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The Cavendish Square Group offers a collective voice for the providers of NHS mental health services in London, and for the broader mental health community including clinicians and patients. We want to raise our voice for the cause of good mental health.

The Cavendish Square Group has three objectives

- Close the life expectancy gap for people in London with mental health problems and to ensure they receive the treatment they need
- Make London the most mental health-friendly economy in the world
- Ensure London is a centre of excellence for supporting the mental health and wellbeing of children and young people.

The Government has promised to increase funding for mental health care and ensure there are teams in every part of the country providing treatment for those who need it. The Cavendish Square Group welcomes these commitments and we’re keen to see them realised as quickly as possible. We also want to challenge all notions that mental health is solely a secondary care issue. We believe good mental health must be promoted in primary care and we support the growing campaign for parity of esteem – equality – between mental and physical health, with a greater integration of both.

This Fact Book touches upon these themes. We hope it will be a:

- Useful source of information for journalists and commentators,
- Quick reference handbook for those who work in mental health
- Helpful guide for patients and carers.

You will find expert commentary from some of London’s leading mental health practitioners and articles that address key priorities over the coming year.

We hope you find it informative and instructive about mental health in London and the Cavendish Square Group.

Claire Murdoch,
Chair of the Cavendish Square Group
These discussion forums have proven to be a valuable space in which to consider the complex challenges facing the mental health community in London.

In early 2015, the leadership at the Trusts decided that the time had come to formalise their commitment to tackling those challenges, and the Cavendish Square Group was officially formed.

We recognise that good mental health is central to the success of London’s economy and the wellbeing of its citizens.

It is crucial that mental health moves up our city’s agenda; it should be seen as a priority by individuals and employers, by parents and educators, by clinicians and policy makers. We must collectively strive to better understand, better treat and better meet London’s unique mental health needs. The drive for true parity of esteem and an appropriate share of health resources between and across physical and mental health is the first step towards achieving this goal.

The London Mental Health Fact Book

About the Cavendish Square Group
– a new voice for mental health in London

The Chief Executives of the ten NHS Trusts that provide mental health services in London have been meeting for over a decade to discuss issues of common interest.

We have identified three big challenges for mental health in London and we are committed to seeking a greater influence over these challenges:

<table>
<thead>
<tr>
<th>Londoners with mental health problems have a shorter life expectancy than the rest of the population and often fail to get the treatment they need. 75% of people with depression and anxiety do not receive any form of treatment at all. The equivalent figure for people with diabetes is just 8%. People with severe mental illnesses have a life expectancy 10 to 15 years shorter than someone without such an illness. We need concerted action to address these inconsistencies of care between physical and mental health.</th>
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<tr>
<td>There is a clear link between a personal sense of wellbeing, job satisfaction and productivity. Having a mental health problem remains the number one labour market trigger for exclusion from the workforce. Nine out of ten people believe that disclosure of either a past or present mental health problem would damage their career. Much is already happening to tackle this issue but we need to do more to raise awareness, reduce stigma and discrimination and to get people with mental health problems into work.</td>
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<tr>
<td>Half of adult mental health problems start before a person is 14 years old. It is crucial to give London’s children and young people the best start in life and to help young people who develop emotional or mental health problems. We need to have a programme of early intervention which targets the first 1000 days of a young person’s life: what happens during this formative period will have a profound effect on the child’s wellbeing and a major impact on whether they go on to develop mental health problems later in life. We must develop a programme of support for schools which helps them to build mental health awareness and enables them to access timely and effective help for young people who develop difficulties.</td>
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<td>Our city is a centre of excellence for research into mental health issues and for the development of innovative treatments and therapies. The Cavendish Square Group is determined to play its part in building upon this expertise to ensure Londoners have the best possible mental health and the best possible mental health services.</td>
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The London Mental Health Fact Book

In London we have some of the very best mental health practitioners anywhere in the world. We serve a population that has the full breadth of mental health needs and we have NHS Trusts that offer the full range of specialist services.

For these reasons, the Cavendish Square Group is uniquely placed to offer expert thought leadership on some of the most difficult challenges in the field of mental health.

What follows are some thought-provoking articles, essays and case studies that explore some of the issues that mental health professionals in London are currently grappling with.

- Dr Steven Reid argues that when acute hospital staff and mental health services are better integrated and work together more effectively, there can be real benefits for patients’ physical and mental health and for the wider economy.

- Dr Ben Nereli and Jane Street explain why perinatal mental wellbeing is one of the most current and pressing issues in women’s health today and the importance of addressing the mental health needs of pregnant women and women in the first year following the birth of their babies.

- Drs Ruchi Bhalla and Amlan Basu explain that individuals who suffer from a severe mental illness are more likely to be the victims of violent crime than the perpetrators.

- Dr Matthew Patrick describes how representatives from 22 organisations in London, including the NHS and the police, are working together to deliver lifesaving mental health crisis care.

In publishing these articles our aim is to share best practice, to drive up quality, to reduce the variation in service quality across London and to level up to the standards of the best.
The mental health challenge

One in four people will experience a mental health problem at some point in their life.

Studies found that over a third of people consider it likely that a person with a mental health problem will be violent when, in fact, people with a mental health condition are five times more likely to be the victim of an assault.

The number of people living with dementia in Britain will increase to over 850,000 by the end of 2015.
Mental health problems account for 22.8% of health conditions in the UK - cardiovascular disease is 16.2% and cancer 15.9%.

92% of people with a physical health problem receive the care they need but just 26% of people with a mental illness receive care.

One in three people with a long term physical health problem also have a mental health problem.

The life expectancy of people with mental health problems is dramatically lower than average. Men with a mental health problem die 11 years earlier than average and women die a decade earlier.
Mental health in London

Almost half a million Londoners have an eating disorder including bulimia or anorexia.

London has significantly higher rates of schizophrenia than the rest of the UK (99.8 per 100,000 compared to 72.6 per 100,000).

Londoners report lower than the national average levels of life satisfaction and feelings of self-worth.

Londoners are more likely than residents in other parts of the UK to suffer mental health problems as a result of unemployment or debt.
Over 900,000 adults in London are affected by a mental health disorder such as anxiety or depression

£7.5 billion a year is spent combatting mental ill-health in the capital

Two million Londoners will experience some form of mental ill health every year

Mental ill-health costs the London economy £26 billion a year

Almost 90,000 Londoners have been diagnosed with schizophrenia, bipolar disorder or other psychoses
Children and young people

There are **enough Londoners** of school age with a mental health problem to fill 3,700 classrooms.

One in 15 Londoners aged between 11 and 25 will **deliberately self-harm**.

Supporting the parents of children with conduct disorders - such as attention deficit disorder - saves £8 for every £1 spent.

One in 10 young people in London have a clinically significant mental health problem - just one in four of these will receive effective mental health care.

Poor child and adolescent mental health costs the public purse £2.4 billion per year.

Childhood psychiatric disorders cost London’s education system £200 million a year.
Pregnancy and perinatal

Post-traumatic stress disorder occurs in 3% of women giving birth naturally, rising to 6% after an emergency caesarean.

The average cost of depression after a woman has given birth is around £74,000, of which £23,000 relates to the mother and £51,000 relates to impacts on the child.

Suicide is a leading cause of maternal mortality.

20% of women will experience a mental health issue at some point during the perinatal period.

Suicide rates among women are falling but not amongst mothers in the first six months after giving birth.
Substance use

**London** is home to 23% of the UK’s of drug-dependent adults.

One in four adult Londoners have a **hazardous pattern of drinking** - 6% are dependent on alcohol.

The number of problem drug users in **London** is estimated to be over 80,000.

One in every three cigarettes is smoked by someone with a **mental health condition** such as anxiety or depression.

**Smoking** is the single biggest factor in reduced life expectancy in people with psychosis: 40% of this group are smokers.
Sources

- British Crime Survey
- DWP, GLA “Social & Economic Circumstances of Adults with Mental Disorders”
- Joint Commissioning Panel for Mental Health: Guidance for commissioning public mental health services (2013)
- London Dementia Needs Assessment (2011)
- London NHS Confederation & Care Services Improvement Partnership, “Mental Health In London” report
- LSE and the Centre for Mental Health, “The Cost of Perinatal Mental Health Problems” Annette Bauer, Michael Parsonage, Martin Knapp, Valentina Iemmi & Bayo Adelaja
- National Centre for Social Research http://www.natcen.ac.uk/media/21994/smoking-mental-health.pdf
- ONS Census Data (2011)
- ONS General Household Survey “London: the highs and the lows”
- Indications of public health in the regions, London Health Observatory August 2007, ”
- Royal College of Psychiatrists www.rcpsych.ac.uk/pdf/perinatal_web.pdf
- The Alzheimer’s Society
- The King’s Fund “Long Term Conditions and Mental Health: The Cost of Comorbidities” King’s Fund, Chris Naylor et al, February 2012
- Time To Change
- Young Minds, “Cuts to CAMHS” report
Glossary of terms

**Acute care**
Care and facilities for people who are suffering from a severe, short-term episode of mental illness.

**Bed-day**
Standard unit to measure time spent in a hospital ward, usually including an overnight stay.

**Cognitive Behavioural Therapy (CBT)**
A type of talking therapy used to change the way someone thinks or behaves, to manage problems such as anxiety or depression.

**Conduct disorder**
Excessive problems with a child’s conduct and discipline. Can manifest itself as such things such as a difficult temperament or hyperactivity.

**Delirium**
State of mental confusion which can occur when unwell.

**Eating disorder**
Abnormal attitude towards food, leading to making unhealthy choices about food. Most common disorders include anorexia and bulimia.

**Liaison psychiatry**
Services which provide immediate access to mental health specialists for people being treated for physical health problems. Can be provided in hospitals and in the community.

**Parity of esteem**
Ensuring mental health is valued as equal to physical health. Requires both forms of ill-health to be treated with the same level of urgency and afforded an equal status by policy makers and statutory bodies.

**Perinatal**
Describes the period surrounding birth, and traditionally includes the time of foetal viability from about 24 weeks of pregnancy up to either 7 or 28 days of life.

**Psychosis**
Mental health problem which causes people to perceive or interpret things differently from other people. Two main symptoms are hallucinations and delusions.
**Personality disorder**
A condition which causes a person to significantly differ from the average in terms of their perceptions and feelings. Can be manifested in experiencing excessive levels of stress, avoiding other people and difficulty maintaining relationships.

**Postnatal**
Period following the birth of a child. Conditions such as postnatal depression usually appear in the first two months after birth.

**Primary care**
The first point of contact in the health care system. Often care received through a GP surgery, a walk-in centre, or a pharmacy.

**Psychotherapy**
Form of therapy where the patient talks to a trained therapist and looks to find the deeper roots of a problem and hopefully, the solution.

**Schizophrenia**
Condition which causes a range of different psychological symptoms such as hallucinations, delusions or severe changes in behaviour.

**Secondary care**
Care which people receive in a general hospital. Can be planned care, following a referral by a GP or another specialist, or unplanned emergency care.

**Section 136 of the Mental Health Act**
Under section 136 of the Mental Health Act, if the police find someone in public who they believe suffers from a mental health disorder, they may remove them to a place of safety, such as a hospital or a police station, where the person can be kept for up to 72 hours.

**Social prescribing**
Connecting people to activities in the community which may help deal with their condition. A form of non-medical support.

**Therapeutic impasse**
Disagreement or stagnation in therapy. May be caused by a reluctance of the patient to fully engage in the prescribed treatment.
Better integration of services saves lives and money

When acute hospital staff and mental health services work together there can be benefits for patients’ physical and mental health and the wider economy

By Dr Steven Reid, Clinical Director for Psychological Medicine, Central and North West London NHS Foundation Trust

Modern medicine is leading to increasing specialisation, an emphasis on technology and a focus on shortened inpatient stays. This can mean acute hospital staff find it difficult to explore and address their patients’ psychological problems as they work to meet ever-tighter treatment and discharge targets. Yet, if left untreated, mental health problems in acute inpatients can actually result in delayed discharge, higher costs and increased mortality.

Liaison psychiatry addresses the mental health needs of the many people attending acute hospitals in emergency departments, inpatient and outpatient settings. But some ask why should this be made a priority service?

There is a growing body of evidence that shows the personal, economic and social benefits of tackling issues both physical and mental via a programme of integrated care. The links between mental and physical health are not purely academic – and are frequently closer than some might think.

- Over 25 per cent of people admitted to hospital also have a mental health problem. In older adults (over 65), where delirium and dementia are more prevalent, the proportion rises to 60 per cent.

- Deliberate self-harm is one of the five most common reasons for an emergency medical admission—over 150,000 Emergency Department (ED) attendances year on year

- 80 per cent of all hospital bed-days are occupied by people who have both physical and mental health problems.

So, in addressing people’s mental health needs over the long term they become less likely to be admitted with physical health problems compounded by mental ill-health.

Mental health problems also substantially increase the costs of physical health care.

Overall, it is estimated that co-existing mental health problems cost the NHS around £13.5bn a year in extra spending on physical health services. Nearly half of this total falls on general and acute hospitals. For a typical 500-bed general hospital, this is equivalent to extra costs of around £25m a year. A reasonable objective for a liaison psychiatry service in a typical general hospital would be to generate savings of up to £5m a year, particularly by reducing lengths of stay among older inpatients. These savings would be over and above any improvement in health outcomes for the patients themselves.

A joint approach to managing the physical and mental aspects of patient care should be seen as a prime example of the oft-quoted need for better integration of services.
Recent experience in North West London has demonstrated the importance of liaison psychiatry. Provision in the sector had been patchy, with well-resourced liaison psychiatry teams providing round the clock cover at the centrally located Chelsea and Westminster and St Mary’s hospitals in stark contrast to three hospitals in the outer boroughs of Hillingdon, Northwick Park and Central Middlesex who were reliant on visiting crisis teams.

With acute Trusts facing cost pressures, NHS North West London commissioned Central and North West London Foundation Trust to develop new liaison psychiatry services and support the achievement of waiting time targets -particularly the four-hour maximum wait in emergency departments.

