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

For more information or to make a referral, please contact us at:

Family Action Greenwich
New Charlton Community Centre
217 Maryon Road
Charlton
SE7 8DB

Phone: 020 8853 9065
Email: greenwich@family-action.org.uk
What Do We Offer?

Building Bridges works with families where there is a parent/carer with mental health difficulties including bipolar disorder, schizophrenia, post-traumatic stress disorder, depression and/or anxiety-related illnesses and substance misuse. We also work with new mums with post-natal depression and/or puerperal psychosis.

We aim to bridge the gap between adult mental health services and children's services by providing independent support.

We work with the family as a whole unit and seek to meet the individual need of each family member. Greenwich Building Bridges addresses the often-competing sets of needs of parents, children and services.

Who Can Use Our Services?

Greenwich Building Bridges offers both home and centre-based support to families with children of any age. We work with parents with a diagnosis of mental ill-health including pregnant women, new parents and those admitted to hospital.

Referrals from agencies in the borough should be made on an appropriate form which can be obtained from the address over. You are welcome to contact a member of staff to discuss a family's needs before making a referral.

Self-referrals are also accepted.

How Do We Work?

Greenwich Building Bridges aims to empower all family members to deal with the impact of living with mental ill-health and to aspire to positive futures.

Objectives

We aim to help both parents and children to:
- Increase their confidence and self-esteem
- Understand mental illness and how it affects them and their family
- Express their thoughts and feelings
- Establish daily routines
- Access the services they need
- Resolve practical difficulties
- Achieve their potential

We also aim to provide an inclusive and culturally sensitive service.

Giving us Feedback

We welcome your views of our service. Compliments and complaints will be used to help us improve what we do.

If you wish to comment on our services, please either telephone or write to the project manager, who is based at the address overleaf.

How Can We Help?

Greenwich Building Bridges offers flexible services which are tailored to fit the dynamics and needs of the family.

Home visiting support

We offer home support to provide both practical and emotional help at a level suitable for the family. This includes accompanying family members when necessary, from attending meetings to going to the shops. Action plans are agreed with the family and are regularly reviewed.

Telephone Support

Sometimes all it takes is someone to listen. We offer telephone support to provide brief emotional and practical help. We can also advocate for families when dealing with agencies on the telephone, such as housing.

Inpatient Support

When a parent is admitted to psychiatric hospital, we can work directly with the inpatient and their family at home. We aim to facilitate contact and provide an opportunity for children to explore their knowledge and fears about their parent's illness.

New Parent Support

We offer intensive support to pregnant women and new mothers who are suffering from, or are at risk of mental health difficulties during the post partum period. We work with new parents admitted to psychiatric Mother & Baby Units to support the transmission from hospital to home, and ensure the support is there after discharge.