



Accessing NHS Mental Health Services

Updated 16/08/21

NHS mental health services in Harrow are run by the Central and North West London NHS Foundation Trust (CNWL). There are a range of services available for people of all ages experiencing mental health issues of varying levels of severity. Some services cannot be accessed directly and you may need to be referred by another service or professional, such as your GP. This factsheet will explain which referrals are accepted by each service and provide some information on them.

Single Point of Access (SPA)

www.cnwl.nhs.uk/service/single-point-of-access

Tel: 0800 0234 650 | Email: cnw-tr.spa@nhs.net

The Single Point of Access (SPA) is the first point of contact for people in Harrow, Brent, Hillingdon, Kensington & Chelsea and Westminster and also Milton Keynes (out of hours) who want to access the NHS's adult mental health services. It can be contacted for routine enquiries or emergency support 24 hours a day, 7 days a week, and 365 days per year. The team consists of qualified clinicians who are knowledgeable about different services and options. This supports callers to be directed to the most appropriate service to meet their needs.

The team provides advice and guidance through a triage process, where the urgency of care required is assessed. The team also have the ability to make appointments for new referrals to see one of our community mental health teams.

The Single Point of Access works closely, at times of mental health crisis, with our crisis resolution teams and our partner organisations from across the public and private sectors, to direct people to services most able to aid their recovery.

People can contact the service themselves, or make enquiries on behalf of a family member or friend. The team will also take referrals from GPs, statutory services such as the police and London Ambulance service, and non-statutory services such as housing associations, as well as other professionals.

TypeTalk and other interpreting services

If you are deaf or have a hearing impairment, you can use TypeTalk to access SPA on 18001 0800 0234 650. If you would like to talk to the service in another language, SPA can organise a telephone interpreting service when you call. If you need an interpreter for other NHS services please discuss this with the professional you are seeing.

Harrow Home Treatment Rapid Response Team

www.cnwl.nhs.uk/service/harrow-home-treatment-team/

Northwick Park Hospital, Watford Road, Harrow, London, HA1 3UJ

Tel: 020 8859 2690

Harrow Home Treatment Rapid Response Team provides intensive support to people in acute mental crisis in their homes, with the aim of avoiding unnecessary hospital admission. They can respond to emergency and urgent referrals 24 hours a day, 365 days a year. **You must call the Single Point of Access to be referred to this service.** You must also be over the age of 18 and either living in Harrow or registered with a Harrow GP. All patients are provided with a crisis card with details of who to call in an emergency.

Community Mental Health Teams

Bentley House CMHT

1st Floor, Bentley House, 15-21 Headstone Drive, Harrow, HA3 5QX

Tel: 020 8424 7701 | Fax: 020 8424 7702

Community mental health teams bring together a range of health care professionals who have specialist skills in working with people who have mental health needs. The services aims to deliver excellent integrated, recovery focused and evidence based health and social care to the residents of Harrow.

The role of the team includes:

- Assessing, treating and reviewing symptoms.
- Taking optimistic views about recovery-focused interventions.
- Providing a wide range of psycho-social interventions and support.
- Providing support and intervention for family and carers.
- Assessing social care needs and providing social care services through personalised budgets.
- Working in partnership with a range of statutory and non-statutory services.
- Working closely with local GPs to provide joined up mental and physical healthcare

The team has a base where they can see people. They are also able to work in a range of other places, such as GP surgeries, day centres, in the community and people's own homes as well as continuing to see people virtually during the Covid pandemic.

The Community Mental Health Team recently had a restructure in which they are now made up of three Hubs. Each Hub have their own Duty Manager, Medical Staff and admin support who hold daily meetings to review new referrals. The Hubs are related to clusters of GP Surgeries called Primary Care Networks, so the GP surgery you are registered with will indicate which Hub you are in. This restructure should not effect the care you are being offered and you should continue to contact your key worker directly or contact the reception on the number above. **You must speak to your GP to be referred to this service.**

Find out more about the individual Hubs below:

Harrow Collaborative Sphere PCN – Hub 1.

