



**London Borough
of Hounslow**



Hounslow Clinical Commissioning Group

Directory of Mental Health Services in Hounslow

May 2015

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SUMMARY OF TERMS

<p>Care Programme Approach (CPA)</p> <p>vs standard care</p>	<p>CPA is a way that individual patient care is assessed, planned, co-ordinated (they have an allocated care coordinator) and reviewed for someone with complex mental health problems. A patient is likely to be within the CPA process if they:</p> <ul style="list-style-type: none"> • are diagnosed as having a severe mental disorder with ongoing significant needs • are at risk of suicide, self-harm, or harm to others • tend to neglect themselves and don't take treatment regularly • are vulnerable, this could be for various reasons, such as physical or emotional abuse, financial difficulties because of mental illness or cognitive impairment • have significant co-morbid drugs or alcohol misuse • have learning disabilities • rely significantly on the support of a carer or have your own caring responsibilities • have recently been detained under the Mental Health Act • have parenting responsibilities
<p>Lead Professional</p>	<p>A lead professional is the professional who has the most significant contact with the patient. It generally applies to standard care, where there is no care coordinator.</p>
<p>Care Coordinator</p>	<p>The Care Co-ordinator is the professional whose role it is to organise your CPA review meetings, to co-ordinate your care and to ensure that your care and support is provided by those named in your care plan. The Care Co-ordinator will normally be the central point of contact with services and the person you or your carer generally speaks to. The Care Co-ordinator may be a nurse, social worker, doctor, psychologist, or occupational therapist.</p>
<p>Recovery Team (Formally the community MH Team)</p>	<p>Community recovery teams bring together a range of health care professionals who each have specialist skills to work with people who have complex and severe mental health problems. (They have a similar role to the old community mental health teams, CMHT, but without the assessment function).</p> <p>The teams include psychiatrists, community psychiatric nurses (CPN), social workers, approved mental health professionals (AMHPs), psychologists, occupational therapists and pharmacists. Other members of the team include the team manager and administrators.</p> <p>Other staff such as peer support workers, mental health support workers, benefits workers, employment specialists, arts therapists and psychotherapists also work as part of the team.</p>
<p>Recovery House</p>	<p>Recovery houses offer short-term residential support to people in crisis, as an alternative to hospital admission. They support people with mental health problems by providing a therapeutic and person centred approach to support recovery. The Recovery Houses provide a home from home environment with communal kitchens and lounges as well as 'quiet rooms' and small gardens.</p> <p>This service is not currently available in Hounslow but there are plans to develop one.</p>

Improving Access to Psychological Therapies (IAPT)	<p>The IAPT service aims to increase the availability of ‘talking therapies’ on the NHS. IAPT is primarily for people who have mild to moderate mental health difficulties, such as depression, anxiety, phobias and post-traumatic stress disorder. These conditions are treated using a variety of therapeutic techniques for example:</p> <ul style="list-style-type: none"> • computerised CBT (cCBT) • guided self-help cognitive behavioural therapy (CBT) • interpersonal therapy (IPT) • couples therapy
Hounslow Assessment Team (HAT)	<p>The HAT service provides initial assessments to adults and directs them to clinical and social support services in primary care (GP services) and secondary care (specialist services), as well as the voluntary and independent sectors.</p> <p>Urgent and emergency mental health assessments are offered when necessary.</p>
Cognitive Impairment and Dementia Service (CIDS) 'Memory clinic'	<p>CIDS offers a specialist multi-disciplinary service for individuals over the age of 18 with cognitive difficulties or dementia.</p>
Primary Care Plus (PC+)	<p>A primary care based mental health service, comprising in Hounslow of a community mental health nurse in each locality. PC+ supports people with long-term mental health needs who have had their care transferred from a secondary to primary care setting. The service also accepts referrals from GPs for assessment and brief intervention. The aim of this service is to provide a more integrated model of mental and physical wellbeing.</p>
Psychiatric Liaison Service	<p>Psychiatric Liaison Service provides rapid, comprehensive mental health assessment and treatment for all inpatients accessing general hospitals, for example in accident & emergency or in-patient wards. The service provides assessment and treatment to those patients who may be experiencing distress in hospital and is a valuable interface between mental and physical health.</p> <p>In Hounslow A&E liaison services are currently shared between the hospital liaison team and the Crisis Resolution and Home Treatment Team (CRHT).</p>
Clustering	<p>Care clusters are reference groups used to link service users with similar needs and problem severities. Healthcare clustering is a way of standardising the provision of resources and levels of care provided. Care clusters also form the classification system of Payment by Results (PbR), a change to the way our services are funded.</p>
Care plans	<p>Care planning is one part of the Care Programme Approach (CPA – see above) process. It involves:</p> <ul style="list-style-type: none"> • An assessment of an individual’s health and social care needs • A written Care Plan detailing the help and support that they will receive • Regular review meetings to discuss how their care plan is working and agreed together with changes that may be needed • Contact details and a crisis plan • Carers can be offered an assessment of their own needs, which should

	<p>be reviewed every year. The process is generally overseen by the care coordinator.</p>
Section 36	<p>The Mental Health Act is the law which can be used to admit a person to hospital for assessment and/or treatment for a mental illness.</p> <p>A section 36 enables professionals to use the court to make an assessment and treat a person without their permission. The court can later use other sections of the Mental Health Act to complete treatment.</p>
Community Treatment Order (CTO)	<p>A CTO enables the lead professional to ensure that a patient that has been discharged from hospital receives supervised treatment in the community. This can include conditions about where a person lives or gets treatment. A CTO allows the lead professional to monitor treatment and bring the patient back to hospital if they become unwell. A CTO is managed by the care coordinator.</p>

CHILDREN AND ADOLESCENT SERVICES

CHILD AND ADOLESCENT MENTAL HEALTH SERVICE (CAMHS)

Name of Service	Child and Adolescent Mental Health Service (CAMHS)
Location	Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow, TW3 3EL
Contact Details	Tel: 0208 630 3237 Fax: 0208 630 3267
Summary of service	<p>The child and adolescent mental health service provides mental health assessment and treatment for children, young people and their families within the borough of Hounslow, up to their 18th birthday.</p> <p>The service comprises multi-disciplinary teams of child and adolescent psychiatrists, psychotherapists, family therapists, psychologists, nurses, primary mental health workers, and allied health professionals.</p> <p>CAMHS accepts referrals of children with severe and/or complex emotional, behavioural and mental health difficulties for assessment and treatment as appropriate, and also provides consultation to professionals.</p>
Lead consultant Manager	<p>Head of Service: Dr Vijay Parkash</p> <p>Service Manager: Susie O’Neill</p>
Type of Users service treats	Children and young people age 0-18 with severe and/or complex emotional, behavioural and mental health difficulties
Who can refer into service	<p>Referrals are accepted from a number of professionals, including:</p> <ul style="list-style-type: none"> • GPs • Social workers • Health professionals including paediatricians, school nurses and health visitors • Adult mental health services • Schools, via the Educational Psychologist, SENCO, or Behaviour Support Team • Tier 2 multi-agency teams
Where is the referral sent	Referral Facilitation Service (RFS)
Usual length of treatment	Varies depending on clinical need
Where are your users discharged?	Varies depending on clinical need

LBH EARLY HELP HOUNSLOW (EHH)

Name of Service	EARLY HELP HOUNSLOW
Location	88 Lampton Road, Hounslow, TW3 4DW
Contact Details	Tel: 020 8583 6600 option 1 Email: earlyhelp@hounslow.gov.uk
Summary of service	<p>Early Help Hounslow (EHH) is the initial point of contact for all enquiries from professionals and members of the public requesting information, advice and guidance or access to services within the Early Intervention Service.</p> <p>Early Help Hounslow Advisors are highly customer focused and ensure all users gain easy access to the relevant services they need including education, health and safeguarding information.</p> <p>The highly experienced team of Early Help Hounslow Advisors are also supported by the Family Information Service, Education Welfare, Child & Adult Mental Health Service and Social care. Therefore all parents and professionals can be assured that they are dealt with efficiently and effectively with all support services working closely together.</p> <p>Early Help Hounslow can be viewed as the front door for all Early Intervention Services. Please contact Early Help Hounslow to discuss any concerns or seek clarification regarding thresholds and appropriate pathways to services. Early Help Hounslow can assist in the appropriate completion of the Early Help Hounslow referral & assessment form and track progress of existing referrals made to the service.</p>
Lead consultant Manager	Iwona Sadowska
Type of Users service treats	All families with children aged 0-19 years
Who can refer into service	All including self-referral. To download the EHH referral and assessment form please refer to LBH Early Intervention Services
Where is the referral sent	Early Help Hounslow
Usual length of treatment	n/a
Where are your users discharged?	n/a