To measure performance, the teams were set three initial targets: people presenting symptoms of mental ill-health at A&E were to be seen within one hour of referral; mental health-related breaches of the emergency department four-hour target were to be cut; and all people aged 65 and over referred to liaison psychiatry were to have a medicines review.

The results were encouraging. All of the sites involved in the programme met the target response time of one hour in A&E and breaches of the four hour target dropped by 221 over six months. An interim analysis of the impact on acute length of stay, comparing admissions before and after the start of the project, suggests that on average patients with a mental health diagnosis spent 1.3 days less in hospital. Fewer people also returned to the emergency department, in a positive downward trend.

In one example, a patient who had attended Hillingdon Hospital A&E 21 times in four months, presented just twice more after an intervention by the liaison psychiatry service.

The third outcome measure – requiring a review of medicines for older adults – reflects concerns about prescribing antipsychotic drugs to people with dementia. It is estimated that two thirds of prescriptions are inappropriate. This is a cause for concern, given the potential side effects and the additional mortality risk due to stroke.

In addition to the success of new services in hitting their targets, they have been enthusiastically supported by acute hospital staff and managers. Professor Rory Shaw, Medical Director at the North West London Hospitals Trust, said: “We are all delighted to have the support of the liaison psychiatry service. Our world is much better now that you are here.”

This view is supported by Maeve O’Callaghan-Harrington, Deputy Director of Operations, who said that “The psychiatric liaison team is crucial to my role as head of site operations and I feel strongly that our patient journey has improved greatly through this enhanced service.”
It is estimated that one in 10 children aged between five and 16 experience a mental health problem and that 50% of lifetime mental illness, excluding dementia, start by the age of 14. But there is plenty of evidence that early action minimises the long-term impact of issues such as anxiety, depression or eating disorders.

In 2015, Oxleas NHS Foundation Trust and groups of young people came together to create HeadScape, a new, self-help website with a custom made, built-in mental health screening tool and self-referral function.

HeadScape has been designed to have maximum compatibility on iPads and smart phones, and is aimed specifically at users aged between 10 and 18. It is a new online self-help tool that responds to the needs of a generation well-versed in technology. It has also proven to be a useful resource for parents and professionals.

HeadScape is a unique, ‘one stop’ source of self-help about a range of mental health issues and conditions that young people can browse at leisure, along with the option to undertake the mental health screening questionnaire, which when completed, provides individually tailored advice and information, based on the unique results of the questionnaire.

The site is simple to use and highly visual with well designed, colour coded emoticons to represent feelings and situations. Oxleas worked with groups of young people, both face to face and in online forums, to develop the site together. Everything from the name of the site, the design, colour scheme, fonts, icons, language and navigation has been developed by young people, for young people.

Between 13 March and 29 April 2015, HeadScape received over 900 visits. Careful monitoring of site analytics provides insight into where demand lies and which issues and conditions are experiencing the greatest need for information and support in the local community.

Anyone can visit HeadScape, browse the site and undertake the quizzes and questionnaires to receive the tailored information and advice. Currently, the Child and Adolescent Mental Health Service self-referral function is open to young people who live in Greenwich or are registered with a Greenwich GP.

HeadScape has been designed to have maximum compatibility on iPads and smart phones, and is aimed specifically at users aged between 10 and 18.
Addressing the mental health needs of pregnant women and women in the first year following the birth of their babies

By Dr Ben Nereli, Consultant Perinatal Psychiatrist and Jane Street, Associate Director, Psychology and Psychotherapies at South West London and St George’s (SWLSTG) Mental Health NHS Trust

The National Institute for Health and Clinical Excellence (NICE) and a number of recent publications\(^1\) describe perinatal mental wellbeing as one of the most current and pressing issues in women’s health today. Maternal mental health disorders have a negative impact upon a couple’s relationship as well as on infant and child development. Perinatal mental illness is a leading cause of maternal morbidity and mortality in high-income countries. The search for an effective treatment has become a priority.

The Community Perinatal Mental Health Service, based at Clare House at St George’s Hospital, and the Wandsworth Improving Access to Psychological Therapies service (IAPT) have developed a number of initiatives to support perinatal women and their mental wellbeing in South West London.

The Community Perinatal Mental Health Service is a small, highly specialised service providing assessment and treatment to pregnant women or women who have given birth in the past 12 months and who live in the London boroughs of Wandsworth, Merton, Sutton, Kingston and Richmond. Women are referred to the service in a number of ways including by their GPs, midwives and health visitors or by social services and the other adult mental health services within the South West London and St George’s Mental Health NHS Trust area.

The Service provides support and care for pregnant women and new mothers experiencing mental health problems, as well as offering counselling and advice pre-pregnancy to those who are considering having children.

One patient describes her experience with the St George’s Perinatal Service:

“I was referred to St George’s following a psychotic episode immediately after the birth of my first child. I was supported for the following year by my consultant regarding the support I and my husband might need to avoid another episode if I were to have a second child. The consultant listened to what I thought I might need in terms of a C-section, medication, support from family and my husband, described a support process and drafted a care plan. This was incredibly reassuring and gave my husband and I the security we needed.

“During my second pregnancy I regularly met with my Specialist Mental Health Midwives. I immediately felt comfortable with both of them. I felt, very quickly, that they knew me and understood how to help me feel safe and supported. My Consultant Perinatal Psychiatrist and Specialist Midwives organised meetings with my Consultant Obstetrician and Anaesthetist to minimise any stress I might experience as the birth approached. My care plan was thorough yet simple and I was fully included in the process. It was also made available for any professional that needed to be aware of my needs. I had developed a complete faith in all the professionals I met during my pregnancy and after my previous experiences in another hospital where I had my first baby, this was not a given.

“During and after the birth of my second child, my Specialist Midwife and Consultant Perinatal Psychiatrist continued to support me. The way in which the perinatal team, with their professional experience and confidence and sense of humanity, would always respond to my individual situation and personal needs meant that I did not suffer a second postnatal psychotic episode and my baby and I remained safe and well.”

\(^1\) (Prevention in Mind June 2013; The Cost of Perinatal Mental Health Dec 2014; Falling through the gaps: perinatal mental health and general practice March 2015)
In Wandsworth, the Trust's IAPT service also provides a specialist service for women with mild to moderate anxiety and depression in the perinatal period. In addition to providing individual assessment and therapy, Wandsworth IAPT also offers a number of group or course based alternatives.

The development of dedicated perinatal interventions began in 2013 with the design of the ‘Making the Most of Motherhood’ (MMOM) course. This is an evidence based course for mothers experiencing postnatal depression and anxiety and offers an opportunity to provide mothers with social support within the group. The course is organised and delivered by a Counselling Psychologist and a Cognitive Behavioural Therapy (CBT) Psychotherapist.

The MMOM course provides strategies for coping with difficult childcare situations, how to apply CBT techniques to tackle unhelpful beliefs about motherhood, self, environment and the future, and other techniques such as relaxation to help manage distress and anxiety. Three sessions are also provided to partners and families to learn about postnatal depression and anxiety, and how they can best support the mother.

Results so far have been promising. Mothers’ depressive and anxiety scores decrease over the course and many participants leave the course with either mild or sub-clinical depressive symptoms, suggesting that the course is an effective therapy for postnatal depression and anxiety.

In addition to providing individual assessment and therapy, Wandsworth IAPT also offers a number of group or course based alternatives.
The focus on mental health intensified during the first six months of 2015. The coalition government’s mental health action plan, Closing the Gap, and the introduction of waiting time targets aim to bring treatment and standards for mental health problems on a par with physical health. These developments signal the start of a culture change in the NHS that the new government must build on.

But there’s still a way to go before patients experience true “parity of esteem” – the sense that a mental health need should be met with the same consistency and urgency of care as a physical health need. One initiative, the Mental Health Crisis Care Concordat, is a commitment to bridging what remains as one of the biggest gaps between the treatment of mental and physical health: emergency care.

Physical traumas are considered emergencies. If a person suffers a heart attack, they know what healthcare to expect, but in the case of a mental health crisis, the care is far more variable. It can involve any one of 14 different places to get help, including accident and emergency, the transport police or homecare. Or you could be taken to a police cell as a place of safety for a mental health assessment.

In 2012-13, police made nearly 22,000 detentions under Section 136 of the Mental Health Act. Across the country, two thirds of these people were taken to hospital but a third were taken to police cells – an inappropriate, confusing and distressing environment for someone experiencing a mental health crisis. London has done an exceptional job in addressing this, such that using a police cell as a place of safety would now not be considered. However, there is much more that we need to do.

It’s time to rethink how we respond to individuals in crisis. We need to improve the system to provide people with the rapid and effective support and care that they deserve – whatever the circumstances in which they first need help and from whichever service they turn to first.

In setting up London’s Mental Health Strategic Clinical Network, it was clear that a different approach was needed if this change was to be achieved. A whole system view was required with an integrated strategy that extends to social care, housing and employment support as well as substance abuse.

What this approach delivered in relation to crisis care was the Strategic Clinical Network’s commissioning standards – a set of recommendations for commissioning mental health crisis services across London. Representatives from 22 organisations including Mind, the Metropolitan Police, the NHS, social care, housing and local councils met in spring 2015 to agree an action plan for implementation.

These standards form part of London’s response to the Crisis Care Concordat. But how, exactly, will they improve people’s experience of care in a crisis and what will the future look like for patients?

In the future, GPs will have access to and knowledge of local specialist mental health and social care services and be in a position to advocate on their patients behalf when referring them to these services.

All parts of the health, social, welfare and education systems will work together when providing services to help patients recover, stay well and stay connected with work, family and school.

Should a patient experience crisis, care plans will be in place with details of what steps clinicians and others should take. Home treatment teams will have been commissioned to provide crisis care in the least restrictive and most appropriate environment.
Where home treatment is not appropriate patients can expect crisis and recovery houses to be universally available and offered as an alternative to hospital admission.

Every emergency department in London will adapt to meet the needs of people in mental health crisis. They will include on-site psychiatry services available round-the-clock. These services will see patients within an hour of emergency department referral to ensure a timely assessment and to minimise risk. They will also provide dedicated areas for mental health assessments, taking into account the needs of people in crisis.

For the first time patients will have access to a single crisis helpline open 24/7, 365 days a year. The phone line will route patients through to local NHS telephone support and other services including NHS 111 where appropriate.

Perhaps most significantly, the future of crisis care is one where no child or adult who requires emergency response will ever be in a police cell. The Met Police is supporting and helping to deliver this ambition.

Here at the Maudsley hospital we worked with the Met to pilot the Street Triage project. Our staff provided police officers with 24-hour telephone support or face to face support on the street to help them make informed decisions about vulnerable people in crisis.

More than half of all police forces in England are now working with the NHS in this way and early data is showing that where the nine pilots are operating, a greater proportion of people are going to health-based places of safety and the number of people being detained under Section 136 has dropped by an average of 25%.

Under the umbrella of the Concordat, London now needs to come together to commission and deliver excellent crisis care in order to realise this future vision and save lives.

Our staff provided police officers with 24-hour telephone support or face to face support on the street to help them make informed decisions about vulnerable people in crisis.
Helping our most unwell patients get better quicker

Two crisis houses in Camden are treating hundreds of people a year as an alternative to acute hospital admissions

By Katie Clayton, Operational Manager for Camden Acute Services, Camden and Islington NHS Foundation Trust

The population of north London has some of the highest levels of mental ill-health in the UK. Camden and Islington NHS Foundation Trust has developed a service designed to help some of our most unwell patients by keeping them out of hospital and setting them on the journey to recovery. The Trust operates crisis houses in both Camden and Islington, but in this case study we focus on Camden.

The Camden Crisis Houses are an alternative to acute inpatient hospital admissions. The first, North Camden Crisis House, opened in 2008 and the second, Rivers Crisis House, opened in 2014. Both Crisis Houses have an average occupancy rate of 93%, and have treated 366 people between April 2013 and March 2014.

The majority of people who use the service are single, live alone, are unemployed and have had previous contact with mental health services. The service has proved very popular with patients, many of whom say if they are unwell they would prefer to go to a Crisis House rather than anywhere else, such as a hospital ward.

The North Camden Crisis House is a six bed unit which opened as a result of a 10 year campaign by mental health service users in Camden. Service users and an art psychotherapist collaborated to create a modern and non-clinical look for the House itself in order to achieve a space where service users feel valued and self-empowered.

The Crisis Houses consist of three multi-disciplinary teams which offer flexible and seamless support seven days a week. The teams include a consultant psychiatrist, pharmacists, nurses, clinical support workers (mostly with backgrounds in psychology or psychotherapy and occupational therapy), art therapists, students and volunteers.

A mix of clinical and non-clinical workers – with access to a clinical psychologist and consultant psychiatrist during weekdays – work on each shift to offer a comprehensive package of care to people using the service. People can be referred to the Crisis Houses by their GPs or community mental health teams via the Crisis Teams, or they can self-refer.

People who use Camden’s Crisis Houses live with severe and enduring mental health conditions with common diagnoses of psychoses, personality disorders, bipolar affective disorders as well as long term physical health issues such as diabetes, hypertension and chronic pain. They are among the most unwell patients treated by the Trust. A recent evaluation of the Rivers Crisis House revealed that people using the service were living with multiple stressful situations including recent job losses, debt, bereavements and social isolation. On admission, more than 80% of people present with self-harm and plans to end their lives. People stay on average 11 days and, on discharge most people (77% – 83%) return to their homes, supported by a wide range of community mental health services.

Since the first crisis house opened in 2008, we have found our Crisis Houses to be a cost-effective alternative to an inpatient hospital stay. The patients who use them have an improved mental state and report high levels of satisfaction with the service they receive.

Much of the debate around mental health care and mental health funding focuses too closely on inpatient beds. Camden’s Crisis Houses offer a compelling and cost effective alternative to inpatient care for seriously unwell patients – an alternative that should be more widely explored by the healthcare community.
Innovation in primary care: helping those who fall through the care gap

By Dr Julian Stern, Consultant Psychiatrist in Psychotherapy & Head of Psychiatry in the Adult and Forensic Services Unit, The Tavistock and Portman NHS Foundation Trust

Innovation is key to providing relevant and effective mental health services that reflect the needs of London’s population and changes to how NHS care is delivered. The Tavistock and Portman NHS Foundation Trust’s award-winning City and Hackney Primary Care Psychotherapy Consultation Service (PCPCS) is a new model of working in primary care and has also inspired the recently commissioned service in Camden – the new Team Around the Practice (TAP) service – developed in partnership with the charity Mind.

