

## CARE IN THE HOME

CRV provides domiciliary care services in Tower Hamlets and is an approved provider. Our care services are sensitive to the needs of Vietnamese elderly because we understand the beliefs, values, customs language and culture of Vietnam.

Our carers are fully trained to carry out personal care tasks for the clients. We aim to provide flexibility and a swift response time.

People lie at the heart of this service and we emphasise the relationship between our care workers, our clients and the organisation; this is our main strength. The clients will have opportunity to make decisions that affect the services given to them. The domiciliary care service will work in conjunction from our other services so that the clients receive a complete service.

Health and Social Care Professionals can purchase the following services:

### Personal care:

- assistance to get up or go to bed
- feeding
- toileting & managing continence
- breakfasting
- washing & dressing
- emptying commodes
- oral hygiene

### Care outside the home:

- shopping
- Utilities
- escorting
- post office
- Prescription pick up
- Pension collection

### Domestic care:

- housework
- laundry
- ironing

### Social care:

- opening mail
- dealing with simple correspondence & enquiries
- reading/writing for client
- making appointments or telephone calls for client

## CRV-EastLondon

The role of the organisation was twofold: to spread experience & good practice letting the community help itself, and to help the local authority and others to better understand the Vietnamese community and culture.

Since opening in 1983, the organisation remains the only ethnic Vietnamese agency delivering direct services to the Vietnamese community in East London. There are over 4000 Vietnamese in the borough of Tower Hamlets and more in the neighbouring boroughs.

We have developed a wide range of services over the past 20 years to benefit the Vietnamese community:

**Advice and Information:** general support with welfare right benefits, housing, personal issues, application for citizenship, passport, travel documentation, education & training and referral. This is accomplished through advocacy, interpreting/translation and counselling services. We offer ongoing support to those with more complex needs and also visit clients in hospital, at home and other settings.

**Elderly Support Services with Luncheon Club:** the Luncheon Club is open on Tuesday & Friday from 9.30am to 4pm with activities provided. We provide support services and escort to Health Centre/Hospital. We also organise outings, funeral arrangements and bereavement counselling.

### Children & Youth Services:

- Home/School Liaison Services
- Saturday Homework Club & Mother Tongue classes
- Summer Play Scheme
- Mid Autumn Festival

**Cultural & Social Activities:** Quarterly Vietnamese newsletter, family outing trips, cultural events

**Women Project:** Women club (Friday weekly & 2<sup>nd</sup> Saturday monthly), ESOL class (Wednesday & Thursday), training, outreach work

## COMMUNITY OF REFUGEES FROM VIETNAM EAST LONDON

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