LBH EARLY INTERVENTION SERVICE (EIS)

Name of Service	EARLY INTERVENTION SERVICE (EIS)
Location	Online
Contact Details	Tel: 020 8583 6600 option 1 Email: earlyhelp@hounslow.gov.uk
Summary of service	<p>Hounslow Early Intervention is made up of various services all working towards the same goal – <i>to support children, young people and families to reach their full potential and improve their life chances</i>. Services available through the Early Intervention Service are as follows:</p> <ul style="list-style-type: none"> • Early Help Hounslow • Early Help Co-ordination • Family Information Service • Family Support Practitioners • Education Welfare • Intensive Family Support • CAMHS (Child and Adult Mental Health Service) • Children’s Centres • Play Team • Hounslow Youth Counselling Service • Detached & Youth Crime Prevention Team • Young Carers • Connexions • Hounslow Youth Service • Young People's Sexual Health Service & Teenage Pregnancy Visions • Targeted Youth Support • The Local Offer (SEND) • Support for Learning (Educational Psychologists, Advisory Teachers for Behaviour, Learning & Specialist Reading and Early Years SEN teachers (Special Educational Needs)) • Lets talk (Domestic Violence Programme)
Lead consultant Manager	n/a
Type of Users service treats	All families with children aged 0-19 years and or special needs 0-25
Who can refer into service	Please note that access to some of the services listed are by referral only. Further guidance and enquiries to access an EIS service should be made via Early Help Hounslow or by completion of the EHH Referral & Assessment form which is available through the Family Services Directory on the LBH website).
Where is the referral sent	Early Intervention Service
Usual length of treatment	n/a
Where are your users discharged?	n/a

HOUNSLOW YOUTH COUNSELLING

Name of service	HOUNSLOW YOUTH COUNSELLING SERVICE
Location	78 St John's Road Isleworth Middlesex TW7 6RU
Contact Details	Tel:0208 568 1818 Email: ask@hycscounselling.co.uk www.hycscounselling.co.uk
Summary of service	Hounslow Youth Counselling Service is a registered charity offering a free confidential service to young people. We offer one-to-one counselling for young people.
Manager	Patricia David
Type of Users service treats	Young people 11 to 25 who live/work/study in the LBH who want to talk to a counsellor.
Who can refer into service	Self-referral. Introductory session to determine if we are the right agency
Where is the referral sent	Hounslow Youth Counselling Service
Usual length of treatment	HYCS offers opened ended counselling
Where are your users discharged?	N/A

ADULTS SERVICES

PERINATAL MENTAL HEALTH SERVICE

Name of Service	HOUNSLOW PERINATAL MENTAL HEALTH SERVICE
Location	Clinics held in Queen Mary Maternity Unit, West Middlesex University Hospital
Contact Details	West Middlesex University Hospital, Lampton Annex 1 st Floor, Marjory Warren Building, Twickenham Road, Middlesex, TW7 6AF Tel: 0208 484 1496/ 1525 Fax: 020 8321 5357 (for all new referrals) Specialist mental health midwives: 0208 321 6333 or 07920751234
Summary of service	<p>The Perinatal Mental Health Service offers advice and consultation on the management of women with mental illness during the pre-conceptual, antenatal and postnatal period (up to the end of the first three postnatal months). Our team consists of a perinatal psychiatrist 4 days a week, a perinatal psychiatric nurse 4 days a week and a full time specialist mental health midwife (currently a job share between Julia Lidderdale and Louise Nunn). We offer routine referrals an assessment within 4 weeks, priority referrals within 2 weeks and urgent referrals within 3 days (midwife only). We do not provide an emergency or crisis services. Women with acute suicidal ideation or in acute crisis should be referred to local A&E service for assessment by liaison psychiatry or the Crisis and Home Treatment Team, following guidelines within local services. Our service is open to all residents of Hounslow, as well as all women receiving maternity care at Queen Mary Maternity Unit during the antenatal period. Postnatal care is provided to residents of Hounslow only.</p> <p>We will triage the referral at our weekly referral meeting (Tuesday). After triage, we will decide whether to offer an individual psychiatric assessment and ongoing management, or whether other options such as telephone advice, signposting to local perinatal IAPT or other community services are more appropriate. We can also provide telephone advice, for example, regarding medication choices. We provide joint management where a women's care is open to existing mental health services. We will refer onto other mental health services where this is appropriate e.g Early Intervention Service.</p> <p>Our clinic is based in the antenatal clinic at Queen Mary Maternity Hospital and we work closely with Consultant Obstetricians including in the high risk Obstetric Medical Clinic (Miss Girling and Miss Page).</p>
Lead consultant	Dr Gleadow Ware, Consultant Perinatal Psychiatrist
Manager	Service Manager: Phillip Dick, Hounslow Liaison Psychiatry Service
Type of Users service treats	We would expect to see all women with moderate-severe mental illness during the antenatal or postnatal period (first three months) and will either provide a one-off assessment with signposting or ongoing management, including pre-birth and post-birth mental healthcare planning, as needed, for high risk women. Women may be offered an appointment with the specialist mental health midwife, perinatal psychiatric nurse or Consultant Psychiatrist, according to need. Women eligible for psychiatric assessment include those with moderate-severe depression, previous suicidal ideation or attempts, PTSD, OCD, tokophobia, bipolar affective disorder, psychotic illness such as

	schizophrenia, schizoaffective disorder, personality disorder and eating disorders amongst others. We are happy to offer advice and consultation where there are concerns. We have a care pathway that referrers can consult for guidance. We would expect to receive a referral for all women who are pregnant or planning pregnancy who have an existing SMI diagnosis. Where a woman is already known to an existing mental health team, we offer joint management and care planning.
Who can refer into service	We accept referrals from maternity services, health visitors, general practitioners and mental health professionals.
Where is the referral sent	Referrals should be faxed to: 020 8321 5357 (using the perinatal mental health referral form). A telephone call should be made to ensure the fax is received (Tel: Office: 0208 484 1496/ 1525) Referrals can be sent to RFS as well as directly to the perinatal service at WMH
Usual length of treatment	We will engage with women up the end of the third postnatal month.
Where are your users discharged?	Back to primary care, IAPT services, or onto other mental health services as required.

PRIMARY CARE PLUS

Name of service	PRIMARY CARE PLUS
Location	Various GP Surgeries across Hounslow
Contact details	<p>Please contact the Primary Care Plus Nurse Practitioner connected to your surgery. Team - Wlm-tr.hounslowprimarycareplus@nhs.net</p> <p>Brentford & Isleworth – Kieran Leen, 07813 537823, Kieran.leen@nhs.net Chiswick – Emma Brown, 07813 537811, Emma.brown44@wlmht.nhs.net Great West Road – Helen Potter, 07813 537808, Helen.potter4@nhs.net Feltham – Jenny Ball, 07813 537826, Jenny.ball6@nhs.net Hounslow – Mukaddes Demirci, 07813 537821, Mukaddes.demirci@nhs.net</p>
Summary of service	<p>A primary care mental health service where patients long term mental health needs are managed within primary care/ the community. The service offers will:</p> <ul style="list-style-type: none"> • Assess/monitor mental state and risk. • Offer advice and support to patient and GP regarding treatment options • Sign post patients to local resources <p>The service can offer monthly training for GPs and practices upon request.</p>
Lead consultant Team manager	<p>Dr Chris Bench</p> <p>Helen Potter (Lead Nurse)</p>
Type of Users the service treats	Patients who present with mental health issues but who are NOT in crisis and do NOT require secondary care, but who may benefit from support over and above that provided by the G.P.
Who can refer into service?	GP, Practice Nurse and West London Mental Health Trust
Where is the referral sent?	<p>The service will support the referral, however if the Primary care plus service is not appropriate the referral is sent to specialist secondary services.</p> <p>Please send referrals to the Primary Care Plus Nurse Practitioner connected to your surgery (an email is sufficient)</p>
Usual length of treatment	Up to one year, but this is reviewed on a case by case basis.
Where are your Users discharged to?	Primary Care/GP

