



Accessing NHS Mental Health Services

Updated 05/08/16

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 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 SPA team consists of qualified clinicians who are knowledgeable about different services and options. They can provide advice and guidance as well as book appointments for new clients to see the community mental health teams in Harrow.

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 2590

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. **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

www.cnwl.nhs.uk/service/harrow-east-community-mental-health-team/

www.cnwl.nhs.uk/service/harrow-west-community-mental-health-team/

2nd Floor, Bentley House, 15-21 Headstone Drive, Harrow, HA3 5QX

Tel: 020 8424 7701 | Fax: 020 8424 7702

Community mental health teams work with patients to develop recovery goals and offer continuity of care. They assess the needs of the patient to make sure the treatment provided is personalised. They also offer more intensive care when people need it most and help patients to work towards greater independence in managing health and wellbeing. **You must call the Single Point of Access to be referred to this service.**

Services at Northwick Park Hospital

Northwick Park Hospital

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

Watford Road, Harrow, London, HA1 3UJ

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.

Harrow Outpatient Eating Disorder Service

www.cnwl.nhs.uk/service/harrow-outpatient-and-daypatient-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/service/northwick-park/

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.** 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 Primary Care Mental Health Service

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

Tel: 020 8424 7701 | Fax: 020 8424 7702

The main focus of the Harrow Primary Care Mental Health Service (PCMHS) is to help patients have a smooth and safe discharge from secondary care (hospital) to the care of their GP. The team consists of five Mental Health Nurses and a Team Manager, plus a Consultant Psychiatrist designated to provide advice and support the team. Nurses will see service users once a month for up to six months and work closely with GPs to support and enable service users to live as healthily and independently as possible.

Referrals to this team come from the community mental health services.

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 Friday from 9am-5pm. Late appointments are available on Mondays from 5pm-8pm. Appointments at 8am are available on request.

Harrow Child and Adolescent Mental Health Services

www.cnwl.nhs.uk/service/harrow-camhs/

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 Recovery Centre – for addiction and substance misuse

www.cnwl.nhs.uk/service/harrow-recovery-centre/

333a Station Road, Harrow, HA1 2AA

Tel: 020 8956 7170/0208 515 7830

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

www.cnwl.nhs.uk/service/harrow-and-hillingdon-early-intervention-service/

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

Tel: 01895 527750

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.

Harrow Assertive Outreach Team

www.cnwl.nhs.uk/service/harrow-assertive-outreach-team/

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

Tel: 020 8424 7730

Harrow Assertive Outreach Team supports service users who experience symptoms of psychosis and who find it difficult to engage with services. This may be because they are homeless or street homeless, have drug and alcohol difficulties, have been involved with the criminal justice system, or have complex difficulties. Service users referred will usually have had a history of admissions to hospital, possibly been detained under the Mental Health Act and often experienced issues with medication treatments. **Referrals must be made by professionals who have had current or previous engagement with the service user.** The service is available from 9am to 5pm, Monday to Friday.

Services for older people and/or people with memory difficulties

Harrow Memory Services

www.cnwl.nhs.uk/service/harrow-memory-services/

Fairfields House, Roe Green, Kingsbury, NW9 0PS

Tel: 020 8424 7765 | Fax: 020 8206 3990 | Email: harrowsms.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 must be referred to Memory Services by your GP or another specialist practitioner (e.g. a neurologist or medical staff in another hospital).**

Ellington Ward and Mary Seacole Ward

www.cnwl.nhs.uk/service/ellington-ward/

www.cnwl.nhs.uk/service/mary-seacole-ward/

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

Tel: 020 8869 2268 / 020 8869 2269 (Ellington), 020 8869 2284 (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

www.cnwl.nhs.uk/service/harrow-older-people-community-mental-health-team/

Fairfields House, Roe Green, Kingsbury, NW9 0PS

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

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 60 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

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

Tel: 020 8955 4495

These services provide a specialist community service to women in Harrow and Brent with moderate to severe mental health needs who are in the last trimester of pregnancy or who have a baby up to 12 months old. The service works with other community mental health and healthcare teams to support and care for people in their own homes. The aim is to ensure that people can cope with, and recover from mental health

problems without having to be admitted to hospital. **You must be referred to this service by any other service that is caring for you.**

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/service/rosedale-court/

75-79 Greenford Road, Harrow, HA1 3QF

Tel: 020 8864 2925

Roxbourne Complex & Annex

www.cnwl.nhs.uk/service/roxbourne/

41 Rayners Lane, Harrow, HA2 0UE

Tel: 020 8423 8200

Adult day services

The Bridge

www.cnwl.nhs.uk/service/the-bridge/

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

Tel: 020 8427 8528 | Fax: 020 8861 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.

Wiseworks

www.cnwl.nhs.uk/service/wiseworks/

74a Marlborough Hill, Harrow, HA1 1TY

Tel: 020 8863 8704 | Email: wiseworks@harrow.gov.uk

Wiseworks is a pre-vocational work centre that works with people recovering from mental health problems. It assesses their work skills and provides comprehensive work rehabilitation as well as arranging training at local colleges. The service is tailored towards those who are not ready or able to seek paid employment. **Please speak to your 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, Stephenson House, 75 Hampstead Road, London, NW1 2PL

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

Harrow Health Complaints Advocacy Service

www.had.org.uk/advocacy-services.php

HAD, The Wealdstone Centre, 38-40 High Street, Wealdstone, HA3 7AE

Tel: 020 8861 8876 | Text phone: 07985 244177 | Email: handcadv@had.org.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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