Changes to Community Mental Health Services

West London Mental Health NHS Trust provides three community mental health teams (CMHTs) in Ealing. They offer an assessment and follow on treatment service for people who need support with their mental health. A small percentage of those people may require short admissions to hospital, but the vast majority only require support in the community. That’s why we’re focussing on developing and improving community mental health services.

National best practice in mental health has led to the introduction of Assessment and Recovery Teams, replacing the existing model of working. This applies to both community and in-patient settings. We are now moving to this new model of working, which is why the services are changing. In addition, some of our existing community buildings are no longer available to lease, so we have had to make alternative provision.

There are a number of other issues with the way we currently provide our community mental health services in Ealing, which we want to change:

- Services are different for adults and for older people
- They don’t provide enough specialist care for people
- They are not flexible nor responsive enough when people really need help
- They are difficult to access and navigate

We therefore want to improve our services by making them more responsive and flexible, easier to access and tailored to individual need. Where necessary, we will be moving services out of the buildings which are no longer available, and re-providing the new Assessment and Recovery model of care in different locations whether that be at a person’s home, in primary care, community settings or at mental health bases.

The new model of care ensures that services are personalised and that the service user is at the heart of all decisions about their care. It emphasises strengths and hopes within the limitations of illness, rather than concentrating on negative symptoms and loss. The model we are changing to will be ageless (ie for everyone over the age of 18) and will support this way of working, through the following teams:

**One Assessment Team**

This will provide rapid and expert assessment with short-term interventions, being the first point of contact for service users, and receiving all referrals. It will provide:

- A single point of access
- Highly personalised care
- Leadership by three dedicated consultant psychiatrists
- Easier access for service users
- Easy access to expert opinion for healthcare professionals
- Medicines management
Two Recovery Teams

These will work with people who need treatment for a longer period of time with the aim of supporting a person to recover and rebuild their life and to achieve their full potential. The teams will provide a step down service, working with primary care to discharge people when their needs dictate it. The teams will be located in both the east and west sides of the borough.

A Single Cognitive Impairment and Dementia Team

This team will focus on and be dedicated to supporting people with cognitive impairment and dementia. It will aim to identify a person who has dementia as early as possible and support that person and their family for the rest of the person’s life. We will continue to provide services from Elm Lodge and Sycamore Lodge for the time being. We are looking for a single alternative venue, ideally on the Ealing Hospital site, which will improve the service user experience by enabling them to access all their assessments and treatments during the same visit.

If you have any questions or comments about these changes, you can email: EalingCD@wlmht.nhs.uk or write to us at the following address:

Local Services Ealing Community Developments
Communications Department
West London Mental Health NHS Trust
Ealing Hospital
Uxbridge Road
Southall
<table>
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<tr>
<th>Current location of services</th>
<th>Location changes</th>
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<tr>
<td><strong>Avenue House</strong>&lt;br&gt;43-47 Avenue Road&lt;br&gt;Acton&lt;br&gt;London&lt;br&gt;W3 8NJ</td>
<td>This becomes the base for the Recovery Team East. Service users requiring the Assessment Team will be seen by the Interim Assessment Service based at: The Lammas Centre&lt;br&gt;13 Mattock Lane&lt;br&gt;Ealing&lt;br&gt;London&lt;br&gt;W5 5BG An Assessment service will be offered from alternative venues for those who find it difficult to travel. After June 2012, the Assessment Service will be based at Cherington House (see below)</td>
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<td><strong>The Lammas Centre</strong>&lt;br&gt;13 Mattock Lane&lt;br&gt;Ealing&lt;br&gt;London&lt;br&gt;W5 5BG</td>
<td>Interim Assessment Team. Service users requiring the Recovery Team may go to Avenue House (as above), or to Southall Norwood (as below).</td>
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<td><strong>Southall Norwood</strong>&lt;br&gt;The Green,&lt;br&gt;Southall&lt;br&gt;UB2 4BH</td>
<td>Interim base for Recovery West. Service users requiring the Assessment Team will go to the Interim Assessment Service at the Lammas Centre. An Assessment service will be offered from alternative venues for those who find it difficult to travel.</td>
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<td><strong>The Limes</strong>&lt;br&gt;10 Merrick Road&lt;br&gt;Southall&lt;br&gt;UB2 4AU</td>
<td>This becomes the base for the Recovery Team West. Service users requiring the Assessment Team will go to the Interim Assessment Service at the Lammas Centre. An Assessment service will be offered from alternative venues for those who find it difficult to travel.</td>
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<td><strong>Manor Gate</strong>&lt;br&gt;1a Manor Gate&lt;br&gt;Northolt&lt;br&gt;Middlesex&lt;br&gt;UB5 5TG</td>
<td>This will close due to the building not being fit for purpose. The main Recovery service will operate out of The Limes, however a satellite base will be located in the north of the borough. Manor Gate will not close until the satellite base is established. Service users requiring the Assessment Team will go to the Interim Assessment Service at the Lammas Centre. An Assessment service will be offered from alternative venues for those who find it difficult to travel.</td>
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<td><strong>Cherington House</strong>&lt;br&gt;Cherington Road&lt;br&gt;Hanwell&lt;br&gt;London&lt;br&gt;W7 3HL</td>
<td>Future Assessment Team – June 2012 onwards.</td>
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