HOUNSLOW ASSESSMENT TEAM

Name of service	HOUNSLOW ASSESSMENT TEAM
Location	Lakeside Mental Health Unit, Twickenham Road, Isleworth, TW7 6AF
Contact details	<p>Main reception: 020 8483 1556 Urgent referrals: 07535 352 910 (duty coordinator) Fax: 020 8483 1606 Email: hounslowassessmentteam@nhs.net Consultant psychiatrist advice line for GPs: 07969 535 106 Mon -Fri 9 -5pm (excluding 2 -3.30pm)</p>
Summary of service	<p>Hounslow Assessment Team offers specialist multi-disciplinary assessments for Hounslow residents aged 18 and over who are experiencing mental health problems, which are of a sufficient severity or complexity to need input from secondary care mental health services. The team provides skilled assessments, comprehensive formulation and advice on further management taking into account mental health, physical health and social care needs.</p> <p>Following assessment, patients who need further community treatment and support from local secondary care mental health services, will be transferred to Hounslow Recovery Teams or referred on to other specialist services (e.g. Eating Disorders, CRHT, Cognitive Impairment Dementia Service, Early Intervention Team, Drug and Alcohol Team etc).</p> <p>Whenever possible, patients should speak to their GP first and, if appropriate, be treated in primary care. Services include:</p> <ul style="list-style-type: none"> • Initial full mental health assessment (Routine, Routine Plus, Emergency and Urgent appointments). • Mental health reviews • Joint psychiatric assessments with substance misuse/social services departments/other services. • Home visits. • Advice on medication. • Telephone advice <p>We provide a dedicated service for GPs to speak to a consultant psychiatrist, which can be used to discuss any patients but may be especially helpful to discuss options for patients before referral.</p>
Lead consultant	Dr Pradip Ghosh
Team manager	Ajay Dhoopnarain

Type of Users the service treats	Adults and older people with functional illness
Who can refer into service?	GPs, or other health professionals, adult access team, police, probation, EDT and other agencies. Patients can also self-refer.
Where is the referral sent?	Hounslow referral facilitation Service (RFS). Referrals posted, faxed or emailed to the team are also processed. If referral is urgent please email/fax directly to the HAT.
Usual length of treatment	Up to a year, although in some cases the treatment may be longer.
Where are your Users discharged to?	Back to GPs. Some patients will be transferred to other services.

HOUNSLOW EARLY INTERVENTION TEAM (HEART)

Name of service	HOUNSLOW EARLY INTERVENTION TEAM (HEART)
Location	1 Floor O-Block, Lakeside Twickenham Road, Isleworth, TW7 6AF
Contact details	020 8483 1445
Summary of service	Specialist team working with people aged between 18-35 years with first episode psychosis.
Lead consultant Manager	Dr Mehotra Jonathan Souray
Type of users service	18-35 years with first episode psychosis
Who can refer into service?	GP's and Community teams
Where is the referral sent?	The referral directly comes to the EIS team. There is a process of assessment carried out prior to support and treatment.
Usual length of treatment	3 years
Where are your users discharged?	Majority back to primary care or the community mental health teams.

CRISIS RESOLUTION HOME TREATMENT TEAM

Name of service	CRISIS RESOLUTION HOME TREATMENT TEAM
Location	Lakeside MHU, Twickenham Road, Isleworth, TW7 4AF
Contact details	Tel 020 8483 1443 Fax 020 8483 1444
Summary of service	We offer home treatment to people in a mental health crisis who would otherwise require admission to hospital. We also facilitate early discharges from the wards.
Lead consultant	Jonathan Scott - Consultant psychiatrist
Manager	Mary Aldridge
Type of users service treats	All adults
Who can refer into service?	Assessment and recovery teams, psychiatric liaison team, inpatient wards (mental health)
Where is the referral sent?	Screened initially by telephone by shift coordinator, then internal referral done on RiO if accepted.
Usual length of treatment	4-6 weeks
Where are your users discharged?	Assessment or recovery team if appropriate or previously known. GP if no need for secondary care. Substance misuse services.

IMPROVING ACCESS TO PSYCHOLOGICAL THERAPIES (IAPT)

Name of service	Hounslow IAPT (Improving access to psychological therapies)
Location	<p>The Isleworth Centre 146 Twickenham Road Isleworth TW7 7DJ</p> <p>Clinics are also run from Chiswick Health Centre, Holly Road practice, Brentford Health Centre, First Care Practice, Maswell Park Health Centre, Meadows Health Centre, Feltham Health Centre and the Phoenix Counselling service Feltham.</p>
Contact details	<p>Telephone number: 0300 123 0739 Fax: 0300 790 0125 Email: houccg.Hounslowiapt@nhs.net Website: www.hounslowiapt.nhs.uk</p>
Summary of service	<p>We are a talking therapy service for clients who are 18 years or older with a GP in the borough of Hounslow. The service is provided between West London Mental Health NHS Trust, the Anchor Counselling Service and Twining Enterprise, who provide vocational support.</p> <p>Hounslow IAPT offers evidence-based talking therapies for depression and anxiety disorders within a stepped-care model. We offer a range of workshops and groups, including Improving Self-confidence, Fighting Fear, Wellbeing workshops, large-scale Stress Control courses, Get Back on Track (for low mood) and Wellbeing for Mums groups.</p> <p>We also provide guided self-help and one-to-one therapy, . predominantly CBT but also other therapies recommended by NICE guidance including counselling for depression, EMDR, dynamic interpersonal therapy (DIT), behavioural couples counselling.</p> <p>We also offer online support via the Big White Wall, which involves access to a 24/7 online support network, guided support courses for anxiety and for depression, and web therapy provided by our therapists.</p>
Lead consultant	Dr Dominic Glover, clinical psychologist
Type of Users service treats	The service sees people over 18 (no upper age limit) presenting with mild-moderate depression and or anxiety disorders who are registered with a GP in the London Borough of Hounslow.

	<p>Likely to be suitable:</p> <ul style="list-style-type: none"> • Primary problem of depression, panic disorder, generalised anxiety disorder, social phobia, specific phobia, single incident PTSD, OCD. • Clients who are motivated to engage in and are able to make use of brief-to-medium talking therapy • Clients who would like to attend any of the groups that we offer. <p>Not suitable referrals for our service:</p> <ul style="list-style-type: none"> • Clients presenting with active risk of harm to self or others. • Clients requiring ongoing psychiatric and/or multidisciplinary input. • Current psychosocial instability likely to prevent engagement in regular treatment e.g. current housing crisis/impending legal case • Individuals presenting with drug or alcohol misuse as primary problem or when misuse is likely to impact on capacity to make use of psychological intervention.
<p>Who can refer into service?</p>	<p>GPs, other healthcare professionals, or employment services. Clients are also able to self-refer via the service website. We ask that where possible the GP makes the referral in order that we have all the information we require but in cases where the client is unsure of whether they would like to access the service, suggesting that they self-refer could be helpful.</p>
<p>Where is the referral sent?</p>	<p>Referral Facilitation Service by email or fax.</p>
<p>Usual length of treatment</p>	<p>The service offers brief talking therapy, on average 8 treatment sessions. Our Step 2 clinicians see clients for up to 6 treatment sessions and our Step 3 clinicians generally see clients for up to 12 treatment sessions.</p>
<p>Where are your users discharged?</p>	<p>Patients are discharged back to the care of their GP or referred on to another service where this is indicated. An example of an onward referral would be signposting to lost-cost counselling services that may provide long-term psychological therapy input.</p>

