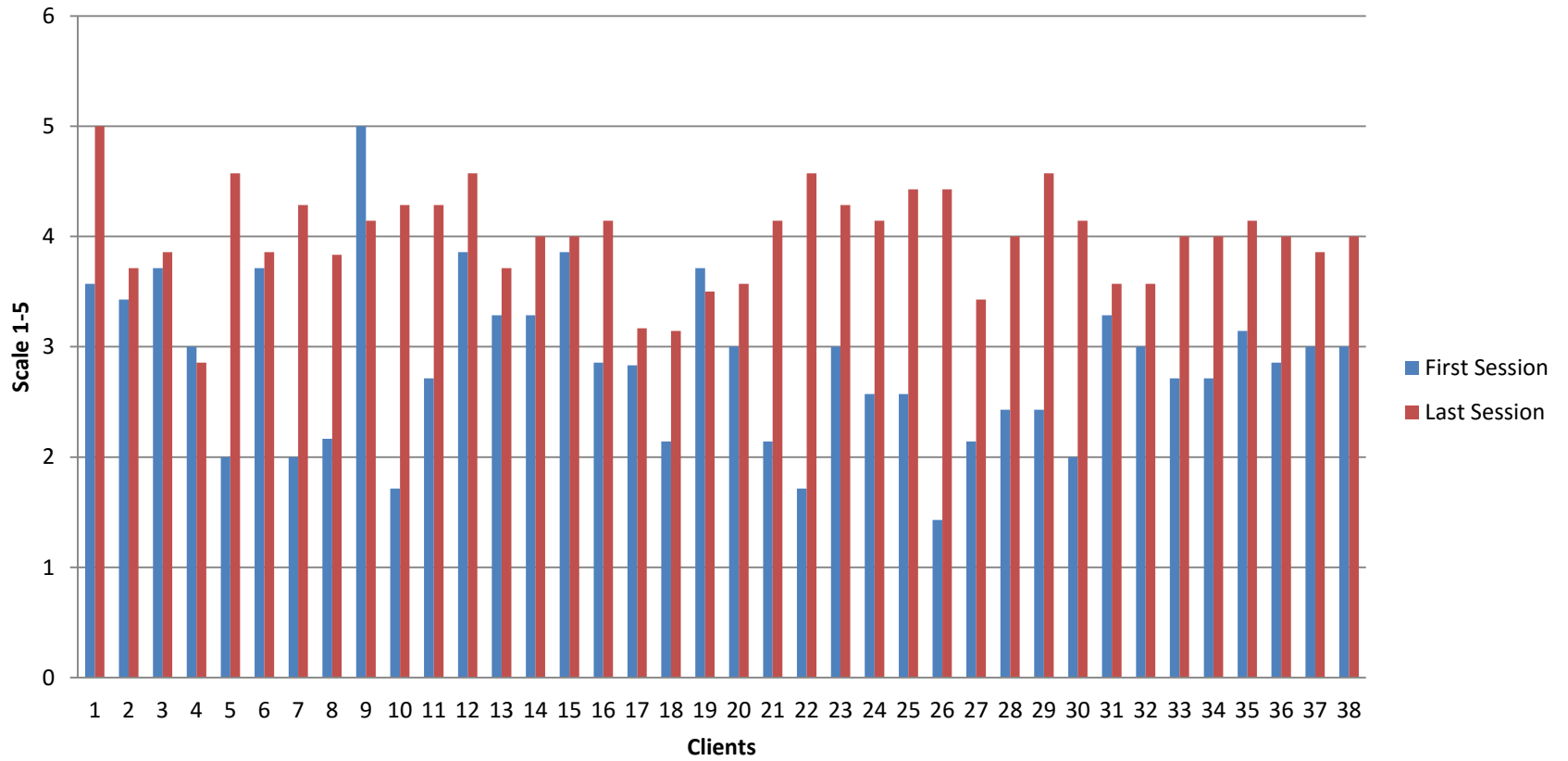
# Iranian Association

'We would like to know how good or bad your health is today'



