

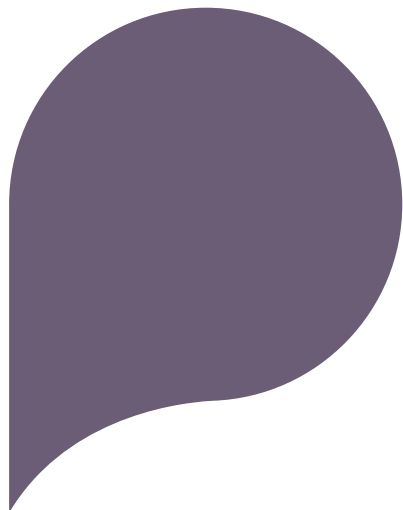
Single Point of Access

incorporating the CNWL
Out-of-Hours Urgent Advice Line

single point of access



0800 0234 650



If you need help and advice...

- 9am to 5pm Monday to Friday, please contact your care co-ordinator, identified health professional, or your GP, who will be able to refer you to the appropriate service.
- out-of-hours you can contact the SPA. If the line is busy, you can leave a message on the answerphone and we will call you back within 30 minutes.

The Single Point of Access is accessible to everyone....

- including people who may find it difficult to use a telephone service for any reason. If you are deaf or have a hearing impairment then we would be happy to talk to you using Text Relay: **18001 0800 0234**. If you want to talk to us in another language, we can organise a telephone interpreting service when you call.

The Single Point of Access Team...

- are compassionate and understand why you are calling. The team has qualified staff to speak to that are knowledgeable about different services and options.
- will listen to your concerns, and will give you the support you need and ideas about what might be helpful to you.
- will also be able to access information about your care plan if you are already receiving a service from CNWL.



The Single Point of Access is...

- a telephone service that provides information, advice, referrals and crisis support to mental health and learning disability services in the boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster and out-of-hours Milton Keynes.
- for those people who might need to know how to access mental health services in the London boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster and in Milton Keynes.
- the single point of referral to all CNWL adult mental health services in Brent, Harrow, Hillingdon, Kensington and Chelsea and Westminster. So once you have had a discussion with us, if it is felt that mental health services could help, we can make an appointment for you.
- not intended to be a substitute for telephone counselling services such as the Samaritans, and other support lines. If you require counselling, we can give you details of services like this.
- a Freephone number; although there may be a charge with some mobile phones, so please ask if you need us to ring you back.

For help, advice or support over the telephone,
24 hours a day, 7 days a week, 365 days a year
0800 0234 650 Text Relay: **18001 0800 0234**

This document is also available in other languages, large print, Braille, and audio format upon request. Please email communications.cnwl@nhs.net

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Portuguese

நீங்கள் கேட்டுக்கொண்டால். இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

Turkish