Harrow
Changes to our adult community mental health services

We’re improving our community mental health services in Harrow
This leaflet explains what the changes mean for you
What will change?
From 14 March 2016, there will be some changes to your adult community mental health services in Harrow where we will provide a new model of care.
These changes will include:
- You may have your appointments in a different location, we are moving some of our services
- Easy access to mental health services through a Single Point of Access (open 24 hours a day, 365 days a year) on 0800 0234 650. You can self-refer and also call the number out-of-hours for support, signposting and advice
- Treatment focused around recovery goals
- Fewer transfers between teams
- A wider range of staff working in teams to support people
- Increased support in the community, during a crisis
- Recovery plans that are based on individual needs.

Why are we making these changes?
We know having lots of different ways to access services has been confusing for people. We have worked with patients, carers, GPs, commissioners, social care and other people who use our services to transform and improve them. This means that the care you receive will be tailored to you and your recovery plans.

What can you expect?
The changes will bring together the Assessment and Brief Treatment Team (ABT), Community Recovery Team, Assertive Outreach Team (AOT) and Community Rehabilitation Team to form two Community Mental Health Teams (CMHTs): Harrow East and Harrow West.
The CMHTs will each be linked to a group of GPs. These CMHTs will work with you to develop your recovery goals and offer continuity of care. They will assess your needs to make sure the treatment provided is personalised to you. They will also offer more intensive care when you need it most and work with you towards greater independence in managing your health and wellbeing.

Will I see my current care coordinator/doctor?
The team you see may change and you may also be seen in a different location. Your current care coordinator or doctor will discuss these changes with you, and how the changes will affect you, in the coming weeks.
If you are seeing a psychologist, the place you see them will also move but you will continue to see the same psychologist for the duration of your treatment plan.

Tell us, we’re listening!
Our staff want to know how they are doing. Tell us what you think at www.cnwl.nhs.uk/feedback then we’ll know what we have to do.

Contact us
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If you have questions or concerns about any of these changes, please speak to your care coordinator, the lead professional you see or your local team manager.

These changes will not happen all at once but you will start to see changes from the end of February 2016.