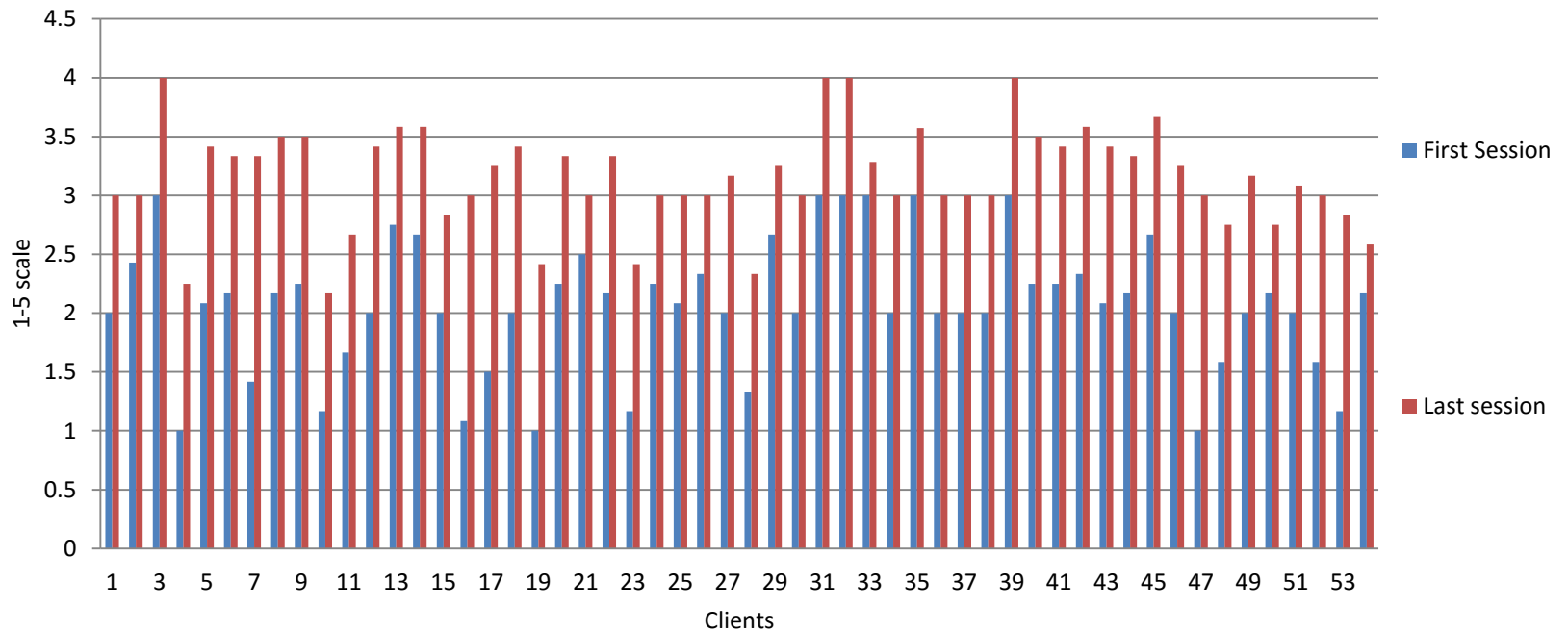
# Midaye

## WEMWBS



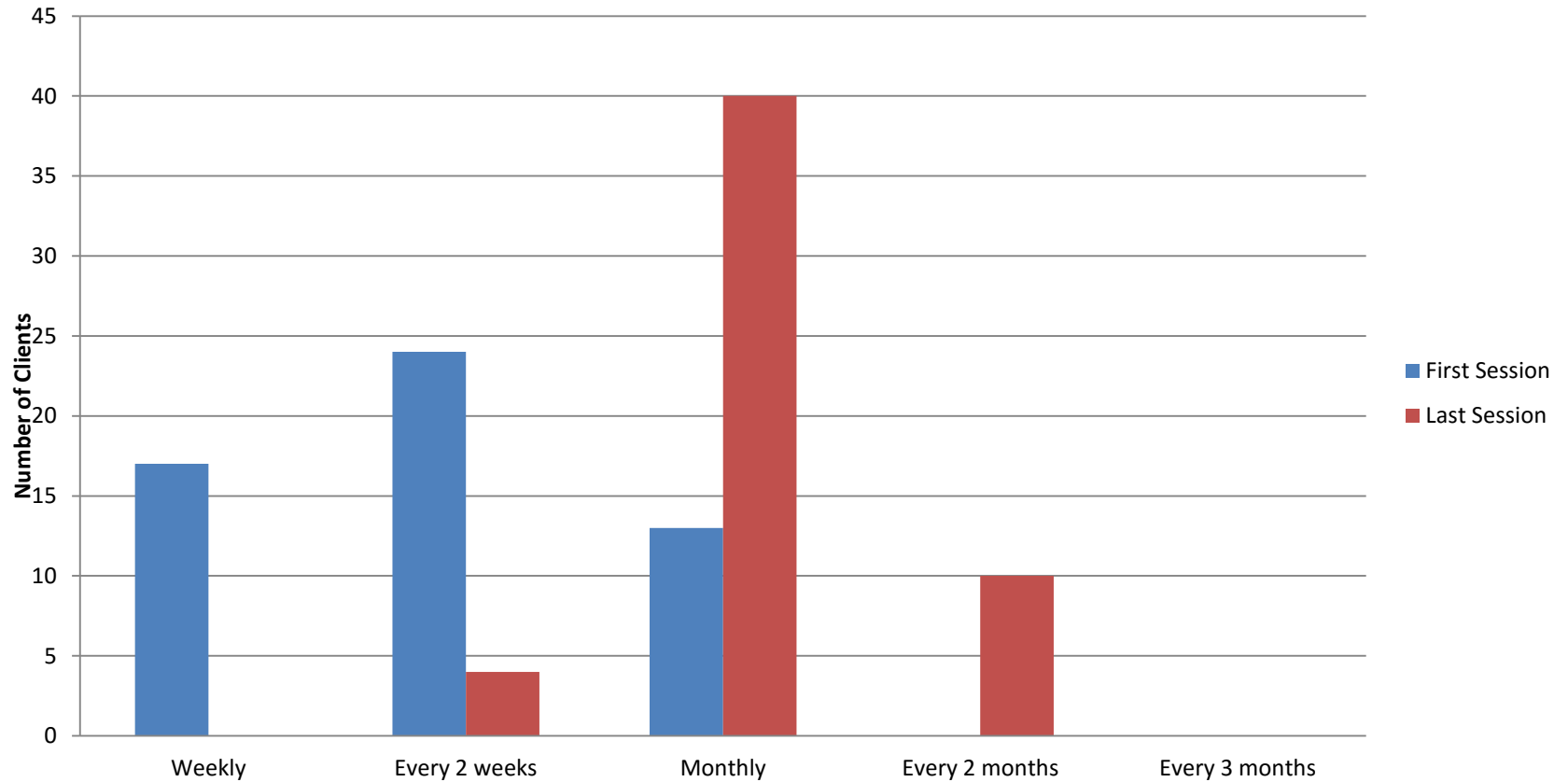
# Iranian Association

WEMWBS scores



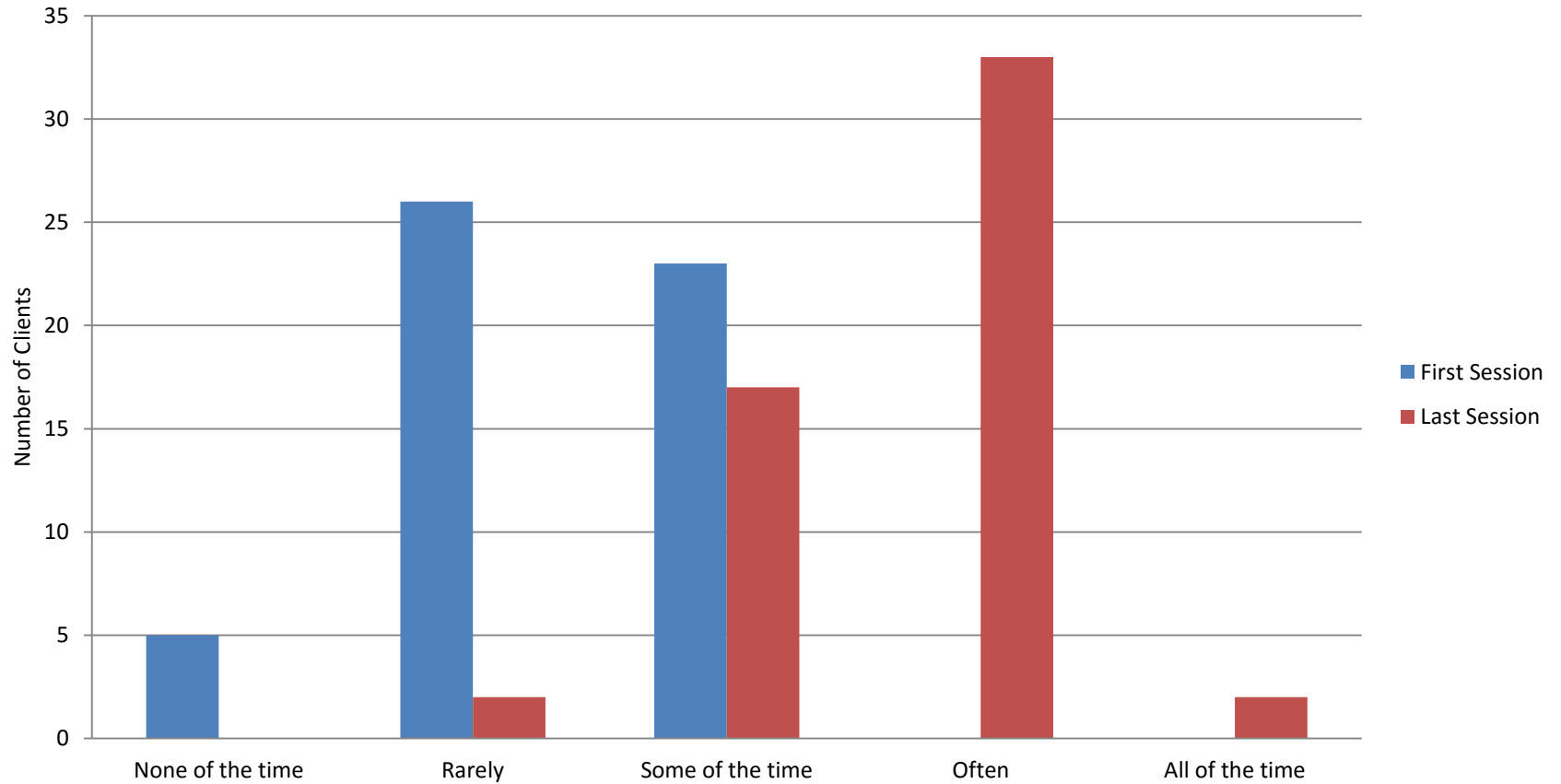
# Iranian Association

## How often do you use NHS Health Services?



# Iranian Association

'I feel able to manage my general health'



# Iranian Association

As a result of this project did you (or will you?)