PSYCHIATRY LIAISON

Name of service	Psychiatry Liaison
Location	Department of Liaison Psychiatry Lampton Annex, 1 st Floor, Marjory Warren Building Twickenham Rd, Isleworth, Middlesex TW7 6AF
Contact details	Mental health single point of access bleep: 509 (WMUH) Tel: 020 8321 5397 Fax: 020 8321 5357
Summary of service	<p>The liaison psychiatry service provides rapid, comprehensive mental health assessment and treatment for all inpatients within WMUH and patients presenting to the A&E and Urgent Care Centre. Our service is staffed by 8 Psychiatric Liaison Nurses, 2.1 WTE consultants and 1 full-time team manager.</p> <p>There is good evidence that mental and physical healthcare should be provided simultaneously, and that good mental health provision in physical illness reduces mortality and morbidity. There is also evidence that liaison psychiatry services can reduce length of stay and discharge to institutional settings. We work to provide high quality mental health care to avoid unnecessary time in hospital and reduce disability.</p>
Lead consultant Manager	<p>Dr Audrey Ng Audrey.ng@wlmht.nhs.uk</p> <p>Dr Sian McIver sian.mciver@wlmht.nhs.uk</p> <p>Phillip Dick phillip.dick@wlmht.nhs.uk</p>
Type of users service treats	We see patients 16 and above with any mental disorder, and will assist with complex capacity assessments when needed. We often treat patients with self-harm, depression, anxiety disorders, drug & alcohol problems, dementia and delirium. We also have also special expertise in treating older patients with mental health problems.
Who can refer into service?	<p>We accept referrals from any staff within WMUH and see patients within 1 hour for A&E/UCC patients, and 24 hours for inpatients.</p> <p>We also see patients within the Queen Mary Maternity Hospital. We are happy to accept referrals from GPs who believe their patients may need the services of a psychiatric team while they are in WMUH, but unfortunately we do not currently have capacity to provide any outpatient services.</p>
Where is the referral sent?	The referrals are all taken through the Single Point of Access 509 bleep. Referrals can also be made face to face on the wards to any team member.

Usual length of treatment	A&E patients receive a one-off assessment and are discharged with plans made for onward care in the community. Inpatients are seen for as long as needed, and the usual treatment period is around 2 days – 2 weeks.
Where are your users discharged?	Patients are discharged back to the community, or very occasionally transferred to an inpatient psychiatric bed if needed. We will make all arrangements for follow-up psychiatric care for the patients we have seen, including referral to mental health teams, IAPT and substance misuse services.

RECOVERY TEAM (EAST HOUNSLOW)

Name of service	RECOVERY TEAM (EAST HOUNSLOW)
Location	78 St John's Road, Isleworth, TW7 6RU
Contact details	020 8583 3365
Summary of service	<p>Recovery team east provides support for adults with severe and enduring mental health problems who require more intensive support to recover and remain well in the community.</p> <p>Community recovery teams bring together a range of specialist health care professionals as integrated care services, including psychiatrists, community psychiatric nurses, social workers, psychologists, occupational therapists and pharmacists, including a community support worker and a carer's assessor.</p> <p>The team offers a wide range of services, including community-based groups, individual support, occupational therapy, social work interventions, out-patient clinics and a variety of therapeutic interventions to meet individual needs.</p> <p>We can work with clients in developing strengths and helping in their recovery journey to mental well being.</p> <p>Recovery teams work closely with our assessment and community inpatient services, GPs, voluntary organisations and partners to help people to remain in the community as far as possible and to ease the transition back into normal life.</p>
Lead consultant Manager	Dr Fredy Carranza Eamon Walsh
Type of users service treats	<p>Adults aged 18 years and over. We see people with a wide range of disorders from cluster 7 and above. This includes psychotic disorders, personality disorder and those clients aged over 65 years who have a functional mental illness.</p> <p>We do not treat clients who predominantly have a cognitive disorder (e.g dementia).</p>
Who can refer into service?	Most referrals will come from the assessment team. We also receive referrals from other MH trusts for clients that have moved into our catchment area.
Where is the referral sent?	All referrals should be sent to the assessment team based at Lakeside in the first instance as the single point of entry.
Usual length of treatment	It is anticipated that the recovery pathway from when the client enters the recovery service to discharge to be an average of two years. This will depend on the progress of the client in question with the timescale being potentially longer than the two years or possibly shorter.
Where are your users discharged?	Patients are discharged back to primary care (GP practices with or without the support of Primary Care Plus as appropriate)

RECOVERY TEAM (WEST HOUNSLOW)

Name of service	RECOVERY TEAM (WEST HOUNSLOW)
Location	Cardinal Centre, Cardinal Road, Feltham
Contact details	020 8483 1859
Summary of service	<p>We provide mental health services for people with mental illness. The model of care is based on the principles of hope, control, choice and opportunity for all service users and their carers.</p> <p>Our service aims to assist service users to become an integral part of the process of recovery by addressing the issues of power imbalance, encouraging them to develop their own care plans (which aim to promote social inclusion, health and well being), self management of relapse and crisis, and focusing on the individual's recovery potential.</p>
Lead consultant Manager	Dr. Shamila Moodley - Consultant Psychologist Dr Samuel Annor
Type of users service treats	Adults aged 18 years and over. We see people with a wide range of disorders from cluster 7 and above. This includes psychotic disorders, personality disorder and those clients aged over 65 years who have a functional mental illness.
Who can refer into service?	Most referrals will come from the assessment team. We also receive referrals from other MH trusts for clients that have moved into our catchment area from GP's and Social Services.
Where is the referral sent?	All referrals should be sent to the assessment team based at Lakeside in the first instance as the single point of entry.
Usual length of treatment	It is anticipated that the recovery pathway from when the client enters the recovery service to discharge to be an average of two years. This will depend on the progress of the client in question with the timescale being potentially longer than the two years or possibly shorter.
Where are your users discharged?	Patients are discharged back to primary care (GP practices with or without the support of Primary Care Plus as appropriate)

HOUNSLOW MENTAL HEALTH FLOATING SUPPORT SERVICE



Name of service	HOUNSLOW MENTAL HEALTH FLOATING SUPPORT SERVICE
Location	50 Chatsworth Crescent, Hounslow. TW3 2PB
Contact details	020 8568 7881
Summary of service	<p>The London Borough of Hounslow employs Hestia to provide housing-related support services to residents in Hounslow with mental health needs. Hestia's Floating Support Worker will provide support services to service users, whilst the relevant landlord will provide housing management services.</p> <p>The service targets Hounslow's residents who have a history of mental illness and have an identified need for support in order to successfully maintain their accommodation in the community.</p> <p>Hounslow floating support offer practical support to service users in the borough experiencing challenges because of mental ill health.</p>
Lead Team Leader	Fadeke Mesh
Type of users service	<p>People eligible for the scheme are;</p> <ul style="list-style-type: none"> Aged 18 year old + Male or female; Have an established residency connection in the London Borough of Hounslow; Have a diagnosis of enduring mental ill health; Can benefit from the support provided at the scheme; Are responsible for their own medication under the supervision of GP, CPN, and psychiatrist;
Who can refer into service?	<p>Anyone can make a referral for floating support, self-referral, other professionals, family and friends but all referrals has to be made direct to supporting independence service.</p> <p>Service does not accept direct referral.</p>
Where is the referral sent?	<p>Supporting Independence Service, Civic Centre, Lampton Road, Hounslow, TW3 4DN Duty telephone number: 0208 583 3942 (please ask for the Duty SISO)</p>
Usual length of treatment	<p>There will be an average 2 hours of support per week. An individual tailored support plan will be agreed with the service user for a maximum of 2 years.</p>
Where are your users discharged?	<p>Service ensures that service users are empowered and are able to integrate into the community. For people that are challenged we sign post to other services supporting people with enduring mental health.</p>