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/harrow-west-community-mental-health-team

Health East Alliance PCN - Hub 2

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/East-Alliance-Hub

Health sense PCN - Hub 3

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/healthsense-hub

Services at Northwick Park Hospital

Northwick Park Hospital

www.lnwh.nhs.uk/patients-visitors/locations-of-our-services/northwick-park-and-st-marks-hospitals/

Watford Road, Harrow, London, HA1 3UJ Tel: 020 8854 3232

As well as the services described below, Northwick Park is also the centre for Psychotherapy and Clinical Psychology.

Accident and Emergency at Northwick Park

Call 999 or walk-in

The A&E department at Northwick Park Hospital in Watford Road provides 24hr treatment for urgent physical and mental health problems. In a medical emergency, for example if someone has been injured or taken an overdose, go to A&E as quickly as possible or phone 999 for an ambulance. A specialist team for mental health assessment called Liaison Psychiatry is available at A&E.

For further information contact: liaisonpsychiatry.cnwl@nhs.net

Harrow Outpatient Eating Disorder Service

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/harrow-outpatient-eating-disorder-service

Tel: 020 8869 5499

Harrow Outpatient Eating Disorder Service provides specialist outpatient care for adult patients (aged over 16 years) with a range of eating problems. Interventions for outpatients, usually delivered in the form of one session per week (reducing as the patient progresses), include cognitive behavioural therapy, cognitive analytic therapy, family/systemic therapy and supportive clinical management. **You must be referred to this service by your GP, via the community mental health team.**

Northwick Park Mental Health Unit: Ferneley Ward, Eastlake Ward

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/northwick-park-hospital/fernely-and-eastlake-ward

Tel: 020 8869 2313

Northwick Park Mental Health Unit in Harrow has two adult inpatient wards, Ferneley Ward and Eastlake Ward, which provide a safe and therapeutic environment for people over the age of 18 with acute mental health problems that cannot be adequately cared for in the community. **Referrals are only accepted from the home treatment teams.** Service users will firstly be assessed by the home treatment team (with an approved mental health practitioner (AMHP) for Mental Health Act assessments) who will determine whether admission to a ward or home treatment is the most appropriate treatment.

If you feel you or a loved one may need inpatient care, please contact the SPA or visit A&E if there is a medical emergency.

Harrow Talking Therapies

cnwl-iapt.uk/

Northwick Park Hospital, Watford Road, Harrow, London, HA1 3UJ

Tel: 020 8515 5015 / 020 8515 5016 | Email: harrow.iapt@nhs.net

Harrow Talking Therapies is a free, confidential service that provides psychological treatment for depression and anxiety disorders. They offer two levels of treatment: Step 2, treatments lasting for up to 6 sessions covering issues that have arisen relatively recently, and Step 3, treatments lasting 8-12 sessions aimed at longer term difficulties. People seeking help with difficulties other than depression or anxiety, or who require more specialist or intensive treatment, can be directed to appropriate services.

You can refer yourself to this service (if over the age of 18 and registered with a GP in Harrow) or ask your GP or other health professional to refer you. Either get in contact via the details above or visit the website and complete the online self-referral form. The service is available Monday to Wednesday from 8am-8pm. Thursday & Friday 8am-5pm.

Harrow Child and Adolescent Mental Health Services

www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/harrow-camhs

Ash tree Clinic 322-326 Northolt Road, Harrow, HA2 8EQ

Tel: 020 8859 4500

The team at Harrow CAMHS provides community mental health services to children and young people up to the age of 18 with complex mental health difficulties, and their families, in a range of different ways depending on their needs. **Referrals usually come from health services such as GPs, but may also come from education or social services. It is also possible to self-refer (either the young person or a family member/guardian).**

CAMHS psychologists, psychiatrists, and therapists provide assessment and treatment packages for children and young people and their families. Treatment may include cognitive behavioural therapy (CBT), family therapy, play therapy, individual and group psychotherapy. Medication is used when appropriate and carefully monitored.