What PCPCS does

The service in City and Hackney focuses on patients who traditionally fall between the gaps in care provision. They include those with medically unexplained or complex psychiatric symptoms, long term conditions, personality disorders and other difficulties whose needs are below the threshold to receive secondary care, or have not previously engaged with secondary care services. The service works with GPs and patients alike and uses both external partners to monitor and audit the services and internal models of reflective practice and supervision.

The evidence-based model can make dramatic improvements to people’s lives and reduces pressures on GPs and hospitals which, in turn, result in financial savings to the system equivalent to about a third of the cost of the service, and which may be even larger as time goes on. According to a review conducted by the Centre for Mental Health, the PCPCS also achieves very high satisfaction ratings among local GPs and has won many accolades – most recently it was voted 2015 Mental Health Team of the Year by the British Medical Journal.

Crucially, the service has improved the mental health in 75% of its patients and helps more than half to recover significantly. It helps to reduce the number of GP consultations, A&E visits, outpatient appointments and hospital admissions among its patients.

How PCPCS works

Working in GP practices, primary care psychotherapy practitioners see patients for an assessment. They are highly skilled clinicians, who not only have a core health qualification, but are also trained in therapies approved by the National Institute of Clinical Excellence. After the initial assessment, up to 16 sessions of therapy can be offered in the GP practice itself or linking up with voluntary sector organisations such as Mind, or black and minority ethnic groups.

GPs are invited to join in the initial consultations, especially where a patient’s existing treatment is not working, or where they have not previously engaged in it. To improve their own ability to help their patients, GPs are also offered bespoke training in psychological and psychiatric work and clinicians regularly attend GP mental health review sessions throughout Hackney.

Supervision of staff is a crucial component of the service’s success. The patients are often difficult to engage with, suffering from multiple traumas and social difficulties, and make considerable emotional and time demands on staff. Mindful of this, senior staff members pay close attention to clinical excellence, supervising their colleagues closely and attending to areas of potential burn out, clinician frustration and therapeutic impasses, resulting in a very coherent team with low staff turnover.

The main features of the model in City and Hackney have now been commissioned in Camden. However, in Camden, the service will offer a key additional feature. Embedded in the service are three workers from Mind in Camden who will provide a ‘social prescribing’ element to the service, and help with the integration of psychological and social needs. Through social prescribing, patients can be offered short term support from a voluntary link worker to help them identify and access the community resources that can help them meet their personal needs. This is particularly important to people who may be isolated and lack social support, a sense of purpose or a healthy daily routine.

Rapid and enduring improvements

While some of the patients seen in both services will have a significant history of mental ill-health, most have no history of engagement with mental health services. Early intervention for such people aims to prevent their conditions becoming chronic and reduces their risk of becoming dependent on A&Es and referrals to traditional secondary care services. It is with initiatives and models such as these, based in primary care with the aim of intervening early, that we can make rapid, significant and enduring improvements in people’s mental health.
Mental illness and crime: addressing mental illness in offenders in the capital

By Dr Ruchi Bhalla, Forensic Psychiatry Specialist Registrar and Dr Amlan Basu, Clinical Director of Broadmoor Hospital, West London Mental Health NHS Trust.

Media coverage can make it seem like there is a link between mental illness and violence. But in reality most violent crimes have no connection to mental health problems at all.

It was recently reported that at least one in three members of the general public perceive people with mental illness as likely to commit a violent crime. But the vast majority of violent crimes and homicides in England and Wales are committed by people who do not have mental health problems. In reality, individuals who suffer with a severe mental illness are more likely to be the victims of violent crime, rather than the perpetrators.

So why is there a tendency for the public to exaggerate the link between mental illness and violence? The global reach of today’s media – whether it be the news, movies or television – plays an important role in endorsing this misrepresentation through its recurrent portrayal of individuals suffering with a mental illness as unpredictable and dangerous. Indeed, surveys have shown a significant increase in the public’s desire to maintain social distance from the mentally ill in the immediate aftermath of an extensively publicised violent crime.

Offending in itself is not a characteristic symptom of any mental disorder and factors that are associated with an individual crime and incidence of violence are the same for everyone. These include gender, age, poverty and substance abuse. Latest figures reflect that people with severe mental illness are responsible for as little as one in twenty violent crimes. In only 7.5% of cases where a crime has been committed by someone with a serious mental illness is there an established link between the nature of the offence and symptoms of the individual’s underlying mental illness.

It is true that the risk factors for offending overlap with those for mental illness – for example social exclusion, drug use, homelessness and unemployment. It is therefore unsurprising that rates of mental illness among offenders are high with four in ten offenders in the community suffering with mental health problems.

The situation is even worse in prison, an environment that itself is conducive to an incubation of mental illness. The suicide rate in prisons is almost fifteen times higher than in the general population with 90% of prisoners estimated to suffer with a mental disorder.

The health and criminal justice system have, in many ways, converged to address the needs of offenders with mental health problems. Great efforts have been made in the capital to promote collaborative working between public health and criminal justice particularly in areas where cultures and values vary.

There are ten Trusts in London responsible for mental health, all of which offer specialist input to the assessment, treatment and rehabilitation of offenders with mental illnesses. This care is coordinated by forensic mental health teams who work in partnership with many external organisations including the police, probation services, the courts, the Crown Prosecution Service and prisons in supporting patients by addressing their treatment needs. Although tailored to the individual and their family, treatment often involves helping offenders to understand their illness, address problems of substance misuse and to identify the impact of their actions on others.

Tackling mental health in offenders, both in the community and in prison, benefits not only the individual and their families but also the wider community. Successful rehabilitation and reintegration of offenders with mental health problems would certainly offer the public an alternative to the perception that those who suffer with a severe mental illness are destined to commit violent crimes.
# Directory of London Trusts responsible for mental health care

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<tr>
<th>Trust Name</th>
<th>Barnet, Enfield and Haringey Mental Health NHS Trust</th>
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<td>Trust HQ address</td>
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<tr>
<td>Main Trust telephone number</td>
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<td>Trust website URL</td>
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<td>85</td>
</tr>
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</table>

| Name of Chief Executive                        | Maria Kane                                            |
| Name of Chief Executive PA                     | Joanne Barnes                                          |
| Chief Executive PA telephone number            | 020 8702 3559                                          |
| Chief Executive PA email                       | Joanne.Barnes@beh-mht.nhs.uk                           |

| Name of Board Chair                            | Michael Fox                                           |
| Name of Board Chair PA                         | Tracy Periclis                                        |
| Board Chair PA telephone number                | 020 8702 6000                                         |
| Board Chair PA email                           | Tracey.Periclis@beh-mht.nhs.uk                        |

| Name of Medical Director                       | Jonathan Bindman                                      |
| Name of Medical Director PA                    | Tracy Periclis                                        |
| Medical Director PA telephone number           | 020 8702 6000                                         |
| Medical Director PA email                      | Tracey.Periclis@beh-mht.nhs.uk                        |

| Name of Communications Lead                    | Alex Louis (interim) from October 2015 Karl Heidel    |
| Communications Lead telephone number           | 0208 0702 3599                                         |

**About the Trust**

Barnet, Enfield & Haringey Mental Health NHS Trust delivers comprehensive local mental health services across Barnet, Enfield and Haringey. These include the full range of services for children and adolescents Child and Adolescent Mental Health Services: (“CAMHS”), adults and older people. The Trust also provides more specialist mental health services to a much larger population across North London, Hertfordshire, Essex and surrounding counties.
The Barnet, Enfield & Haringey Mental Health NHS Trust provides a range of services including:

Community & Mental Health Services:

- Child and Adolescent Mental Health Services (CAMHS)
- ‘Increasing Access to Psychological Therapy’ (IAPT) services, in partnership with Whittington Health
- Acute hospital liaison services, including health psychology, at the North Middlesex Hospital
- Service for patients with psychotic illnesses
- Older people’s community Mental Health Services
- Learning Disabilities services
- Community Healthcare Services
- Eating disorders services, including inpatient and outpatient care. This is one of the country’s largest eating disorders services, providing care for people with anorexia, bulimia and other eating disorders across North London, Hertfordshire and Essex
- Drug and alcohol services
- Personality disorder services, including The Halliwick Centre in Haringey for the care and rehabilitation of people with personality disorders in all three boroughs
- Psychiatric liaison services at the Royal National Orthopaedic Hospital

The North London Forensic Service provides the following services for Camden, Islington, Barnet, Enfield and Haringey:

- Medium and low secure inpatient care including specialist services for people with learning difficulties and services for women
- Services for prisons and other parts of the Criminal Justice System
- Fixated Threat Assessment Service
- National Stalking Clinic
- Court diversion services
- Community outreach services

Enfield Community Services:

- Health Visiting, School Nursing, Community paediatric nursing for children with complex health and palliative care needs, Family Nurse Partnership
- District Nursing
- Long term conditions nursing and therapies
- Rehabilitative services
- Contraception and sexual health services
Main locations from which services are provided

**Barnet**
Springwell Centre
Barnet Hospital, Wellhouse Lane, Barnet, EN5 3DJ

**Edgware Community Hospital**
Burnt Oak Broadway, Edgware, HA8 0AD
Tel: 020 8732 6502  Fax: 020 8732 6384

**Enfield**
Complex Care Team
The Chase Building, Chase Farm Hospital, The Ridgeway, Enfield, EN2 8JL
Tel: 020 8375 2024

Camlet 1,2 & 3
North London Forensic Service, Chase Farm Hospital, The Ridgeway, Enfield, EN2 8JL

St Michael’s Site
Gater Drive, Enfield, EN2 OJB
Tel: 020 8702 5660  Fax: 020 8702 5661

**Haringey**
Canning Crescent Health Centre
276-292 High Road, Wood Green, London, N22 8JT

St Ann’s Hospital
St Ann’s Road, London, N15 3TH

Limelight services and areas of specific expertise

Fixated Threat Assessment Centre (FTAC), the Metropolitan Police and NHS working in partnership to provide risk management to protected people.

British Transport Police (BTP) suicide liaison and diversion service, a joint BTP / NHS service working to reduce incidents on the rail network across the London Underground and on Network Rail across South East England.

The National Stalking Clinic (NSC), a specialist service providing assessment and consultation for those who have engaged in stalking behaviour and stalking victims.

Inpatient, intensive day programme and community eating disorder services for those with anorexia, bulimia, binge eating disorder and obesity.

Specialist personality disorders service – one of only three national Personality Disorders Pilots.

Memory services in Enfield and Haringey recognised nationally for excellent care by the Royal College of Psychiatrists.

Works closely with local acute hospitals, including further developing the successful Rapid Access, Intervention and Discharge (RAID) services at Barnet and the North Middlesex Hospitals.

Specialist drug and alcohol treatment provided at The Grove.
Key statistics about the Trust

154,921 people accessed the Trust’s services during 2014-15.
The Trust has 478 inpatient beds and two S136 Suites.
89% of 17,876 service users surveyed in 2014 would recommend the
Trust to their family and friends.

Latest research undertaken by the Trust

Culture of Care Barometer

The Culture of Care Barometer aims to gauge whether the culture of care in
different parts of an organisation is conducive to delivering compassionate,
patient-centred care and was highlighted in the Francis Inquiry.

In May 2014, the Trust served as a pilot site for the Culture of Care
Barometer working with the National Research Unit Project Team at King’s
College. It was one of only three trusts in the country to participate in this
work (and the only combined mental health and community health
organisation).

Trust Name

Camden and Islington NHS Foundation Trust (C&I)

<table>
<thead>
<tr>
<th>Trust HQ address</th>
<th>4th Floor East Wing, 4 St Pancras Way, London, NW1 0PE</th>
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<tbody>
<tr>
<td>Main Trust telephone number</td>
<td>020 3317 3500</td>
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<tr>
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</table>

| Name of Chief Executive                | Wendy Wallace                                          |
| Name of Chief Executive PA             | Dionne Holness                                         |
| Chief Executive PA telephone number    | 020 3317 7016                                          |
| Chief Executive PA email               | Dionne.holness@candi.nhs.uk                            |

| Name of Board Chair                    | Leisha Fullick                                         |
| Name of Board Chair PA                 | Dionne Holness                                         |
| Board Chair PA telephone number        | 020 3317 7016                                          |
| Board Chair PA email                   | Dionne.holness@candi.nhs.uk                            |

| Name of Medical Director               | Vincent Kirchner                                       |
| Name of Medical Director PA            | Orlanda Cruz                                           |
| Medical Director PA telephone number   | 020 3317 7127                                          |
| Medical Director email                 | Vincent.kirchner@candi.nhs.uk                          |

| Name of Communications Lead            | Karl Heidel                                            |
| Communications Lead telephone number   | 020 3317 7083                                          |
| Communications Lead PA email           | Communications@candi.nhs.uk                            |
Camden and Islington NHS Foundation Trust (C&I) provides high quality, safe and innovative care to patients in the community, in their homes or in hospital. The Trust is a member of University College London Partners (UCLP), one of the world’s leading academic health science partnerships.

It provides services for adults of working age, adults with learning difficulties, and older people in the London area and delivers the majority of its care to residents in the London Boroughs of Camden and Islington. However, it also provides substance misuse services in Westminster, and a substance misuse and psychological therapies service to people living in Kingston.

It also provides specialist programmes which provide help and treatment for: veterans living in London; young people caught in the cycle of gang culture; and, older people suffering from dementia and other age related mental health conditions.

**Services are divided into five divisions:**
- Acute
- Recovery and Rehabilitation
- Services for Ageing and Mental Health
- Substance Misuse Service
- Community Mental Health

**Acute**

The Acute Division provides high quality assessments and care to service users who are experiencing an episode of severe illness and require an intensive period of treatment. It provides safe, compassionate and competent care to people who are at their most vulnerable – and always seeks to provide care in the least restrictive setting, consistent with the individual’s care needs, and the risks associated with their illness.