ANCHOR – THE COUNSELLING PRACTICE

Name of Service	ANCHOR – THE COUNSELLING PRACTICE
Location	Based across GP and Health Clinics across Hounslow
Contact Details	0208 867 7660 lopita.sen@nhs.net / lopitasen@anchorcounselling.org www.anchorcounselling.org
Summary of service	Anchor is a counselling service within Hounslow CCG. We offer the IAPT programme in partnership with West London Mental Health Trust and Twining. Anchor accepts referrals from GPs, statutory sector and health professionals. The service is offered from health centres in Hounslow, Brentford, Feltham and Chiswick and our office in Southall. The key to achieving a high level of appropriateness of referral to the counselling service is effective communication between referrers and the counselling service. Anchor will accept referrals for clients who are 16 years and over, and suffer with mild to moderate mental health needs.
Lead consultant / Managing Director	Lopita Sen lopita.sen@nhs.net / lopitasen@anchorcounselling.org
Type of Users service treats	Criteria for referrals are people 16 year old + with symptoms of: <ul style="list-style-type: none"> • Depression – reactive/circumstantial • Developmental or life crises • Emotional, physical or sexual abuse issues • General anxieties or phobias • Loss, e.g. relationship, employment, health, etc. • Self image or identity issues • Stress and trauma, pre- and post event • Issues of sexuality • Psychosomatic disorders
Who can refer into service	GPs, WLMHT secondary care
Where is the referral sent	Referral facilitation Service by fax or email.
Usual length of treatment	We offer Dynamic Interpersonal Therapy, Counselling for Depression, Couples Counselling models of therapy for IAPT clients. For brief intervention counselling we offer humanistic and psychodynamic models of therapy. The number of sessions offered is between 6 and 16 sessions.
Where are your users discharged?	Back into primary care

HOUNSLOW COMMUNITY MENTAL HEALTH RESOURCE SERVICE

Name of Service	HOUNSLOW COMMUNITY MENTAL HEALTH RESOURCE SERVICE
Location	Hestia, Unit 5 Vista Business Centre, 50 Salisbury Road, Hounslow, TW4 6JQ (service due to relocate to Brentford High St in July 2015)
Contact Details	Anna-Maria Stosic Tel: 020 8538 2711 Email: anna-maria.stosic@hestia.org www.hestia.org
Summary of service	HCMHRS is a vibrant service that offers person-centred recovery support to residents of the borough with mental health needs. We focus on helping people to gain the skills and confidence to realise their potential and lead meaningful and satisfying lives in their community. This service has a strong partnership within the statutory, voluntary and community sectors and is enhanced by supervised Social Work Students and supported volunteers.
Lead consultant / Manager	Anna-Maria Stosic
Type of Users service treats	Living in the Borough of Hounslow Diagnosed Mental Health Condition 16-65yrs Willing to access support & services offered All referrals will be subject to a full needs & risk assessment to ensure that our service can meet their needs and we can manage any associated risks.
Who can refer into service	Mental Health Teams/GP's/Self-Referral
Where is the referral sent	Hounslow Community Mental Health Resource Service Hestia, Unit 5 Vista Business Centre, 50 Salisbury Road, Hounslow, TW4 6JQ
Usual length of treatment	6 – 24 months
Where are your users discharged?	Where appropriate

HOUNSLOW COMMUNITY MENTAL HEALTH ADVOCACY SERVICE



Name of Service	HOUNSLOW COMMUNITY MENTAL HEALTH ADVOCACY SERVICE
Location	TBC
Contact Details	<p>Tel: 0300 330 5471</p> <p>Email: hounslowadvocacy@voiceability.org</p> <p>Website: http://www.voiceability.org/in_your_area/london/hounslow</p> <p>Text: 0786 002 2939</p>
Summary of service	<p>The service will provides independent advocacy to mental health service users within the community, including:</p> <ul style="list-style-type: none"> • Enabling people to raise issues and concerns with service providers and support addressing their concerns. • Supporting access to health and social care services, providing information about illness and treatment, and supporting people at meetings with mental health professionals. • Safeguard service users’ rights by providing information about rights under legislation and guidelines that regulates the care and treatment they receive in hospital and in the community. • Support people to gain the confidence and skills, enabling them to engage with service providers independently.
Type of Users service treats	<p>The service can only be accessed by residents who have been diagnosed with a mental health illness by either primary or secondary care. The service will provide assistance in the form of advocacy casework on matters directly related to the person’s mental health.</p> <p>When someone approaches the service to request support with a matter not directly related to their mental health, the service will signpost them to a more appropriate agency. This service will provide basic information on welfare benefits and signposting to other organisations that can provide specialist welfare benefits support.</p>
Who can refer into service	Anyone
Where is the referral sent	Please make referral by phone or using the email address above
Usual length of treatment	Dependent upon the individual’s needs.
Where are your users discharged?	We look to ensure that everyone who moves on from our service is fully supported and able to integrate back into the community.

Name of Service	HOUNSLOW LIBRARY SERVICE
Location	Cultural Community Solutions Ltd Hounslow Library, The Treaty Centre, Hounslow, TW3 1ES
Contact Details	Tel 0845 456 2800 Email Hounslow-info@carillionservices.co.uk www.ccslibraries.com
Summary of service	<p>Well being and mental health. Hounslow Libraries work closely with our partners, the NHS, mental health teams, Age UK and several charitable organisations to support the wellbeing of our residents through book collections and websites and wellbeing events. We also hold several social inclusion events which helps us create libraries as safe non threatening spaces with a community feel. We produce a quarterly events guide available in hardcopy and on our website www.hounslow.info or www.hounslow.info/arts/HounslowInfoEvents.htm</p> <p>Other Information An excellent selection of books available on emotional wellbeing. List of books prepared by health professionals nationally.</p> <p>Useful Websites www.hounslow.info/libraries/other-library-services/health-resources links to book collections within Hounslow Libraries and health websites which provide information and advice. www.hounslow.info/libraries/other-library-services/health-resources/diy-happiness-library link to our DIY Happiness book collection. www.hounslow.info/libraries/The-Wellbeing-Collection.htm link to our wellbeing collection of books and Relaxation and Hypnotherapy CDs. www.hounslow.info/libraries/other-library-services/health-resources/mood-boosting-books/ a selection of fiction and non-fiction books recommended by reading groups from around the country to boost people’s moods. www.hounslow.info/libraries/other-library-services/health-resources/living-life-to-the-full link to our living life to the full booklets. http://readingagency.org.uk/adults/news/reading-well-books-on-prescription-for-dementia-booklist.html Hounslow libraries are taking part in the latest Reading Well Books on Prescription scheme to support people with dementia and their carers. The 25 titles on the Reading Well Books on Prescription for dementia list have been recommended by health experts as well as people with lived experience.</p>
Manager	Name: John Dunbar E-mail: john.dunbar@carillionservices.co.uk Tel: 0845 456 2923
Type of Users service treats	Living in the Borough of Hounslow
Who can refer into service	n/a
Where is the referral sent	n/a
Usual length of treatment	n/a



Name of Service	FRIENDS OF CATHJA
Location	Based across GP and Health Clinics across Hounslow
Contact Details	Friends of Cathja, Rear of 20 Church Street, Isleworth, Middlesex TW7 6BG Telephone: 020 8 560 8360 Fax: 020 8 758 1861 Email: info@cathja.org http://www.cathja.org/
Summary of service	Friends of Cathja is a registered charity that provides a unique service to people suffering from enduring mental health problems. The Cathja is a 38 metre Dutch Barge. Everyone who uses Cathja has experienced mental health problems – usually over a long period of time. The Cathja provides a welcoming space that provides the opportunity for people to engage in being creative. The resources are geared to using wood in all its forms and there is a range of tools and machinery to use. Sculpture also forms a big part of the activity so there is a chance to use different materials too.
Project Director	Carl Kirby-Turner
Type of Users service treats	Adults suffering from enduring mental health problems.
Who can refer into service	Anyone
Where is the referral sent	Friends of Cathja, Rear of 20 Church Street, Isleworth, Middlesex TW7 6BG Telephone: 020 8 560 8360 Fax: 020 8 758 1861 info@cathja.org
Usual length of treatment	No timeframe and is dependent on user.
Where are your users discharged?	Where appropriate

THE LOTUS CENTRE

Name of Service	THE LOTUS CENTRE
Location	Southall
Contact Details	48, Hartington Road, Southall UB2 5AX Tel: 0208 571 7454
Summary of service	<p>The Lotus Centre offers activities and recovery support in a safe, secure environment. Activities include yoga, dance/keep fit, gardening, healthy living, it and communication skills, art and crafts, life skills, group discussion, social interaction and occasional outings.</p> <p>Attendance at the centre is free with some activities and meals and refreshments being charged.</p> <p>Mondays & Tuesdays are activity days only with no drop in service so please contact the centre for further information.</p> <p>Wednesday-Fridays are normal service times of 12-4pm with both drop in and activities.</p> <p>We also offer one to one support for both practical emotional issues which can be booked by appointments</p>
Lead consultant / Manager	Polymin Muhammad
Type of Users service treats	Any person diagnosed with mental health issues over the age of 18yrs. We do not have resources to support dementia patients.
Who can refer into service	Doctors, mental health staff, patients can self-refer with evidence of diagnosis.
Where is the referral sent	Polymin Muhammad p.muhammad@mind-eh.org.uk or the address / telephone number above.
Usual length of treatment	The centre supports recovery but does not set a limit or timescale.
Where are users discharged?	Self-discharge.