Harrow WDP – for addiction and substance misuse

<https://www.nhs.uk/services/service-directory/wdp-harrow/N10876353>

44 Bessborough Road. Harrow, HA1 3DJ

Tel: 0300 303 2858 Email: harrow@wdp.org.uk

The Harrow Recovery Centre is a free and confidential service for adults resident in Harrow, as well as their families and carers, who are experiencing problems associated with the use of drink or drugs. **You can self-refer to the service in person (opening hours on the website) or by phone, or be referred by any health or social care professional.**

On contacting the service you will be able to talk to one of their duty team practitioners who will help you decide which of their services best meet your needs. Their team will then work with you to create an individualised, recovery orientated care plan which will be reviewed with you regularly. This may include access to prescribing, community detox, needle exchange, group work, counselling, access to inpatient/residential services and support with housing, benefits, education, training and employment.

Services for people experiencing psychosis

Harrow and Hillingdon Early Intervention Service

<https://www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/harrow-and-hillingdon-early-intervention-service>

Pembroke Centre, 90 Pembroke Road, Ruislip, HA4 8NQ

Tel: 01895 627760

Harrow and Hillingdon Early Intervention Service is for people aged 14-35 experiencing their first episode of psychosis. Once referred, service users can remain with the team for three to five years. **You must be referred to this service by your GP, a local mental health team, the hospital or court diversion and youth offending teams.** The service aims to detect, assess and treat symptoms early to reduce the duration of psychosis. It provides a range of psycho-social interventions and support, support for family and carers and optimistic views about recovery, focused interventions.

Services for older people and/or people with memory difficulties

Harrow Memory Services

<https://www.cnwl.nhs.uk/harrowmemory>

Bentley House, 3rd Floor, 15-21 Headstone Drive, Harrow. HA3 5QX

Telephone: 020 8424 7765 Email: harrowms.cnwl@nhs.net

Harrow Memory Services provide assessment and diagnosis of dementia and provide ongoing support and information to people with memory problems and their carers. They are specialist services for people of any age who may be experiencing memory difficulties, which includes early onset dementia. If a diagnosis of dementia is given, Harrow Memory Services will support individuals in coming to terms with their diagnosis and provide useful strategies and treatments to help people minimise their memory difficulties. They also support carers of people with dementia. **You can be referred to Memory Services by your GP or by contacting the service directly.**

Ellington Ward and Mary Seacole Ward

<https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/northwick-park-hospital/ellington-ward>

Northwick Park Hospital, Watford Road, Harrow, HA1 3UJ

Tel: 020 8869 2268 / 020 8869 2269 (Ellington), 020 8955 4476 (Mary Seacole)

Ellington Ward and Mary Seacole Ward at Northwick Park Hospital are inpatient mental health ward for older people. They provide a multidisciplinary assessment and treatment package involving the patient, relatives and carers from admission through to discharge. The care will take into account the needs of the patient as well as the relative and/or carer and will ensure that discharge planning reflects the needs of both.

Harrow Older People Community Mental Health Team

<https://www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/harrow-older-people-community-mental-health-team>

Bentley House 3rd Floor 15-21 Headstone Drive Harrow HA3 5QX

Tel: 020 8424 7728 | Fax: 020 8206 3990 | Email: harrowophacmht.cnwl@nhs.net

Most patients treated by Harrow Older People Community Mental Health Team will have short-term mental health issues and after a period of weeks or months they will be referred back to their general practitioner (GP) when their condition has improved. A small minority, however, who need specialist care will remain with the team for a longer period for ongoing treatment, care and monitoring.

This service provides support in the community to people of any age with a primary diagnosis of dementia; people with mental disorder and significant physical illness or frailty which contributes to, or complicates the management of their mental disorder (mostly over 50 years); and people with psychological or social difficulties related to the ageing process, or end of life issues, or who feel their needs may be best met by an older people service (usually those aged 70 or over). **You can be referred to the service by a GP, social services or other health professionals, or call the team up directly if you have had previous contact with them.**

Perinatal and Parent Infant Mental Health Services

<https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/northwick-park-hospital-brent-and-harrow-perinatal-mental-health-service>

Tel: 020 8955 4495

The service offers assessment and treatment to women experiencing mental health difficulties during pregnancy and within the first year after delivery. This specialist care is delivered close to the maternity unit of your choice, your home or in community centres depending on your preference. You are entitled to access this service even if you choose to deliver your baby at a hospital different from Northwick Park Hospital as long as you are a Brent or Harrow resident or you are registered with a GP in Brent or Harrow. Women aged over 18 years, registered with a Brent or Harrow GP or resident in Brent or Harrow can be referred at any stage of the pregnancy. You are entitled to access the service even if you decide to book your antenatal care in a hospital different from Northwick Park Hospital.