**Recovery and Rehabilitation**

The Rehabilitation and Recovery Division provides high quality mental health care to people with psychotic illnesses. The division includes services across the range of inpatient and community rehabilitation, early intervention in psychosis, locality based community recovery teams and assertive outreach. It also provides day care services, intensive support teams and liaison with partners in the non-statutory supported housing sector.

**Services for Ageing and Mental Health**

Services for Ageing and Mental Health (SAMH) provide high quality, NICE compliant, specialist services to people with mental illness associated with ageing and also to people living with dementia. The services aim to deliver focused interventions with clear treatment outcomes which will optimise an individual’s functioning, promote independence and encourage service users and their carers to participate in shared decision making about their future.

**Substance Misuse Service**

The Substance Misuse Service provides high quality, NICE compliant, specialist community services to people with drug and alcohol problems. It aims to deliver focused interventions with clear treatment outcomes and to reduce or stop service users’ illicit drug or alcohol use, to improve their mental health and wellbeing, and enable them to achieve recovery.
Community Mental Health

The Trust has organised all of its operational services around the service user journey, or their ‘care pathway’ since 2012. This has improved efficiency but has also made it easier for GPs and patients to access the right services.

Now all patients coming to C&I are assigned a cluster, or package of care. The Assessment and Advice Team act as the first point of contact for most referrals in Camden and Islington. However, patients can access some of the services directly. For example, people wanting the Improving Access to Psychological Therapies (IAPT) service can go via the new iCope self-help and referral website.

The Trust’s community teams have been reconfigured to improve service user care, and to roll-out evidence-based pathways. The new community teams were launched in July 2012 and now have separate teams to support those with psychotic disorders, such as schizophrenia and bipolar disorder (Recovery and Rehabilitation, Outreach Services) and non-psychotic disorders such as depression, trauma and personality disorder (Community Mental Health Services).

Main locations from which services are provided

97% of services are provided in the community across more than 40 sites.

Inpatient services are provided at the Trust’s two largest sites – St Pancras Hospital and Highgate Mental Health Centre.

St Pancras Hospital
4 St. Pancras Way, London, NW1 0PE

Highgate Mental Health Centre
Dartmouth Park Hill, London, N19 5NX

London Veterans Service

The London Veterans’ Assessment & Treatment Service (LVS) is a free NHS mental health service available to all ex-serving members of the UK Armed Forces, living in London or the Greater London region or registered with a GP in this area.

It provides a comprehensive multi-disciplinary assessment of mental health needs and related difficulties. In partnership with veterans, the service makes recommendations and helps them access the right sort of support and treatment which can help get their life back on track.

London Traumatic Stress Clinic

The London Trauma Stress Clinic works with anyone who has suffered significant trauma. This includes traumatised refugees and asylum-seekers, survivors of childhood abuse, torture survivors, victims of trafficking, and veterans.

The service provides evidence-based psychological treatment for people with post-traumatic stress disorder (PTSD). The team has also been commissioned to offer consultation and psychological care following major traumatic incidents, such as the London bombings.
Dementia Services

The Trust provides specialist services to people with care needs relating to mental illness, ageing and dementia.

This work is carried out by the Services for Ageing and Mental Health (SAMH) division and works with more than 2000 service users across Camden and Islington, 75% of whom were suffering from dementia.

The service aims to promote independence and encourage service users and their carers to participate in shared decision making about their future. The Trust also works closely with both Primary Care and Adult Social Care in Camden and Islington, whilst continuing to recognise the central role that carers have in supporting our service users to remain in the community.

For people with memory problems we offer innovative projects like START (an evidence-based psychological intervention for carers), advance care planning and the “food for the brain” group which has become highly regarded in the treatment and detection of memory problems.

The Trust runs residential liaison services, a 19 bed nursing home, and also a number of day services for people with dementia and challenging behaviours, providing support both to service users and their carers.

Crisis Houses – an alternative to inpatient care

The Trust runs three Crisis Houses – the Rivers and Daleham Gardens in Camden (see case study p.23), and Drayton Park in Islington

The houses are for people who feel they can’t cope, offering them an alternative to psychiatric hospital – in essence a home from home.

The model of care is world-leading and provides easy access to day programmes through a Recovery Centre combined with crisis houses and crisis resolution teams working closely together to act quickly when someone is starting to have a problem.

Tile House

Tile House is run in partnership with One Housing, and provides accommodation to adults with a diagnosed long term mental health problem requiring 24 hour support. People are given a furnished one bedroom self-contained flat and they have access to support staff who are on site 24 hours a day.

As part of the partnership, the Trust offers support with setting up and maintaining a tenancy, welfare benefits, and maximising income and developing independent living skills, to ensure people are being helped to work towards achieving a full and healthy lifestyle. The aim is to help people move into independent accommodation and get back to work and social responsibility.
International work and partnerships

Over the last 20 years, the Trust has been actively involved in the development of mental health services. Its research provides the evidence base for many services which have been rolled out nationally within the UK, and now there is interest from organisations abroad.

The Trust has begun forging firm links with countries such as Mongolia, which as a country is interested in the way we provide services in the community. The opportunity arose following a visit by a Mongolian delegation to London in 2013, which was funded by the Asian Development Bank.

With support from the British Ambassador to Mongolia, the Trust established a project team to pursue long-term commercial partnership with the Mongolian Centre for Mental Health. The intention is for the partnerships to be commercially financed, delivering benefits to both parties.

Key statistics about the Trust

Around 40,000 service users are seen each year.

The Trust delivers 70+ services from over 40 sites.

We have a Monitor Continuity of Service rating of 4. This is the best score possible and means Monitor consider the Trust as being financially robust.

Latest research undertaken by the Trust

The organisation is recognised internationally for the quality of its research and innovation. Over 25% of its consultants hold joint academic posts and are engaged in research across a wide range of mental health arenas. This research, often conducted with the help of patients, ensures the Trust retains its place as a leader in evidence based treatment and services, allowing it to provide some of the world’s most up to date therapies to aid service user recovery.

The Trust is a lead provider for educational placements in North London, and works in partnership with local universities to deliver both education and research projects as well as creating together the workforce of the future.

The latest research includes:

- A study by Prof. Gill Livingston into “START” looking at family carers of people with dementia and ways to decrease their distress
- Professor Johnson’s CORE Programme grant looking at optimising team functioning, preventing relapse and enhancing recovery in Crisis Resolution Teams (CRTs)
- The REAL (Rehabilitation Effectiveness for Activities for Life) study focusses on people with longer term, complex mental health problems who require inpatient rehabilitation. Although only 10% of people with severe mental illness require inpatient rehabilitation, they cost 25-50% of the total mental health budget due to the severity and complexity of their problems. Yet, there has been little research to help clinicians and commissioners plan and deliver effective treatments and services. This research aims to address this gap.
- Research into disabilities including Down syndrome. The outcomes of health checks in primary care for adults with intellectual disability have been used by the National Clinical Director for Learning Disability Dr Dominic Slowie to argue for continuation of funding for the health checks.
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<td>Claire Murdoch</td>
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<td>Sam Leathers</td>
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<tr>
<td>Chief Executive PA telephone number</td>
<td>020 3214 5760</td>
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<tr>
<td>Name of Board Chair</td>
<td>Professor Dorothy Griffiths OBE</td>
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<tr>
<td>Name of Medical Director</td>
<td>Dr Alex Lewis</td>
</tr>
<tr>
<td>Name of Medical Director PA</td>
<td>Marie-Noelle Edwards</td>
</tr>
<tr>
<td>Medical Director PA telephone number</td>
<td>020 3214 5885</td>
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<td>Medical Director PA email</td>
<td><a href="mailto:Marie-noelle.edwards@nhs.net">Marie-noelle.edwards@nhs.net</a></td>
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<tr>
<td>Name of Communications Lead</td>
<td>Mike Waddington</td>
</tr>
<tr>
<td>Communications Lead telephone number</td>
<td>07740 422 873</td>
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<tr>
<td>Communications Lead PA email</td>
<td><a href="mailto:Communications.cnw.l@nhs.net">Communications.cnw.l@nhs.net</a></td>
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**About the Trust**

Central and North West London NHS Foundation Trust (CNWL) specialises in caring for people with a wide range of physical and mental health needs. In the area CNWL serves, there are areas of great affluence as well as deprivation, and there are over 100 different first languages spoken in these communities.

CNWL is constantly developing and working in innovative ways to provide modern, dependable services in mental and physical health, in primary, secondary and community services, and delivered in health and social care settings for all ages.

CNWL was authorised as a Foundation Trust on 1 May 2007.

**Summary of main services provided by the Trust**

- **CNWL provides the following clinical services:**
  - A wide range of community health services, including adult and child, mental, physical and dental care services in Camden, Hillingdon and Milton Keynes
  - Intermediate physical healthcare, admission and supported discharge
  - Palliative care
  - A comprehensive range of mental health services for adults, from early intervention and psychological therapies to inpatient treatment or long-term rehabilitation care
Main locations from which services are provided

The Trust provides services from 55 wards and 250 community teams across North and Central London, Milton Keynes and 17 prisons in South East England.

A list of all locations can be found at: http://www.cnwl.nhs.uk/find-hospital-ward-clinic-locations/

Limelight services and areas of specific expertise

CNWL’s specialist Child and Adolescent Mental Health Service for children with disabilities and their families was recognised as unique and a model of best practice by the National Institute for Health and Care Excellence (NICE).

The Psychiatric Intensive Care Unit Inpatient Therapy Team at St Charles Mental Health Unit presented with the Team of the Year award at the National Association of Psychiatric Intensive Care and Low Secure Units Annual Conference.

The Central London CBT Centre is recognised as a national and international centre of excellence in Cognitive Behaviour Therapy (CBT).

CNWL was one of the first healthcare organisations in the world to develop and test home treatment services dedicated to older people. These multi-professional teams provide intensive, extended hours input to patients with functional illness or dementia who would otherwise need to be admitted to hospital for care. An evaluation of the first two years of the HTT scheme in Kensington, Chelsea and Westminster found that admissions fell by 40% and transfers to residential care fell from 10% to 3%. Home treatment teams are now being established in all CNWL-provided London boroughs.

CNWL has developed innovative Memory Service models to maintain high quality services in the face of huge increases in demand. The Kensington, Chelsea and Westminster Memory Service was the first in the country to be awarded 100% by the Memory Services National Accreditation Programme and in 2014 was awarded the Royal College of Psychiatrists Mental Health Team of the Year.

CNWL has been at the forefront of developing meaningful user/carer input with two thriving user/carer groups (East and West) and design of ground-breaking old age specific Patient Rated Experience Measures. At the end of 2014, we passed the Friends and Family Test with 93% of respondents.
Key statistics about the Trust

The Trust treats over 5,000 patients on wards and 269,000 patients in the community.

It employs 2082 nurses, 508 medical and dental staff, 535 therapists, 596 scientific and technical staff, 240 social care staff, 892 clinical support staff, and 48 senior managers.

86% of respondents to the Community Health Patient Survey said their overall experience of using CNWL Community Services in Hillingdon, Camden and Milton Keynes was good or excellent, and 85% of respondents were likely to recommend services to their friends or family.

CWNL Chief Executive Claire Murdoch was named in the Health Service Journal Top 50 NHS Leaders (2015).

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<td>Total number of clinical consultants</td>
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</table>

Name of Chief Executive | Dr Robert Dolan |
Name of Chief Executive PA | Chris Collins |
Chief Executive PA telephone number | 020 7655 4061 |
Chief Executive PA email | Christine.Collins@elft.nhs.uk |

Name of Board Chair | Marie Gabriel |
Name of Board Chair PA | Melanie Doherty |
Board Chair PA telephone number | 020 7655 4016 |
Board Chair PA email | Melanie.Doherty@elft.nhs.uk |

Name of Medical Director | Dr Kevin Cleary |
Name of Medical Director PA | Clare Freestone |
Medical Director PA telephone number | 020 7655 4232 |
Medical Director PA email | Clare.Freestone@elft.nhs.uk |

Name of Communications Lead | Carrie-Ann Wade-Williams |
Communications Lead telephone number | 020 7655 4038 |
Communications Lead PA email | Carrie-Ann.Wade-Williams@elft.nhs.uk |

About the Trust

East London NHS Foundation Trust provides a range of mental health, community health and specialist services to all age groups.

The Trust provides a full range of mental health services to the City of London, Hackney, Newham, Tower Hamlets, Luton and Bedfordshire. The population served is 850,000 in London and 600,000 in Luton and Bedfordshire. As of the 1 April 2015, the Trust employs approximately 5,000 staff with a Trust budget of £300 million. The Trust operates from over 100 community and inpatient sites.