NUMBER 10 PROJECT

Name of Service	NUMBER 10 PROJECT
Location	10 School Rd, Hounslow, TW3 1QZ
Contact Details	Telephone, 0208 5770118 Email: jwhittaker@eachcounselling.org.uk Website: www.eachcounselling.org.uk
Summary of service	<p>The Service is available as per the project timetable; timetables are available upon request. This is a user-led mental health centre which supports a variety of user led groups and drop in sessions.</p> <p>Currently the service supports the following groups:</p> <ul style="list-style-type: none"> - Asian men's support group - AA Sunday evening meeting - Carer's Support Group - Cooking Healthy Eating(Referral Only) - Parivar Asian Women's Support Group - Three Day Open Drop in Service - Tamil Community - Yogi Yoga Sunday morning /Monday evening Group - Hestia job club (referral only) - Citizens Trust (Job centre referrals) - Service Users Borough Forum (Monthly) - WLMHT Art group (referral only) - ILAYS - Bi-Polar UK - Chillax - GAP (progressive addiction group) - Carers group - Tamil Community Elders - WLMH Art group (referral only) - No 10 Theatre Group - Carers for Carers Group
Lead consultant / Manager	Service is Managed by EACH Counselling and Support
Type of Users service treats	<p>Living in the Borough of Hounslow</p> <p>Mental Health Condition</p> <p>18yrs+</p> <p>Some groups have specific criteria i.e. Culturally/ gender specific, support carers, Recovery support Services</p>
Who can refer into service	<p>GP referral</p> <p>We will also take referrals from voluntary, statutory and charitable organisations, but would require a brief risk assessment to be undertaken by the referring organisation which should be shared with EACH staff</p> <p>People wanting to access the service can self-refer by phone, email or in person</p>
Where is the referral sent	<p>Project Co-ordinator</p> <p>10 School Rd, Hounslow, TW3 1QZ</p> <p>Telephone: 0208 577 0118</p> <p>Mobile: 07958 467 592</p>
Usual length of treatment	No time constraints



PHOENIX COUNSELLING SERVICE (FORMALLY OPEN DOOR COUNSELLING SERVICES)

Name of Service	PHOENIX COUNSELLING SERVICE (FORMALLY OPEN DOOR COUNSELLING SERVICES)
Location	1-3 Hanworth Road, Feltham, Middlesex TW13 5AF
Contact Details	Tel: 0208 844 8543 Email: office@phoenixcounselling.org www.phoenixcounselling.org
Summary of service	Low cost self-referral counselling service not post coded restricted for adults, couples, families and children. No waiting lists clients offered counselling within 10 days on average Offers affordable in-house counselling to GP and Schools.
Lead consultant / Manager	Fran Halford Director Direct Line 0208 844 8544
Type of Users service treats	Counselling on all life issues personal and work, mental health, self-harm, clients who feel suicidal Age range from 3 years to end of life.
Who can refer into service	Phoenix is a self-referral services clients can contact through above number. Though if client will struggle to make appointment, the GP can introduce client to service and we will contact them.
Where is the referral sent	By phone by client 0208 844 8543 By GP email to Franhalford@phoenix-counselling.org.uk
Usual length of treatment	12 sessions though long term is available
Where are your users discharged?	N/A



TASHA Foundation
Helping you to help yourself

TASHA FOUNDATION

Name of Service	TASHA FOUNDATION
Location	Online
Contact Details	Jonathan Oppe Lido Centre, 63 Mattock Lane, London, W13 9LA Tel: 0208 5604583
Summary of service	Online therapy platform. Offering self-help videos; Diagnostic tools; Web chat delivered by fully qualified counsellors from 10am to 10pm each day
Lead consultant / Manager	Lynn Leftwich
Type of Users service treats	Most suitable for clusters 1 and 2; young people, people with disabilities, people who suffer from phobias, people who prefer anonymity. However access is open and all users can be referred if they are at a suitable point for treatment.
Who can refer into service	GPs and self-referrals.
Where is the referral sent	enquiries@tasha-foundation.org.uk
Usual length of treatment	ON DEMAND web chat available. No waiting list. Web chat support is delivered by trained counsellors and is one-off sessions for emotional support. Web chat is free.
Where are users discharged?	Referrals based on needs; online directory available to counsellors and self – help signposting on website to 326 agencies.

IAPT EMPLOYMENT SUPPORT SERVICE – TWINING

Name of Service	IAPT Employment Support Service – Twining
Location	Isleworth Health Centre
Contact Details	<p>Anita Addison: Tel: 07961 725510 Email: a.addison@twiningenterprise.org.uk</p> <p>Derek HoddTel: 07961 725310 Email: d.hodd@twiningenterprise.org.uk</p> <p>Roy Jellow Tel: : 07908 722385 Email: r.jellow@twiningenterprise.org.uk</p>
Summary of service	<p>Support into work for Hounslow’s IAPT clients who are:</p> <ul style="list-style-type: none"> • Unemployed – and would benefit from gaining employment as part of their recovery • Employed – signed off work sick due to mental health problems or at risk of going off sick from work; wanting to return to the workplace and keep their job. <p>Our service is integrated into the IAPT team, with Employment Advisors working with clinical staff, counsellors, employers and other services</p> <p>Advisors meet clients on a 1 to 1 basis to help identify their work aspirations and provide practical support in achieving work goals in a way that supports wellbeing.</p>
Lead consultant / Manager	Anita Addison:
Type of service user	Most suitable for clusters 1 and 2; young people, people with disabilities, people who suffer from phobias, people who prefer anonymity. However access is open and all users can be referred if they are at a suitable point for treatment.
Who can refer into service	Please use the single IAPT referral form. Employment advisors can also be contacted directly for information and advice on referrals.
Where is the referral sent	Referral facilitation Service by fax or email.
Usual length of treatment	3-6 months
Where are users discharged?	n/a

Collaborative Working towards Greater Community Care

WEARE1

Name of Service	WEARE1
Location	Alf Chandler Centre Benson Close, Hounslow. TW3 3QX
Contact Details	E-mail contact@weare1.org.uk Website www.weare1.org.uk Tel 0208 569 5833 (Office) 07743560639 (Mobile)
Summary of service	We are a pan-disability organisation offering not only direct and professional help & support, with facilities tailored for those with a physical, psychological (Mental Health Issues) or Learning Disability, but also providing a one-stop portal of relevant and up-to-date information and resources for those who either have a disability, or are caring for a person or persons with a disability.
Lead consultant / Manager	Katrina Foreman / Ronnie Doran
Type of Users service treats	From the ages of 16+ upwards. Social Networking / Self Development / Basic Computers / Dance Therapy / Arts and Crafts / Independent Living / Financial Management / Signposting / Adult Education / Community Integration / Reading / Writing and Numeracy skills. Opportunities for further education such as NVQ Qualifications and other courses as the individual develops and gains a higher degree of self-confidence.
Who can refer into service	Anyone can be referred to this service, and they can also self refer. Carer's are also encouraged to attend with their Family Member or Friend so that they are able to use some of the new skills learnt by the client they care for in their own environment.
Where is the referral sent	All service providers and local G.P's can refer individuals to our services for an assessment so that we can look at their needs and create a plan that would be suitable for them.
Usual length of treatment	Dependent upon the individual's needs.
Where are your users discharged?	We look to ensure that everyone who moves on from our service is fully supported and able to integrate back into the community.