You must be referred to this service by a GP, midwife, obstetrician, health visitor, mental health or other health professional.

Rehabilitation units

Inpatient rehabilitation units provide care and support for people who have complex mental health problems and where previous placements have been unable to meet their needs. Qualified and experienced teams support service users to develop the necessary skills for independent living, including practical skills, mental health management and feeling prepared psychologically. There are two of these in Harrow – Rosedale Court and Roxbourne Complex & Annex. **You must be referred to these units by a professional within CNWL.**

Rosedale Court

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/rosedale-court

75-79 Greenford Road, Harrow, HA1 3QF
Tel: 020 8854 2925

Roxbourne Complex & Annex

www.careservices.org.uk/roxbourne-complex-harrow

41 Rayners Lane, Harrow, HA2 0UE
Tel: 020 8423 8200

Adult day services

The Bridge

www.rethink.org/help-in-your-area/services/community-support/the-bridge-harrow/

Rethink Mental Illness, Christchurch Avenue, Harrow, HA3 5BD

Tel: 020 8427 8528 | Fax: 020 8851 6394 | Email: thebridge@rethink.org

The Bridge provides day services to people with mental health issues, including activities, support groups, opportunities to gain skills and experience and a drop-in centre with a café. People with Personal Independence Budgets can also attend for therapy. **You can self-refer or be referred by a professional or carer to the Bridge.** You will work on a personalised recovery plan with your key worker that will be supported through access to the Bridge's services. **Currently all services at the Bridge are being offered remotely due to the Covid Pandemic.**

Wiseworks

www.harrow.gov.uk/wiseworks

74a Marlborough Hill, Harrow, HA1 1TY

Tel: 020 8853 8704 | Email: wiseworks@harrow.gov.uk

Wiseworks Day Services provide a therapeutic programme that works in partnership with service users to identify their needs, develop a care plan, work towards goals and review progress.

These services support people with enduring mental health problems to build sustainable coping strategies, break social isolation, and promote social inclusion through meaningful activities that build networks and training that may lead to employment.

Please speak to your GP or care coordinator to find out if you are eligible to be referred to Wiseworks.

CNWL Recovery College

www.cnwl.nhs.uk/recovery-college/

Tel: 020 3214 5585 | Email: recoverycollege.cnwl@nhs.net

The CNWL Recovery & Wellbeing College is a learning and development centre providing a range of educational courses, workshops and resources for people with mental health difficulties and their associates. Courses are free for CNWL service users, their carers and supporters (up to 12 months after discharge from services), as well as CNWL staff. You can apply directly to courses; there is no need to be referred.

Making a complaint about CNWL NHS services

If you would like to make a complaint, or provide any other feedback, about the service you have received from CNWL NHS Trust, you should first contact the healthcare professional involved. If this does not resolve the situation, you can contact the Patient Support Service (formerly PALS). If you require support or advocacy to raise concerns, you can also contact the Harrow Health Complaints Advocacy Service.

Patient Support Service

Central and North West London NHS Foundation Trust, 350 Euston Road, Regent's Place, London NW1 3AX.

Tel: 0300 013 4799 | Email: feedback.cnwl@nhs.net

Harrow Independent Health Complaints Advocacy Service

The Independent Health Complaints Advocacy Service is a free and independent service that can support you through the process to make a complaint about a National Health Service.

Advocacy First- Community Connex

3 Jardine House, Harrovia Business Village, Bessborough Road, Harrow, HA1 3EX

Phone: [020 88598484](tel:02088598484) / [020 84237382](tel:02084237382) | Email: hello@communityconnex.co.uk

**Please call Mind in Harrow on 020 8426 0929
for a large print version of this factsheet or a summary translation.**



Mind in Harrow's Mental Health Information Service is a part of SWiSH, a consortium of five local charities, offering the local Care Act Information & Advice Service for Harrow residents, funded by the Council. www.harrowca.org.uk

This factsheet was produced by Mind in Harrow

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