It also delivers essential services to a great many people beyond East London including: forensic mental health services to North East London; a range of specialist services in Hertfordshire and Essex; psychological therapies to Luton and Richmond; children and young people’s speech and language therapy to Barnet, and a specialist mother and baby psychiatric unit which receives referrals from across the South East.
### Summary of main services provided by the Trust

<table>
<thead>
<tr>
<th>Inpatient and community mental health services such as:</th>
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<tbody>
<tr>
<td>- Community Mental Health Teams (CMHTs)</td>
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<tr>
<td>- Early Intervention Services (EIS)</td>
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<tr>
<td>- Assertive Outreach Teams (AOT)</td>
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<tr>
<td>- Rapid Assessment Intervention and Discharge (RAID)</td>
</tr>
<tr>
<td>- Perinatal health</td>
</tr>
<tr>
<td>- IAPT Talking Therapies</td>
</tr>
<tr>
<td>- Specialist addiction services and medium secure and low secure forensic services.</td>
</tr>
</tbody>
</table>

### Community health services include:

| - Health Visiting                                      |
| - School Nursing                                       |
| - Specialist Nursing teams                              |
| - Occupational Therapy                                 |
| - Phlebotomy                                           |
| - Psychological Therapies                              |
| - Physiotherapy                                        |
| - Wheelchair services                                  |
| - District Nursing                                     |

### Main locations from which services are provided

**Inpatient services in London are provided at:**

- **Mile End Hospital**  
  Bancroft Road, London, E1 4DG

- **Newham Centre for Mental Health**  
  Cherry Tree Way, Glen Road, London, E13 8SP

- **City and Hackney Centre for Mental Health**  
  Homerton Row, London, E9 6SR

- **John Howard Centre**  
  Forensic Centre for Mental Health, 12 Kenworthy Road, Homerton, London, E9 5TD

- **Wolfson House**  
  311-315 Green Lane, London, N4 2ES

- **Coborn Centre for Adolescent Mental Health**  
  Newham University Hospital, Glen Road, East Ham, London, E13 8SP

- **East Ham Care Centre**  
  Shrewsbury Road, London, E7 8QP

### Limelight services and areas of specific expertise

The Trust received local, regional, national and international recognition for an ambitious seven year quality improvement programme aimed at reducing harm across the Trust and providing the right care in the right place, at the right time. It is partnering with the Institute for Healthcare Improvements to train staff in improvement science methodology and has over 120 projects happening across the Trust involving staff, patients, carers and partners. Teams and services involved in quality improvement projects have been recognised in regional and national awards for their work.
Violence reduction projects linked to the Trust’s quality improvement programme within mental health inpatient wards have now combined to develop the Tower Hamlets Violence Reduction Collaborative.

Forensic services have a strong track record of involving patients in all aspects of care and recovery.

The Millfields Unit at the John Howard Centre has full accreditation as a Therapeutic Community. The Millfields Unit is part of the Trust’s forensic mental health service and supports patients with a diagnosis of severe personality disorder. Millfields is the only forensic NHS service in the UK to be accredited.

Court Liaison and Diversion Service – the Trust is part of the north east London pilot commissioned by NHS England.

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**Key statistics about the Trust**

The Trust operates from 64 community and inpatient sites, has over 735 general and specialist inpatient beds, employs 3,800 permanent staff and has an annual income of £259m.

There are approximately 30,000 patients cared for each year.

The Trust was named one of the Top 10 Best Places to Work in Health by the HSJ in 2015 and the Top Mental Health and Learning Disability Trust. It was also named Trust of the Year at the 2015 HSJ Patient Safety Awards.

It has a Monitor Continuity of Services Rating of 4 and a green Governance rating.

Trust Chair Marie Gabriel is part of the NHS WRES advisory group focused on race equality in the NHS workforce.

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**Latest research undertaken by the Trust**

In 2012, the Trust’s Unit for Social and Community Psychiatry was designated a World Health Organization (WHO) Collaborating Centre. The Unit is the only WHO Collaborating Centre specifically for ‘mental health services development’ in the world. It is one of a small network of selected centres that are involved in writing the European Mental Health Action Plan.

The Unit is supported both by the Trust and Queen Mary, University of London. It is based at the Trust’s Newham Centre for Mental Health.

**Four successful groups spearhead research at East London NHS Foundation Trust:**

- Management of Long-Term Conditions, led by Dr Kathleen Mulligan
- Mental Health Nursing, led by Prof. Alan Simpson
- Social and Community Psychiatry, led by Prof. Stefan Priebe and
- Violence Prevention, led by Prof. Jeremy Coid.

Since 2007, these groups have been awarded more than £15m in competitive research funding from the Department of Health, European Union, Medical Research Council, National Institute for Health Research, and the Wellcome Trust.

The Trust is part of the Noclor Research Partnership.
**About the Trust**

NELFT is one of the largest providers of community health services and mental health services in England. Its specialist inpatient and community-based treatments create a clear pathway towards recovery in the community and are delivered in a variety of health and social care settings for all ages.

Its focus is on providing high quality integrated community-based care, which achieves better results than more expensive hospital-based treatment, and NELFT sees this as part of the solution to the increasing challenges local health economies face.

In the areas NELFT serves, there is variance in affluence and deprivation, which presents significant challenges. NELFT is constantly developing innovative ways to provide new service models in physical and mental health care. It contributes to and advises Parliamentary committees and national bodies. NELFT’s Dr Darlington Daniel currently sits on the National Policy Board for the Mental Health Acute Inpatient Review. The Trust is part of the national taskforce set up to devise and implement the Workforce Race and Equality Standards for the NHS. NELFT is a member of University College London Partners (UCLP), one of the world’s leading academic health science partnerships. The Trust has a Monitor Continuity of Services rating of 4 and a green governance rating. NELFT was authorised as a Foundation Trust on 1 June 2008.
NELFT’s core area encompasses the London boroughs of Redbridge, Havering, Barking and Dagenham, and Waltham Forest and the south west Essex areas of Basildon, Brentwood and Thurrock.

The population of over 1.5 million is culturally diverse and presents significant challenges. From November 2015, NELFT will provide the single, integrated Emotional Wellbeing and Mental Health Service (EWMHS) for children across the whole of the county of Essex.

NELFT provides a comprehensive range of mental health services to adults and children, from early intervention and psychological therapies to inpatient treatment or long-term rehabilitation. This includes services for people experiencing an acute mental illness; help for children and young people with emotional, behavioural or mental health difficulties, care for people with dementia and other age related mental health conditions; support for people with problems associated with drug and alcohol misuse; and specialist services for people with a learning disability.

NELFT also provides specialist programmes including, eating disorders and self-harm.

A full list of NELFT services is available at www.nelft.nhs.uk.

Most of NELFT’s mental health services are provided in the community. Mental health inpatient services are provided for at the state-of-the-art Sunflowers Court facility, opened in 2011. Sunflowers Court provides a 20-bed male inpatient ward, a 20-bed female inpatient ward, 20-bed older persons, 15-bed low secure in a therapeutic environment that assists patient feeling at ease, which results in reducing stress and the length of patient stay. Sunflowers Court, shortlisted for design awards, incorporates the latest thinking in mental health care, including innovative sanitary ware with wave sensor controls, anti-ligature ironmongery and light fittings. Outside space is accessible for all units, including our gardens and enclosed roof terrace.

NELFT also provides inpatient and day services for adolescents at our specialist younger people’s mental health facility, Brookside, in Goodmayes. Brookside has an in-house school, which ensures service users continue with their education and national exams.

NELFT has around 6,000 staff in about 200 locations across north east London and south west Essex.

NELFT has 226 inpatient mental health beds, the lowest in London, highlighting the focus to avoid hospital admission where possible and to treat people in their own homes. There are also two S136 suites.

In 2014/15, NELFT had 93,171 mental health and community health service occupied inpatient bed days. 92% of mental health service users are extremely likely or likely to recommend the Trust’s home treatment to family and friends. 70 % of service users are extremely likely or likely to recommend the Trust’s inpatient ward care to family and friends.
Limelight areas and areas of specific expertise

Community Mental Health
- NELFT has organised all of its mental health services around the service user journey/their care pathway. This has resulted in NELFT having one of the lowest mental health inpatient bed bases in London, resulting in more people avoiding hospital admission and being cared for at home. NELFT’s multi-professional community mental health services, including its Home Treatment Teams and Outreach Teams, provide intensive, extensive input to service users with functional mental illness or dementia who otherwise would have been admitted to hospital for care.

Mental Health Direct
- NELFT provides a 24/7 crisis support telephone service for service users where they can access clinical help and advice to try to avoid hospital admission.

Health and Social Care
- NELFT’s Havering and Redbridge schemes for integrated health and social care are two of only 14 sites nationally to be declared a ‘pioneer’ by the Government.

Integrated Services
- The NELFT single point of access for children’s services to integrate physical and mental health care is one of the first in the country.
- Fully integrated physical health and mental health service for children is one of the first in the country.

Recovery and Rehabilitation
- NELFT provides high quality services to people with psychotic illnesses.
- NELFT is leading the way in mentalisation-based therapies, particularly for adolescents who self-harm.

Perinatal Mental Health Services
- The perinatal parent infant mental health services (PPIMHS) is one of the first specialist psychiatric and psychological services in England that works with mothers-to-be and new mothers of babies up to the age of two who experience or may experience mental health problems, including postnatal depression. The PPIMHS service has won national and international acclaim, is seen as an example of best practice internationally, and has featured in high profile BBC documentary on postnatal mothers.

Open Dialogue
- NELFT is leading on a ground breaking national multi-centre Open Dialogue pilot that seeks to transform the model of health care provided to patients with major mental health diagnosis such as schizophrenia.
- The Trust has set up the national Open Dialogue programme and are currently training mental health professionals across England in this new technique. This will mean the only dialogue that takes place about a mental health service user is when they and their care network is present, which has been proven to increase recovery rates and decrease lengthy hospital admissions.

Dementia Services
- NELFT provides high quality, NICE compliant services for people with dementia, Alzheimer’s and memory problems. Our services deliver focussed interventions with clear outcomes, which will optimise an individual’s functioning, promoting independence and encourage service users to participate in shared decisions about their future.
- The Japanese Ministry of Health is looking to adopt the NELFT dementia care pathway model and our clinicians regularly contribute to Parliamentary Committees on dementia and the World Dementia Summit.
- The NELFT Dementia Crisis Support Team, which provides rapid response and specialist multi-disciplinary intervention and assessment to people in crisis to help them avoid hospital admission, features in the Department of Health best practice video for innovative dementia care in the UK.
Memory Services
- NELFT has developed innovative Memory Service models to maintain high quality in the face of huge increases in demand. The Redbridge and Havering Memory Services were among the first in the country to receive the national double excellent rating for their excellent care by the Royal College of Psychiatrists.

RAID services
- NELFT works closely with local acute hospitals, including developing the Rapid Access, Intervention and Discharge – RAID – services at Whipps Cross Hospital.

Criminal Justice Liaison and Diversion Service
- NELFT is part of the north east London pilot commissioned by NHS England to test out a new model of liaison and diversion services to assess their impact on helping vulnerable adults and children who are suspects at police stations or a defendant in a magistrates court.

NELFT Street Triage
- NELFT is just one of ten national pilot sites to set up a Street Triage Service, where mental health teams assess people at short notice as an alternative to police arrest under the S136.

BAME Initiatives
- NELFT has won awards from leading BAME campaigners for its initiatives to show NELFT values staff from minority backgrounds.

Service User Involvement
- NELFT is at the forefront of developing meaningful service user and carer input with service user and patient experience groups.
- Service users, ‘experts by experience’ are recognised as partners in highlighting best practice as well as identifying deficits in order to shape and improve services.
- Service users are involved in reference groups, patient experience groups and often sit on recruitment panels.
- Service users have contributed the Trust’s Learning Disability Standards.
- Over 60 per cent of NELFT service users say they would recommend its services to their friends and family.

Service innovation and research and development are cornerstones of the work at NELFT.
NELFT is recognised nationally and internationally for the quality of its research and innovation, and its R&D department has received the highest accolade from the Department of Health for the past three years running for standards of research, publication and training.
A large number of NELFT consultants hold joint academic posts and are engaged in research across a wide range of mental health arenas. Research is often conducted with service users and carers, which helps the provision of evidence-based care and treatment.
NELFT is a leader in medical education in north east London and works with local universities to deliver education projects as well as helping to create the workforce of the future.
The Trust’s R&D director is internationally renowned Dr Peter Fonagy OBE, who specialises in psychoanalysis, clinical psychology and mentalisation.

Latest research includes:
- Risk factors of perinatal mental disorders: stress, electrophysiological and neuroimaging markers, which will investigate whether there are hormonal, stress response or brain changes which could help us to identify mothers at risk of developing postpartum psychosis.
- Genetic Analysis of Early Onset Dementia.
### Trust Name

<table>
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<th>Trust Name</th>
<th>Oxleas NHS Foundation Trust</th>
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<tr>
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<th>Pinewood House, Pinewood Place, Dartford, DA2 7WG</th>
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<th>Stephen Firm</th>
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<tr>
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<td>Sue McKee</td>
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<td>Sue McKee</td>
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<tr>
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<th>Dr Ify Okocha</th>
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<tr>
<td>Name of Medical Director PA</td>
<td>Janet Henry</td>
</tr>
<tr>
<td>Medical Director PA telephone number</td>
<td>01322 625 770</td>
</tr>
<tr>
<td>Medical Director PA email</td>
<td><a href="mailto:Janet.henry@oxleas.nhs.uk">Janet.henry@oxleas.nhs.uk</a></td>
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<tr>
<th>Name of Communications Lead</th>
<th>Lisa Tan  (Susan Morris-Newnham on interim basis until September 2015)</th>
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<tbody>
<tr>
<td>Communications Lead telephone number</td>
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### About the Trust

Oxleas NHS Foundation Trust provides a wide range of health and social care services in south east London. It specialises in community health, mental health and learning disability services.

It was named by the King’s Fund as best NHS organisation for staff engagement.

The Trust provides care for people of all ages and works closely with a variety of partners to ensure services are well integrated and wide ranging. It has a focus on joining up physical and mental healthcare.
The Trust has been the main provider of specialist mental health care in Bexley, Bromley and Greenwich for more than ten years and has developed a comprehensive portfolio of services in community and hospital settings.

It also provides specialist forensic mental health care across south east London and mental and physical healthcare in prisons in London and Kent.

Services include physical health services to adults and children in the community in the boroughs of Bexley and Greenwich. These range from health visitors working with the very young to district nurses and therapists meeting the physical health needs of older people.

The Trust works at over 125 sites in a variety of locations across the London Boroughs of Bexley, Bromley and Greenwich and into Kent including:

- **Queen Mary’s Hospital**
  Frognal Avenue, Sidcup, Kent, DA14 6LT

- **Princess Royal University Hospital**
  Farnborough Common, Orpington, Kent, BR6 8ND

- **Queen Elizabeth Hospital**
  Stadium Road, London, SE18 4QH

- **Memorial Hospital**
  Shooters Hill, London, SE18 3RG

- **Goldie Leigh Hospital**
  Lodge Hill, Abbey Wood, London, SE2 0AY

- **Bracton Centre (Medium secure hospital)**
  Bracton Lane, Dartford, Kent, DA2 7AF

- The Greenwich scheme for integrated health and social care is one of only 14 sites nationally to be declared a ‘pioneer’ by government

- Pulmonary rehabilitation in prisons (Maidstone Prison, Nina Turner and Helen Jefford)

- Early intervention in psychosis

- Headscape – an on-line resource for young people who want to contact the local mental health service for advice, guidance or self-referral to an appropriate mental health service

- Multisystemic Therapy (Greenwich) – an intensive family focussed and community based treatment aimed a reducing aggressive, antisocial and offending behaviour in young people.