SUBSTANCE MISUSE SERVICE



iHEAR PARTNERSHIP

Name of Service	iHEAR PARTNERSHIP
Location	No 1 Prince Regent Road Route 36, No 36 Bath Road
Contact Details	020 8538 1150
Summary of service	The iHEAR partnership offers an opportunity to work closely with individuals. It promotes recovery and is ambitious to integrate service users by developing links with employment/education and the local community.
Lead consultant / Manager	Dr Christos Kouimtsidis
Type of Users service treats	All adults over 18years of age, with a relationship with drugs or alcohol
Who can refer into service	Anyone including self referrals
Where is the referral sent	<ul style="list-style-type: none"> • RFS or • referrals@ihearpartnership.org • fax to 020 8538 1164 • No 1Prince Regent Road, Hounslow, TW3 1NE
Usual length of treatment	Dependent upon individual recovery plan
Where are your users discharged?	Dependent upon individual recovery plan

HOUNSLOW COGNITIVE IMPAIRMENT AND DEMENTIA SERVICE (CID) MEMORY SERVICE

Name of service	HOUNSLOW COGNITIVE IMPAIRMENT AND DEMENTIA SERVICE (CID) MEMORY SERVICE
Location	2 nd Floor, O-Block, Lakeside, Twickenham Road, Isleworth, TW7 6AF
Contact details	Tel: 020 8483 1800 Fax: 020 8483 1838
Summary of service	<p>The Cognitive Impairment and Dementia (CID) service offers a specialist multi-disciplinary service for individuals over the age of 18 with cognitive difficulties or dementia and has two main functions:</p> <p>Assessment: for all people over the age of 18 presenting with a cognitive problem likely to be indicative of an underlying primary neurodegenerative disorder or progressive vascular pathology.</p> <p>Short Term & Long term Treatment and support for people who experience memory problems and cognitive impairment problems which are of a sufficient severity or complexity to require specialist intervention.</p>
Lead consultant	Dr Raji Makena, consultant psychiatrist
Manager	Michael Jones
Type of users service treats	Age over 18 with dementia or where there is a serious concern that there may be dementia
Who can refer into the service?	GPs main referrers, but self-referrals accepted to ensure equity of access to service
Where is the referral sent?	Referral Facilitation Service
Usual length of treatment	3 months – 2 years
Where are your users discharged?	GP in line with shared care protocol

COMMUNITY DEMENTIA SPECIALIST NURSES

Name of service	COMMUNITY DEMENTIA SPECIALIST NURSES
Location	West Middlesex University Hospital
Contact details	Tel: 020 8560 2121 (bleep 509) Mobile: 07958650881 & 07867332987
Summary of service	<p>The service consists of 2 dementia nurse specialists and a consultant based at the WMUH.</p> <p>The service supports patients who have memory difficulties living in the borough and have had an admission to the WMUH. The team follow up patients after discharge from WMUH to ensure they are settling well at home. This is followed by up to two home visits.</p> <p>Advice is given to carers to help manage challenging behaviour and where appropriate support with referral to CID.</p> <p>The team liaise with GPs to support dementia patients at home or who are in crisis and may need admission or readmission to WMUH.</p>
Lead consultant Manager	
Type of users service treats	<p>The service accepts Hounslow patients of any age, gender or gender orientation whose difficulties are primarily cognitive - after <u>all</u> physical health causes of dementia have been dealt with and stabilised. We support only Hounslow <u>CCG</u> patients who:</p> <ul style="list-style-type: none"> • may considered to be in 'crisis' by their GP and at risk of admission or readmission to WMUH • have new or on-going risk issues. • are <u>not</u> known to the CIDs (memory service), we may liaise with and refer to them • are discussed at monthly ICPs. Patients can be referred at the ICP monthly meetings. <p>Please note that referrals will be based on an acute presentation that had been physically checked out and require urgent review (within 48 hours). We work in conjunction with CIDs to manage this to avoid delay and potentially unnecessary admission to hospital.</p>
Who can refer into the	Referrals from WMUH through the hospital-based Dementia Nurse Specialist, HPLS and GPs in Hounslow

service?	
Where is the referral sent?	Dementia Specialist Nurses Service
Usual length of treatment	Dependant on patient's needs
Where are your users discharged?	Dependant on patient's needs

DEMENTIA ADVISER

Name of Service	DEMENTIA ADVISER
Location	Alzheimer's Society Home visits also provided Hounslow Office Westar House 690 Great West Road Osterley TW7 4PU
Contact Details	Chloe Smith Tel: 0208 580 1057 Email: hounslow@alzheimers.org.uk
Summary of service	A named contact for people living with dementia throughout their journey with dementia. Providing information and advice in order to promote independence, well-being, choice and control. A community respite service is available upon referral from adult social services.
Lead consultant / Manager	Lisa Gatward/ Anita Wales (Support Services Manager) Chloe Smith (Dementia Adviser)
Type of Users service treats	Anyone living with a diagnosis of dementia.
Who can refer into service	Anyone
Where is the referral sent	To the Dementia Adviser at address above (Alzheimer's Society)
Usual length of treatment	As long as needed/on-going
Where are users discharged?	Individuals will be signposted or referred to relevant services as they wish, but can always return to the Dementia Adviser

DEMENTIA SUPPORT WORKER

Name of Service	DEMENTIA SUPPORT WORKER
Location	Alzheimer's Society Hounslow Office Westar House 690 Great West Road Osterley TW7 4PU Home visits also provided
Contact Details	Tel: 020 8755 4000 Email: admin@ins.org.uk based within Hounslow Community Partnership Team Tel: 020 3693 4003
Summary of service	A named contact for the carers, friends and families of people living with dementia throughout their journey with dementia. Providing information and advice on dementia, services available, benefits, planning for the future and well-being.
Lead consultant / Manager	Dawn Sweeney, Dementia Support Worker based at INS
Type of Users service treats	Carers and friends and families of people living with mild dementia
Who can refer into service	Anyone
Where is the referral sent	Alzheimer's Society, Westar House, 690 Great West Road, Osterley, TW7 4PU or admin@ins.org.uk
Usual length of treatment	On-going
Where are users discharged?	n/a

SINGING FOR THE BRAIN

Name of Service	Singing for the Brain
Location	Variable
Contact Details	Emily Raiher (Singing for the Brain Leader) Tel: 020 8580 1057 Email: emily.raisher@alzheimers.org.uk
Summary of service	A group which uses singing to bring people together in a friendly and stimulating social environment, providing a way for people living with dementia and their carers, friends and families to express themselves. The singing builds on well-known preserved memory of song and music in the brain.
Lead consultant / Manager	Emily Raiher, Singing for the Brain Leader
Type of Users service treats	Anyone living with a diagnosis of dementia, their carers, friends and families
Who can refer into service	Anyone
Where is the referral sent	Alzheimer's Society, Westar House, 690 Great West Road, Osterley, TW7 4PU emily.raisher@alzheimers.org.uk
Usual length of treatment	On-going, while individual benefits from attendance
Where are users discharged?	n/a

HOUNSLOW COMMUNITY PARTNERSHIP

Name of Service	Hounslow Community Partnership (formally the Carers Outreach Service and the Care Navigation Service)
Location	Can Mezzanine 2 nd floor Treaty Centre High Street, Hounslow TW3 1ES
Contact Details	Tel: 020 3693 4003 Email: referrals@cp-hounslow.org.uk Website: www.cp-hounslow.org.uk
Summary of service	Information, advice and outreach service to people with long term conditions and their carers. Support and Navigation through the Health and Social Care system. Carers: Training for carers including Injury Prevention and First Aid. Individual Counselling and Support Groups for Carers This service is provided by INS (Integrated Neurological Services) in partnership with The Alzheimer’s Society, Ealing Mencap and Richmond Aid.
Manager	Jackie Batten – Social Work Manager INS Lyn Hammond – Community Partnership Manager (long term conditions) Joanne Row – Community Partnership Manager (carers)
Type of User service treats	Adults with long term conditions (Dementia, Neurological conditions, Learning Disability, other long term conditions including diabetes, COPD).
Who can refer into service	Carers can either self – refer or be referred by anyone People with long term conditions need to be referred by GP.
Where is the referral sent	By phone: 020 3693 4003 By email: referrals@cp-hounslow.org.uk
Usual length of treatment	Dependent on individual.
Where are your users discharged?	N/A

GENERAL INFORMATION



CAREPLACE HOUNSLOW

Name of Service	CarePlace Hounslow
Location	www.careplace.org.uk
Contact Details	The West London Alliance Gersene Bovell Tel: 020 8825 8097
Summary of service	CarePlace is an online information and advice service directory providing details of organisations working in and around Hounslow that support people with their social care needs. Includes 100's of syndicated NHS choices pages on a broad range of health, social care and finance issues including information for carers. Also where relevant, council website information is also included and accessible via CarePlace.
Lead consultant / Manager	Tom Knight – CarePlace Technical Lead Email: knightt@ealing.gov.uk
Type of Users service treats	All residents though at the moment the service is focussed mainly on adults who may have health and social care issues. In time, the service will expand to support children (and families) who have health and social care needs.
Who can refer into service	All Hounslow residents, businesses and professionals. If businesses want to be placed in the CarePlace directory, they must first register. Registration is simple and can be done using the website (www.careplace.org.uk). By the October 2015, Hounslow residents will be able to complete a social care assessment using CarePlace. The information will be secure and will, once submitted be sent to adult social care social workers based in Hounslow.
Where is the referral sent	Registration by companies The West London Alliance who oversee CarePlace will process any registrations from companies wishing to promote themselves on CarePlace. Online Social Care Assessments By the end of the year (2015), residents will have the choice to set up their own Care Account using CarePlace, complete a social work assessment which will give them an indicative eligibility and point them to areas within the directory that may be able to help. This service will be particularly helpful for self-funders or for people wishing to bypass social services. Using the directory and the information and advice pages provided, residents can identify and make contact with organisations that could support their social care needs or simply submit their assessment to adult social care services for their

	follow up.
Usual length of treatment	Not applicable
Where are your users discharged?	Not applicable

CARERS SUPPORT SERVICES

HOUNSLOW CARERS INFORMATION

As part of the Local Authority and CCG's continuing drive to support Carers (unpaid residents caring for someone with either a disability, illness or addiction to alcohol or drugs, the following support services have been commissioned from April 2013.

Hounslow Community Partnership:

- Information, Advice, Advocacy and Outreach for Carers (of people with Long term Conditions including dementia): specialist ongoing support service to carers in Hounslow who look after someone with a disability.
- Training for carers including Injury Prevention and First Aid.
- Support Groups and Individual Counselling for carers.
- This service is provided by INS (Integrated Neurological Services) in partnership with The Alzheimer's Society, Ealing Mencap and Richmond Aid.

Contact details: Tel: 020 3693 4003 or email: referrals@cp-hounslow.org.uk

- **Outreach Support service** (for Carers of services users with Long term Conditions including dementia): specialist ongoing support service to carers in Hounslow who look after someone with a disability. This service is provided by INS (Integrated Neurological Services) in partnership with The Alzheimer's Society, Ealing Mencap and Richmond Aid.

Contact details: Tel: 020 8755 4000 or email: admin@ins.org.uk

- **Peer Support and Training:** will provide training to support Carers in their roles. It will also provide peer support groups. This service is provided by INS (Integrated Neurological Services).

Contact details: Tel: 020 8755 4000 or email: admin@ins.org.uk

- **Carers Information and Support programme** (for carers of services users with a diagnosis of dementia): will provide carer information in a group environment where carers are able to share their experiences and find out more. This programme is provided by the Alzheimer's Society.

Contact details: Tel: 020 8581 1057 or email: hounslow@alzheimers.org.uk

- **Short Breaks:** will provide short breaks to Carers from their caring role both in their homes and through community based activities. This is a Care Quality Commission regulated service able to provide personal care and specialist care services for people with care needs. This service is provided by Carers Trust Thames and The Alzheimer's Society.

Contact details:

The Alzheimer's Society Tel: 020 8580 1057 or Email: hounslow@alzheimers.org.uk Community based short break services.

Carers Trust Thames: 01895 258888 or Email: info@carerstrustthames.org.uk

Support is also available to Carers from the Local Authority. Examples of this support include

- Carer vouchers and direct payments which eligible Carers can use to purchase support services to make their lives easier.
- Carers emergency card: in the event that the Carer has an accident or is temporarily unable to care, an agreed plan is put into action

For further information about Adult Social Care Email adultsocialcare@hounslow.gov.uk or call 020 8583 3100. To make a referral to Adult Social Services contact your Locality Team.

1. Feltham Locality
2. Great West Road
3. Heart of Hounslow
4. Brentford & Isleworth
5. Chiswick Locality

USEFUL NUMBERS - MENTAL HEALTH SERVICES IN HOUNSLOW

SERVICE	TELEPHONE NUMBER	PHONE AVAILABILITY
Children and Young People		
CAMHS	020 8630 3237	9.00am – 5.00pm, Monday to Friday
Hounslow Youth Counselling Service	0208 568 1818	9.30am – 5.30pm, Monday to Friday (sometimes later in evening also)
Early Help Hounslow (First point of contact for all Early Intervention Service Enquiries)	020 8583 6600 option 1	9.00am – 5.00pm, Monday to Thursday 9.00am – 4.45pm, Friday
Adults		
Consultant Psychiatrist Primary Care Advice line For GPs to discuss the mental health of a patient, aged 18 or over, who is not currently under the care of WLMHT.	07969 535 106	9.00am – 5.00pm, Monday to Friday. (excluding 2.00-3.30pm)
Emergency Referrals (GPs can speak directly with the WLMHT Hounslow Assessment Team shift coordinator when they think a response is required within 24hrs).	07535 352 910	9.00am – 5.00pm, Monday to Friday
Hounslow Assessment Team	020 8483 1556 Email/Fax for urgent referrals: 020 8483 1606 hounslowassessmentteam@nhs.net	9.00am – 5.00pm, Monday to Friday.
24 hour support line for service users	0300 1234 244	24 hours, 7 days a week
IAPT	0300 123 0739	9.00am – 5.00pm, Monday to Friday
Out of Hours Mental Health Liaison/CRHT practitioner	020 8560 2121 Bleep 509	5.00pm – 9.00am Monday to Friday 24hrs – weekends and bank holidays
Out of Hours – GP requests for Mental Health Act assessments (Emergency Duty Team).	020 8583 2222	10pm – 8.00am 7 days a week
Perinatal Mental Health Service Specialist mental health midwives: 0208 321 6333 or 07920751234	0208 484 1496/ 1525 Fax for new referrals 020	9.00am – 5.00pm, Monday to Friday

	8321 5357	
Primary Care Plus Brentford & Isleworth – Kieran Leen, 07813 537823, Kieran.leen@nhs.net Chiswick – Emma Brown, 07813 537811, Emma.brown44@wlmht.nhs.net Great West Road – Helen Potter, 07813 537808, Helen.potter4@nhs.net Feltham – Jenny Ball, 07813 537826, Jenny.ball6@nhs.net Hounslow – Mukaddes Demirci, 07813 537821, Mukaddes.demirci@nhs.net	Please contact the Primary Care Plus Nurse Practitioner connected to your surgery. Team email: Wlm-tr.hounslowprimarycareplus@nhs.net	9.00am – 5.00pm, Monday to Friday
Psychiatry Liaison Mental Health Single Point of Access (WMUH)	020 8321 5397 Bleep 509	24hrs – 7 days a week
Recovery West Team (Cardinal Centre)	020 8483 1859	9.00am – 5.00pm, Monday to Friday
Recovery East Team (St Johns Road)	020 8583 3365	9.00am – 5.00pm, Monday to Friday
Cognitive Impairment and Dementia Service (CIDS) Memory Clinic	020 8483 1800	9.00am – 5.00pm, Monday to Friday
Community Dementia Specialist Nurses	020 8560 2121 (bleep 509)	9.00am – 5.00pm, Monday to Friday
Carers		
WLMHT Patient and Carer Support Line (for patients and carers already under mental health services).	0300 1234 244	24 hours a day, 7 days a week
Carers Support via Adult Social Services	020 8583 3100 Adultsocialcare@hounslow.gov.uk	9.00am – 5.00pm, Monday to Friday