Oxleas undertakes a number of important national studies – for more information contact Research and Knowledge Manager, Anthony Davis (anthony.davis@oxleas.nhs.uk).
About the Trust

South London and Maudsley NHS Foundation Trust (SLaM) provides a wide range of services in the UK for people with mental health problems. It provides care and treatment for children, adults and older people living in South London, specialist child and adolescent mental health services in Kent and specialist services for people from across the country. It also provides addiction services across South London.

The Trust’s vision is: “everything we do must improve the lives of the people and communities we serve and promote mental health and wellbeing for all”.

Summary of main services provided by the Trust

- Over 20 national, specialist mental health services for people from across the UK including a Mother and Baby Unit, Eating Disorders service, National Psychosis Unit and National Autism Unit.
- Mental health services for people living in Croydon, Lambeth, Southwark and Lewisham.
- Substance misuse services for residents of Lambeth, Southwark, Bexley, Greenwich and Wandsworth.
- A comprehensive range of medium, low secure and specialist forensic services, in state of the art modern facilities.
- Specialist services for young people in Kent and Medway who require hospital admission for serious mental illness and outpatient treatment for adults with ADHD.
The London Mental Health Fact Book

- Primary care, secondary care and inpatient mental health services in HMP Wandsworth and Increasing Access to Psychological Therapies (IAPT) services in HMP Brixton.
- A range of mental health services internationally, in Europe and the Middle-East.

## Main locations from which services are provided

The Trust has four main hospital sites which provide around 725 inpatient beds:

- **Maudsley Hospital**
  Denmark Hill, London, SE5 8AZ

- **Bethlem Royal Hospital**
  Monks Orchard Road, Beckenham, BR3 3BX

- **Lambeth Hospital**
  108 Landor Road, London, SW9 9NU

- **Ladywell Unit**
  University Hospital Lewisham, Lewisham High Street, London, SE13 6LH

Services are also provided from over 100 community sites.

## Limelight services and areas of specific expertise

The Trust’s scope is unique because it is built on the principles of Henry Maudsley when he founded the Maudsley Hospital in the early 1900s: care and treatment, science and research and training.

### Research

The Trust is recognised in the UK and internationally for excellence in research, treatment and teaching in mental health. The Trust hosts a Biomedical Research Centre for mental health and a Biomedical Research Unit for Dementia.

### National Services

The Trust provides leading national services for psychosis, eating disorders, anxiety disorders, autism, perinatal services and child and adolescent services, amongst many others.

### Local Services

Early intervention – early intervention services aim to give young people and their families comprehensive help, treatment and support when they first experience the symptoms of psychosis. The pioneering Lambeth Early Onset Team (LEO) was one of the first services of its kind and is available seven days a week.

Talking therapy for psychosis – for many years the only form of treatment available for people with psychosis was medication. Researchers at the Trust developed and successfully piloted a form of talking therapy called Improving Access to Psychological Therapies for people with severe mental illness (IAPT-SMI) to help people with schizophrenia understand their delusions.

### Forensic Services

The Trust’s innovative approach to forensic care has resulted in creative solutions, such as the use of GPS tracking devices to facilitate more therapeutic leave, reducing absconding rates and decreasing length of stay.
**Key statistics about the Trust**

- Approximately 4,500 staff serve a local population of 1.1 million people.
- Over 230 services including inpatient wards, outpatient and community services.
- The Bethlem Royal Hospital is the oldest psychiatric institution in the world, dating back to its foundation in 1247.

**Latest research undertaken by the Trust**

- The Trust works in partnership with the Institute of Psychiatry, Psychology and Neuroscience (IoPPN) at King’s College London to host the UK’s only specialist National Institute for Health Research (NIHR) Biomedical Research Centre for mental health and a Biomedical Research Unit for Dementia.

- The Trust is part of one of England’s six Academic Health Sciences Centres, King’s Health Partners, alongside King’s College London, Guy’s and St Thomas’ and King’s College Hospital NHS Foundation Trusts.

- **Avatar therapy**
  The first large scale study to evaluate avatar therapy for schizophrenia is currently being led by the Trust. The three-year randomised project enables people with schizophrenia to control the voice of their hallucinations. The first results are expected at the start of 2016.

- **Cannabis linked with psychosis**
  The Trust recently led on research which found that 24% of all new cases of psychosis are associated with the use of high potency ‘skunk-like’ cannabis. The findings were based on nearly 800 patients aged 18-65 and they have major implications for prevention of cannabis-associated psychosis.

- **Alzheimer’s research**
  Researchers discovered that repetitive negative thinking, which is a common symptom of many psychological disorders, may increase the risk of developing Alzheimer’s. Until recently, research into Alzheimer’s disease focused on how physical factors were linked to the onset of symptoms.

- **Family therapy for adolescents with anorexia**
  Family therapy for young people with anorexia was trialled by researchers at the Trust in the 1980s and found it was effective for recently diagnosed teenagers still living at home. This led to the development of specialist child and adolescent services. Known as the ‘Maudsley Model’ outside the UK, it is now recommended in clinical guidelines all over the world.

- **Preventing deaths from heroin overdose at home**
  Naloxone is a fast-acting heroin overdose antidote used originally only by the medical profession. It restores consciousness and allows crucial time to seek or dispense medical treatment. In 1996, researchers at the Trust’s National Addiction Centre promoted the idea of ‘take home’ naloxone – a single injection that can be given by friends and family.

- **New treatments for anorexia**
  A number of psychological therapies used in eating disorders services around the world were developed by the Trust. These therapies target personality traits and thinking styles that allow symptoms of anorexia to flourish.
South West London and St George’s Mental Health NHS Trust provides hospital inpatient and outpatient services, social care, community-based services and support to people in their own homes in the London boroughs of Wandsworth, Kingston, Richmond, Sutton and Merton.

The Trust also provides a range of specialist services – including eating disorders, personality disorders and mental health services for deaf children and adults – on a national basis.

The Trust was the first in the world to develop the Recovery College model. Over the next 5 years the Trust will invest £160m in two brand new state-of-the-art mental health hospitals in south west London.

The Trust works in partnership with colleagues in primary care, local authorities and the non-statutory sector to: promote mental health and improve awareness of its importance; support people with mental health problems and their families; provide care and treatment to the highest standards and help schools and employers challenge stigma surrounding mental health.
The Trust provides:

**Local, National and Regional and Specialist Services**

**Liaison and long-term conditions:**
- Neuro psychiatry
- Health / neuro psychology
- IAPT
- Integrated care
- Liaison psychiatry
- Stop smoking services

**Access and urgent care:**
- Assessment service
- Crisis resolution teams (CRT)
- Electro-convulsive therapy (ECT)
- Inpatient assessment service
- Inpatient recovery service
- Mental Health Act assessment service
- Psychiatric intensive care unit (PICU)
- Supported housing
- 24 mental health helpline

**Primary and planned mental health care:**
- Clozapine and wellbeing clinics
- Community recovery teams
- Early intervention service
- Service user employment service
- Primary care mental health service
- Psychotherapy and personality disorder service
- Rehabilitation service
- Family wellbeing services
- Eating disorder services (National)
- Eating disorder services outreach (National)
- Obsessive Compulsive Disorder (National)
- Body dysmorphic disorders

**Cognitive impairment and dementia (CID):**
- Memory Assessment Service
- Dementia Hub

**CAMHS and developmental services:**
- CAMHS
- CAMHS learning disabilities
- CAMHS deaf (National)
- CAMHS deaf outreach (National)
- CAMHS eating disorders (National)

**Forensic services**
- Men’s services: low secure, medium secure and rehabilitation (National)
- Women’s services: low secure, medium secure and rehabilitation (National)
- Community forensic services
Main locations from which services are provided

The Trust operates from many community locations and three main inpatient sites – Springfield University Hospital, Tolworth Hospital and Queen Mary’s Hospital.

**Springfield University Hospital**  
Building 145, 2nd Floor, 61 Glenburnie Road, London, SW17 7DJ

**Tolworth Hospital**  
Red Lion Road, Surbiton, Surrey, KT6 7QU

**Queen Mary’s University Hospital**  
Roehampton Lane, London, SW15 5PN

Limelight services and areas of specific expertise

The Trust has regional and national responsibility to provide services for children and adolescents (CAMHS), adults with eating disorders, people who are deaf, people with obsessive compulsive disorder (OCD) and services for people with mental health needs who have been referred through the criminal justice system.

It is the key training organisation for mental health in South West London. The Trust’s main educational partners are King’s College London, the Tavistock Institute of Medical Psychology, St George’s University of London, Kingston University, London South Bank University, University of Surrey and Brunel University.

The Trust was the first in the world to develop the Recovery College model. Over the next 5 years the Trust will invest £160m in two brand new state-of-the-art mental health hospitals in south west London.

Key statistics about the Trust

The Trust has been awarded the contract for primary mental health care for Sutton residents by Sutton Clinical Commissioning Group (CCG). The Trust currently provides a range of specialist mental health services to children and adults, and this contract will enable the Trust to coordinate mental health provision in Sutton and streamline a resident’s journey through the local mental health pathway.

The Smoking Cessation team at the Trust (SWLSTG) are celebrating their success in helping patients quit smoking. From January 2011 to May 2015 the Trust has seen a reduction in smoking amongst its service users from 41% to 26%. This reduction has been since the establishment of the Smoking Cessation team by the Trust in 2010, as part of its Commissioning for Quality Innovation (CQUIN) target, to enable the Trust to help patients and staff access smoking cessation information, advice and support.

The Trust have been awarded a major new contract with the Health Foundation to support their ‘Innovating for Improvement Programme’. Springfield Consultancy, a team of clinical innovators and improvement specialists at SWLSTG, have been awarded the contract for the programme which is run by the Health Foundation, and is one of the largest innovation programmes in the UK.

The Trust’s dementia care service is ‘highly commended’ at the HSJ Patient Safety Awards. The Trust’s Wandsworth Behaviour and Communication Support Service team (BACSS) was ‘highly commended’ in the Patient Safety Award dementia care category. The team forms part of the Wandsworth Older People’s Community Mental Health Team and supports staff in care homes in the area to manage behaviours they find challenging, helping everyone involved with the resident, including care home staff, families and other local health and social care services.
The Trust is proud to be named in the Health Service Journal (HSJ) top 100 places to work in healthcare. The HSJ, in conjunction with Best Group Companies (BCG) has compiled a list of the top 100 best places to work in healthcare, announcing the list at a ceremony at the ICC in Birmingham on the 7th July.

Patients living with mental health conditions including depression, anxiety and personality disorders are set to benefit from a project aimed at helping them to enjoy greater involvement in everyday life. Occupational therapists at the Trust have been awarded a £75,000 grant from the Health Foundation, an independent health care charity, to look into ways service users can be supported in regaining their independence. The therapy, called GLOW (Graduating Life Skills Outside the Ward), is a means of focusing occupational therapists’ work more effectively so that service users need to make less use of crisis services.

The Trust employs over 2,000 (whole time equivalent) staff who operate from more than 40 sites.

CQC Chief Inspector of Hospitals found Trust staff to be “compassionate” and that services are “safe and well-led” in their report published on 12 June 2014.

The Trust cares for a population of 1.1m people and at any one time 20,000 people are receiving treatment and care from the Trust.

**Latest research undertaken by the Trust**

The Research and Development department has made significant progress in expanding its research portfolio, particularly in the areas of hosting clinical trials and fostering strategically and operationally effective collaborative partnerships.

The Clinical Research Unit in Psychiatry of Old Age and Neuropsychiatry is gaining momentum. In addition to two amyloid imaging studies running at the Trust, negotiations are currently underway to adopt a further six studies subject to a local feasibility review.

The Trust also achieved the highest recruitment rates in the country for its Impact of Illness in Schizophrenia study. This body of work is aimed at bolstering The Trust’s reputation for hosting innovative research, while also contributing substantially to research income.
## About the Trust

Established in 1919, the Tavistock and Portman NHS Foundation Trust is a leading provider of mental health services and postgraduate education, with a reputable research portfolio.

With an extensive and colourful history dating back to the First World War, the Trust offers a number of evidence-based psychological approaches and its trainings are grounded in these approaches.

Clinical services are predominantly delivered in London and the home counties, but it is the Trust’s ambition to deliver services beyond this patch. Students attend the Trust’s training from across the UK and beyond.

## Summary of main services provided by the Trust

The Trust undertakes 50% clinical work and 50% training work (income based).

### Clinical Services

The majority of Tavistock and Portman’s work is with children, young people and families but it does also deliver a number of specialist services for adults.

Flagship services include the Gender Identity Development Service, the only service of this kind in the UK to work with children and young people.
Other innovative services include the Family Drug and Alcohol Court and the Family Nurse Partnership National Unit.

**Training**

With an international reputation and reach, the Trust’s clinician-trainers provide transformational training programmes which make a significant and distinctive contribution to the development of the health and social care workforce of the UK and further afield.

**Research**

The Trust’s pioneering research has been part of its history since 1920 and it works with leading institutions such as UCL and the Institute of Child Health.

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### Main locations from which services are provided

- London and the home counties.

For more information see:

http://tavistockandportman.uk/about-us/about-website/how-find-us

### Limelight services and areas of specific expertise

The Trust’s Camden-based Child and Adolescent Mental Health Service (CAMHS), known as Open Minded, is a major service which puts patients at the heart of service delivery and is staffed by highly trained practitioners supporting children, young people and families.

The Gender Identity Development Service is nationally commissioned and the only service of its kind in the UK to work with children and young people who are experiencing difficulties in the development of their gender.

The Family Drug and Alcohol Court is the first of its kind; an award winning, evidence-based court that takes a problem-solving, therapeutic approach to care cases where parental substance misuse is a factor.

The Family Nurse Partnership National Unit (FNP) is responsible for training specialist family nurses who work with vulnerable first time young mums and parents. The National Unit sets up new and developing FNP sites across England and ensures fidelity of the evidence-based US model.

The City and Hackney Primary Care Psychotherapy Consultation Service (PCPCS) was developed with GPs to support patients with complex presentations who typically fall between the gaps of service provision. PCPCS addresses the reality of complexity in primary care, including co-occurring physical and emotional health issues. The service model has been evaluated with the Centre for Mental Health and is gaining a national profile.

### Key stats about the Trust


Key metrics include patient attendance, service user experience, formal outcome measures (both clinical and patient determined).
Latest research undertaken by the Trust

The Trust is currently involved in three major NIHR (National Institute for Health Research) funded research studies into the effectiveness of psychological interventions (SHIFT, REDIT & IMPACT).

The Self-Harm Intervention, Family Therapy (SHIFT) study is a randomised controlled trial of family therapy vs. treatment as usual for young people seen after second or subsequent episodes of self-harm.

The Randomised Evaluation of Dynamic Interpersonal Therapy study “Improving Psychodynamic Psychotherapy in Primary Care: An Evaluation Study of Dynamic Interpersonal Therapy” is a single-blind, multi-site, randomised controlled trial feasibility study to investigate the effectiveness of Dynamic Interpersonal Therapy (DIT) as a depression treatment within Improved Access to Psychological Therapies services.

The IMPACT (Improving Mood with Psychoanalytic and Cognitive Therapies) study is a clinical trial to determine the most effective treatment to reduce the risk of recurrence of clinical depression in young people. This is the first trial in adolescents to investigate the best treatment to prevent relapse of this serious mental illness in young people.

Training and Education

Through the provision of high quality, learner-centred training and education programmes, the Tavistock and Portman NHS Foundation Trust contributes to meeting local and national workforce requirements by building the skills for an effective and sustainable health and social care workforce.

The Trust’s unique synthesis of clinical practice, educational expertise and clinical and academic-based research and consultancy, means it is well-positioned to continue to develop new innovative approaches to the prevention and treatment of mental ill-health and the promotion of wellbeing that meet the needs of a changing and diverse workforce and population.

It is the Trust’s ambition to be the national provider of choice for NHS training and educational courses and to consolidate its national and international reputation as a Centre of Excellence in this field and an enabler through partnerships. By building on its approach to integrated care and multi-disciplinary working, the Trust aligns its offer to help local Health Education Commissioners achieve the outcomes of the Health Education England (HEE) Mandate and deliver the workforce required by Human Social and Political Sciences (HSPs).

Through the development of new training initiatives that support strategic workforce requirements, the Trust seeks to widen its approach further to primary care and front-line NHS and social care worker training to develop the skills required by health economies to deal with the challenges of maintaining the health and wellbeing of their populations. A particular focus is on developing training for front-line staff and training that raises awareness of mental health problems and their impact on overall health.
Trust Name: West London Mental Health NHS Trust

Trust HQ address: 1 Armstrong Way, Southall, UB2 4SA
Main Trust telephone number: 020 8354 8354
Trust website URL: www.wlmhs.nhs.uk
Main Trust Twitter feed: @wlmht
Trust Facebook URL: www.facebook.com/supportopenminds

Trust budget (2014/15): £226m
Total number of staff: 3,568
Total number of clinical consultants: 114

Name of Chief Executive: Steve Shrubb
Name of Chief Executive PA: Jacky Vincent
Chief Executive PA telephone number: 020 8354 8067
Chief Executive PA email: Jacky.Vincent@wlmht.nhs.uk

Name of Board Chair: Tom Hayhoe
Name of Board Chair PA: Jacky Vincent
Board Chair PA telephone number: 020 8354 8067
Board Chair PA email: Jacky.Vincent@wlmht.nhs.uk

Name of Medical Director: Dr Nick Broughton
Name of Medical Director PA: Mandy Bassi
Medical Director PA telephone number: 020 354 8110
Medical Director PA email: Mandy.Bassi@wlmht.nhs.uk

Name of Communications Lead: Helene Feger
Communications Lead telephone number: 020 8354 8847
Communications Lead PA email: Sandra.Connolly@wlmht.nhs.uk

Brief description of the Trust:
West London Mental Health NHS Trust is one of the largest and most diverse providers of NHS mental health services in the UK and provides care and treatment for more than 34,000 people each year.

The Trust is a leading national provider of forensic (high, medium and low secure) services including Broadmoor Hospital. It provides specialist mental healthcare including gender identity services (the largest and oldest in Europe) and community-based treatment for personality disorders (The Cassel Hospital).

Summary of main services provided by the Trust:

Local and specialist services

Liaison and long-term conditions:
- Gender Identity Clinic
- Health / neuro psychology
- IAPT
- Integrated care pilot
- Liaison psychiatry
- Stop smoking services
Access and urgent care:
- Assessment service
- Crisis resolution teams (CRT)
- Electro-convulsive therapy (ECT)
- Inpatient assessment service
- Inpatient recovery service
- MH Act assessment service
- Psychiatric intensive care unit (PICU)
- Recovery houses
- Service user telephone support line (SUTS)

Primary and planned mental health care:
- Cassel Hospital services
- Clozapine clinics
- Community recovery teams
- Early intervention service
- Eating disorder service
- Placement & repatriation work
- Primary care mental health service
- Psychotherapy and personality disorder service
- Rehabilitation service (Glyn & Mott)

Cognitive impairment and dementia (CID):
- CID community services and CID inpatient services

CAMHS and developmental services:
- Adult neurodevelopmental services (in development)
- CAMHS
- CAMHS learning disabilities

Forensic services – West London forensic services
- Men’s services: low secure, medium secure and rehabilitation
- Women’s services: enhanced medium secure and low secure
- Adolescent services
- Community forensic services

High secure services – Broadmoor Hospital
- Mental illness services
- Personality disorder services
- Centralised group work services
- Rehabilitation therapy services
Main locations from which services are provided

The Trust has 25 inpatient and community sites. The main inpatient sites are:

**St Bernard's Hospital**
Ealing inpatients services: low, medium and enhanced medium secure services, including male regional secure unit, Wells Unit for adolescent males and the Orchard Unit for women.

Uxbridge Road, Southall, UB1 3EU

**Hammersmith and Fulham Mental Health Unit**
Inpatient services, early intervention in psychosis

Claybrook Road, London, W6 8NF

**Lakeside Mental Health Unit**
Hounslow assessment team and inpatient services

Twickenham Road, Isleworth, TW7 6AF

**Broadmoor Hospital**
Crowthorne, Berkshire, RG45 7EG

Limelight and areas of specific expertise

**West London Forensic Outreach Service**
West London Forensic Outreach Service (FOS) is responsible for the safe transition of patients from medium and low secure services into the community. The approach focuses on recovery, with emphasis on reintegration back into education and employment and on service user involvement.

The service covers a number of west London boroughs, including Brent, Harrow, Hillingdon, Hammersmith & Fulham, Ealing and Hounslow.

**Liaison and Diversion**
We provide court diversion services at Westminster Magistrates’ Court and a police liaison nurse service at Hammersmith, Hounslow and Acton police stations. We are currently involved jointly with CNWL and Together for Mental Wellbeing in running an all age liaison and diversion pilot project in nine boroughs in north and west London.

**Broadmoor Hospital**
Broadmoor Hospital in one of three high security psychiatric hospitals in England. It provides assessment, treatment and care in conditions of high security for men who represent a high risk to themselves or to others. Broadmoor is internationally recognised both for its work with patients and for its extensive research activities. Patients come from London and the south of England. At any one time the hospital has around 200 patients, and the average stay is five to six years. It was the subject of the recent ITV documentary series, *Broadmoor*.

**Prevention and Management of Violence and Aggression**
West London Mental Health Trust's Prevention and Management of Violence and Aggression (PMVA) team is a nationally and internationally recognised specialist in the delivery of high-quality training in this field. The team provides expert advice both internally and to other agencies, including witness provision, health and safety and risk assessment, seminars, policy development, training manuals, debriefing after an incident, equipment testing, record keeping, research and crisis intervention. The PMVA team has also been leading on the development of a national training manual for the high security hospitals in the UK.
The Limes
The Limes is a special care unit for patients with behavioural problems and dementia, based in Southall, Ealing.

Patient and Carer Support Line
Our contact centre provides access to round-the-clock advice and support through a 24-hour, seven-day a week telephone line.

Gender Identity
At the Gender Identity Clinic in Hammersmith we work with a wide variety of people who have issues around their gender from across the UK.

The Gender Identity Clinic is in Fulham Palace Road, London. The Gender Identity Clinic is the oldest and largest such clinic in Europe. It was the recent subject of a BBC R4 documentary series, Becoming Myself.

The Cassel
The Cassel in Ham provides specialist assessment and treatment for adults and young people with severe and complex personality disorders in both residential settings and community outreach.

The Child and Adolescent Mental Health Service – Improving access to psychological therapies
The child and adolescent mental health service has this year launched an initiative for children and young people called Improving access to psychological therapies (IAPT) programme in partnership with the local authorities and voluntary organisations in our three London boroughs.

Liaison Psychiatry
Through our liaison psychiatry services we provide care to people who are inpatients or visitors to the urgent care centres or emergency departments at acute hospitals in Ealing, Hammersmith & Fulham and Hounslow.

The service also includes perinatal psychiatry services. We also run a bariatric psychiatry service based at St Mary’s Hospital’s Imperial Weight Centre.

The liaison teams also provide a number of specialist services:
- Outpatient / community diabetes psychological medicine service
- Outpatient neurology clinic
- Intermediate care consultation
- Community dementia pathway

Key statistics about the Trust
The Trust’s services are used by more than 34,000 people every year. It meets all quality standards set by the CQC.

The Trust employs around 3,600 staff and serves a local population of 700,000 people.
Latest research undertaken by the Trust

The Trust is one of the first in the UK to open a clinical trials facility specifically for mental health research. The new purpose-built facility, on the Lakeside Mental Health Unit site in Isleworth, is needed due to the wide range of clinical trials work the trust is carrying out into dementia, psychosis and personality disorder.

The Trust conducted or participated in 85 research studies last year with 957 patients participating. Staff published 86 articles in peer-reviewed journals.

The AFFECT Study

AFFECT is our first medication trial for people with a diagnosis of Vascular Dementia. This study is being funded by the Alzheimer’s Society and the British Heart Foundation.

135,000 people in the UK have a diagnosis of Vascular Dementia, and there is currently no approved treatment. The AFFECT study is testing a medication called Amlodipine, which is normally given to people who have high blood pressure. Research suggests this medication may be useful in improving the health of people who have a diagnosis of Vascular Dementia. Half of the people in the study will take Amlodipine and half will take a placebo (a dummy drug).

Deep and Frequent Phenotyping

This innovative study is part of David Cameron’s pledge for the Dementias Platform UK, a £33million investment in dementia research. The study involved conducting in depth diagnostic tests, including brain scans and questionnaires to find out more about people’s memory, blood tests, and lumbar puncture. The study aims to tell us more about the best, most accurate way to diagnose people with Alzheimer’s Disease.

PREVENT

The PREVENT study aims to gather information about what factors may increase a person’s risk for developing dementia later in life. The Trust is working with healthy people who are aged 40 to 59 who either have a history of dementia in their family or not.

In addition to its drugs trials, the Trust is working with South London and Maudsley NHS Foundation Trust (SLAM), Camden and Islington NHS Foundation Trust (Candi), and the universities of Oxford and Cambridge in piloting CRIS, a prestigious project to develop an information tool that mines anonymised patient data for mental health research purposes.
# Third sector organisations & support groups

Here you will find a list of organisations based across the UK who provide help, support and advice to people living with a mental illness.

## National organisations

<table>
<thead>
<tr>
<th>NAME</th>
<th>URL</th>
<th>SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age UK</td>
<td><a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></td>
<td>Age UK is the country’s largest charity dedicated to helping everyone make the most of later life.</td>
</tr>
<tr>
<td>Alzheimer’s Society</td>
<td><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></td>
<td>The Alzheimer’s Society provides help and support to people affected by dementia. Services include a helpline, online resources and local branches.</td>
</tr>
<tr>
<td>Anxiety Alliance</td>
<td><a href="http://www.anxietyalliance.org.uk">www.anxietyalliance.org.uk</a></td>
<td>Anxiety Alliance is a registered charity offering help, advice and support to people plus friends and family, suffering from general anxiety, phobias and panic attacks. Confidential support is offered through the helpline, email and online resources.</td>
</tr>
<tr>
<td>Beat – beating eating disorders</td>
<td><a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a></td>
<td>b-eat is a national charity for people with eating disorders and their families. b-eat provides helplines for adults and young people, online support and local self-help groups.</td>
</tr>
<tr>
<td>Bipolar UK</td>
<td><a href="http://www.bipolaruk.org.uk">www.bipolaruk.org.uk</a></td>
<td>Bipolar UK is the national charity dedicated to supporting individuals, their families and carers, with the much misunderstood and devastating condition of bipolar.</td>
</tr>
<tr>
<td>British Association for Counselling &amp; Psychotherapy</td>
<td><a href="http://www.bacp.co.uk">www.bacp.co.uk</a></td>
<td>The BACP’s vision is to safeguard the value of human relationships through being the leading body and voice for talking therapies’.</td>
</tr>
<tr>
<td>C.A.L.M (Campaign Against Living Miserably)</td>
<td><a href="http://www.thecalmzone.net">www.thecalmzone.net</a></td>
<td>C.A.L.M is a national campaign aimed at men aged 15-35. Help &amp; support can be accessed through the helpline and online resources.</td>
</tr>
<tr>
<td>The Centre for Mental Health</td>
<td><a href="http://www.centreformentalhealth.org.uk">www.centreformentalhealth.org.uk</a></td>
<td>The Centre for Mental Health aims to help to create a society in which people with mental health problems enjoy equal chances in life to those without. It focuses on criminal justice, employment, mental health at work, recovery and children, with supporting work on broader mental health and public policy.</td>
</tr>
<tr>
<td>Counselling Directory</td>
<td><a href="http://www.counselling-directory.org.uk">www.counselling-directory.org.uk</a></td>
<td>Counselling Directory aims to be the leading service for providing counselling advice and information – connecting those in distress with the largest support network in the UK.</td>
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<tr>
<td><a href="mailto:enquiries@alzheimers.org.uk">enquiries@alzheimers.org.uk</a></td>
<td>Tavis House&lt;br&gt;1-6 Tavistock Square&lt;br&gt;London WC1H 9NA</td>
<td>0800 169 6565</td>
</tr>
<tr>
<td><a href="mailto:anxietyalliance@ntlworld.com">anxietyalliance@ntlworld.com</a></td>
<td>Devon House&lt;br&gt;58 St Katharine’s Way&lt;br&gt;London E1W 1LB</td>
<td>Helpline: 0845 300 0336 (8.30am-6.30pm Mon-Fri)</td>
</tr>
<tr>
<td><a href="mailto:help@b-eat.co.uk">help@b-eat.co.uk</a></td>
<td>26 Tannery Court&lt;br&gt;Bertie Road&lt;br&gt;Kenilworth&lt;br&gt;Warwickshire CV8 1QY</td>
<td>0845 2967877 (10am-10pm everyday)</td>
</tr>
<tr>
<td><a href="mailto:info@bipolaruk.org.uk">info@bipolaruk.org.uk</a></td>
<td>Wensum House&lt;br&gt;103 Prince of Wales Road&lt;br&gt;Norwich NR1 1DW</td>
<td>Helpline: 0845 634 1414 (people aged 18+, open Mon to Fri 10:30am – 8:30pm, Sat 1:00pm – 4:30pm, Bank Holidays 11:30am – 2:30pm)</td>
</tr>
<tr>
<td><a href="mailto:bacs@bacp.co.uk">bacs@bacp.co.uk</a></td>
<td>11 Belgrave Road&lt;br&gt;London SW1V 1RB</td>
<td>020 7931 6480</td>
</tr>
<tr>
<td><a href="mailto:info@thecalmzone.net">info@thecalmzone.net</a></td>
<td>15 St John’s Business Park&lt;br&gt;Lutterworth LE17 4HB</td>
<td>01455 883300</td>
</tr>
<tr>
<td>contact@centreformalhealth .org.uk</td>
<td>PO Box 88766&lt;br&gt;London SE1P 4JZ</td>
<td>0800 58 58 58 (Lines open from Sat-Tues, 5pm-midnight -- helpline)</td>
</tr>
<tr>
<td></td>
<td>Maya House&lt;br&gt;134-138 Borough High Street&lt;br&gt;London SE1 1LB</td>
<td>020 7827 8300</td>
</tr>
<tr>
<td></td>
<td>Coliseum&lt;br&gt;Riverside Way&lt;br&gt;Camberley&lt;br&gt;Surrey GU15 3YL</td>
<td>0844 8030 240</td>
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<tr>
<td>NAME</td>
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<tr>
<td>Depression Alliance</td>
<td><a href="http://www.depressionalliance.org">www.depressionalliance.org</a></td>
<td>Depression Alliance brings people together to end the loneliness and isolation of depression. It also campaigns to end the stigma of depression and to raise awareness of what it means to live with it.</td>
</tr>
<tr>
<td>MAC UK</td>
<td><a href="http://www.mac-uk.org">www.mac-uk.org</a></td>
<td>MAC UK believes that by putting mental health at the heart of solutions, it can find new answers to the complex problem of youth offending.</td>
</tr>
<tr>
<td>Mental Health Foundation</td>
<td><a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a></td>
<td>The Mental Health Foundation is working for an end to mental ill health and the inequalities that face people experiencing mental distress, living with learning disabilities or reduced mental capacity.</td>
</tr>
<tr>
<td>Mind</td>
<td><a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
<td>Mind provides advice and support to empower anyone experiencing a mental health problem. Mind also campaigns to improve services, raise awareness and promote understanding.</td>
</tr>
<tr>
<td>MQ: Transforming Mental Health</td>
<td><a href="http://www.joinmq.org">www.joinmq.org</a></td>
<td>MQ: Transforming Mental Health is a new charity formed to support much-needed research into mental health.</td>
</tr>
<tr>
<td>Nightline</td>
<td><a href="http://www.nightline.ac.uk">www.nightline.ac.uk</a></td>
<td>The Nightline Association is a charity which supports, promotes and develops Nightline services. Nightline’s vision is for every student in higher and further education to have access to the support offered by Nightline services so that: every student is able to talk about their feelings in a safe, non-judgmental environment; fewer students have their education compromised by emotional difficulties and fewer students die by suicide.</td>
</tr>
<tr>
<td>NSPCC</td>
<td><a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></td>
<td>The NSPPC is a children’s charity fighting to end child abuse in the UK and Channel Islands. The NSPCC helps children who’ve been abused to rebuild their lives, protect those at risk, and find the best ways of preventing abuse from ever happening.</td>
</tr>
<tr>
<td>PANDAS</td>
<td><a href="http://www.pandasfoundation.org.uk">www.pandasfoundation.org.uk</a></td>
<td>PANDAS is a UK charity in supporting families suffering from pre (antenatal) and postnatal illnesses. PANDAS’ vision is to support every individual, family and carer suffering with perinatal mental health illnesses. They also campaign to raise awareness and remove stigma.</td>
</tr>
<tr>
<td>Place2Be</td>
<td><a href="http://www.place2be.org.uk">www.place2be.org.uk</a></td>
<td>Place2Be provides emotional and therapeutic services in primary and secondary schools, building children’s resilience through talking, creative work and play.</td>
</tr>
<tr>
<td>Rethink Mental Illness</td>
<td><a href="http://www.rethink.org">www.rethink.org</a></td>
<td>Rethink Mental Illness helps people affected by mental illness by challenging attitudes and providing support.</td>
</tr>
<tr>
<td>Richmond Fellowship</td>
<td><a href="http://www.richmondfellowship.org.uk">www.richmondfellowship.org.uk</a></td>
<td>Richmond Fellowship is a specialist provider of mental health services. Our focus is on providing high quality services to the 9,000 people we support each year.</td>
</tr>
<tr>
<td>EMAIL</td>
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<tr>
<td><a href="mailto:info@depressionalliance.org">info@depressionalliance.org</a></td>
<td>Depression Alliance&lt;br&gt;9 Woburn Walk&lt;br&gt;London WC1H 0JE</td>
<td>0845 123 23 20</td>
</tr>
<tr>
<td><a href="mailto:media@mac-uk.org">media@mac-uk.org</a></td>
<td>C/O The Winch&lt;br&gt;21 Winchester Road&lt;br&gt;London NW3 3NR</td>
<td>020 7722 9771</td>
</tr>
<tr>
<td><a href="mailto:contact@mind.org.uk">contact@mind.org.uk</a></td>
<td>Colechurch House&lt;br&gt;1 London Bridge Walk&lt;br&gt;London SE1 2SX</td>
<td>020 7803 1100</td>
</tr>
<tr>
<td><a href="mailto:info@joinmq.org">info@joinmq.org</a></td>
<td>15-19 Broadway&lt;br&gt;Stratford&lt;br&gt;London E15 4BQ</td>
<td>0300 123 3393</td>
</tr>
<tr>
<td></td>
<td>4th Floor West&lt;br&gt;1-5 Clerkenwell Road&lt;br&gt;London EC1M 5PA</td>
<td>0300 030 8100</td>
</tr>
<tr>
<td></td>
<td>c/o London Nightline&lt;br&gt;University of London Union&lt;br&gt;Malet Street&lt;br&gt;London WC1E 7HY</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a></td>
<td>Weston House&lt;br&gt;42 Curtain Road&lt;br&gt;London EC2A 3NH</td>
<td>0800 1111 (Childline)</td>
</tr>
<tr>
<td></td>
<td>9 Grosvenor Green&lt;br&gt;Shrewsbury&lt;br&gt;Shropshire SY1 3RF</td>
<td>0843 28 98 401 (helpline)&lt;br&gt;0843 28 98 401 (media)</td>
</tr>
<tr>
<td><a href="mailto:enquiries@theplace2be.org.uk">enquiries@theplace2be.org.uk</a></td>
<td>13 / 14 Angel Gate&lt;br&gt;326 City Road&lt;br&gt;London EC1V 2PT</td>
<td>0207 923 5500</td>
</tr>
<tr>
<td><a href="mailto:info@rethink.org">info@rethink.org</a></td>
<td>Head Office&lt;br&gt;15th Floor, 89 Albert Embankment&lt;br&gt;London SE1 7TP</td>
<td>0300 5000 927</td>
</tr>
<tr>
<td>communications&lt;br&gt;@richmondfellowship.org.uk</td>
<td>80 Holloway Road&lt;br&gt;London N7 8JG</td>
<td>020 7697 3300</td>
</tr>
<tr>
<td>NAME</td>
<td>URL</td>
<td>SUMMARY</td>
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<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Samaritans</td>
<td><a href="http://www.samaritans.org/">www.samaritans.org/</a></td>
<td>Samaritans supports anyone in distress, around the clock, through 201 branches across the UK and Republic of Ireland.</td>
</tr>
<tr>
<td>SANE</td>
<td><a href="http://www.sane.org.uk">www.sane.org.uk</a></td>
<td>SANE is a UK mental health charity, which works to improve quality of life for anyone affected by mental illness.</td>
</tr>
<tr>
<td>Teacher Support Network</td>
<td><a href="http://www.teachersupport.info">www.teachersupport.info</a></td>
<td>A 24/7 telephone support line which gives teachers access to professional coaches and counsellors 365 days a year. The network also campaigns for change within schools and education policy in order to improve the wellbeing, mental and physical health of teachers.</td>
</tr>
<tr>
<td>Time to Change</td>
<td><a href="http://www.time-to-change.org.uk">www.time-to-change.org.uk</a></td>
<td>Time to Change is an anti-stigma campaign run by mental health charities Mind and Rethink Mental Illness.</td>
</tr>
<tr>
<td>Together</td>
<td><a href="http://www.together-uk.org">www.together-uk.org</a></td>
<td>Together is a national charity working alongside people with mental health issues on their journey towards independent and fulfilling lives.</td>
</tr>
<tr>
<td>Turning Point</td>
<td><a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a></td>
<td>Turning Point is a social enterprise which offers over 250 specialist and integrated services across England and Wales, focusing on substance misuse, learning disability, mental health and employment.</td>
</tr>
<tr>
<td>United Response</td>
<td><a href="http://www.unitedresponse.org.uk">www.unitedresponse.org.uk</a></td>
<td>United Response is a national charity that supports people with learning disabilities, mental health needs and physical disabilities to take control of their lives.</td>
</tr>
<tr>
<td>Women at Wish</td>
<td><a href="http://www.womenatwish.org.uk">www.womenatwish.org.uk</a></td>
<td>Wish is a national, user-led charity working with women with mental health needs in prison, hospital and the community.</td>
</tr>
<tr>
<td>Young Minds</td>
<td><a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a></td>
<td>Young Minds is a UK charity committed to improving the emotional wellbeing and mental health of children and young people.</td>
</tr>
<tr>
<td>EMAIL</td>
<td>ADDRESS</td>
<td>PHONE</td>
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<td>----------------</td>
</tr>
<tr>
<td><a href="mailto:jo@samaritans.org">jo@samaritans.org</a> (helpline email)</td>
<td>The Upper Mill Kingston Road Ewell Surrey KT17 2AF</td>
<td>08457 90 90 90</td>
</tr>
<tr>
<td><a href="mailto:admin@samaritans.org">admin@samaritans.org</a></td>
<td>1st Floor Cityside House 40 Adler Street London E1 1EE</td>
<td>0207 375 1002</td>
</tr>
<tr>
<td></td>
<td>40A Drayton Park London N5 1EW</td>
<td>08000 562 561</td>
</tr>
<tr>
<td><a href="mailto:info@time-to-change.org.uk">info@time-to-change.org.uk</a></td>
<td>Time To Change 15-19 Broadway London E15 4BQ</td>
<td>020 8215 2356</td>
</tr>
<tr>
<td><a href="mailto:contact-us@together-uk.org">contact-us@together-uk.org</a></td>
<td>12 Old Street London EC1V 9BE</td>
<td>020 7780 7300</td>
</tr>
<tr>
<td><a href="mailto:info@turning-point.co.uk">info@turning-point.co.uk</a></td>
<td>Standon House 21 Mansell Street London E1 8AA</td>
<td>020 7481 7600</td>
</tr>
<tr>
<td><a href="mailto:info@unitedresponse.org.uk">info@unitedresponse.org.uk</a></td>
<td>Vantage House 1 Weir Road Wimbledon Park London SW19 8UX</td>
<td>020 8246 5200</td>
</tr>
<tr>
<td><a href="mailto:info@womenatwish.org.uk">info@womenatwish.org.uk</a></td>
<td>77 East Road London N1 6AH</td>
<td>020 7017 2828</td>
</tr>
<tr>
<td><a href="mailto:ymenquiries@youngminds.org.uk">ymenquiries@youngminds.org.uk</a></td>
<td>Suite 11 Baden Place Crosby Row London SE1 1YW</td>
<td>020 7089 5050 (general) 0808 802 5544 (parent helpline)</td>
</tr>
</tbody>
</table>
London organisations

Here is a list of organisations based in London who can be contacted for support and advice by people living with a mental illness.

They are grouped according to where in London their headquarters are located. Some organisations may only provide services for people in the local area, whilst others provide services for people across London.

### North London

<table>
<thead>
<tr>
<th>NAME</th>
<th>URL</th>
<th>SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barnet MDF Self Help Group</td>
<td><a href="http://www.bvmh.co.uk">www.bvmh.co.uk</a></td>
<td>The Barnet MDF Self Help Group is associated with national charity, MDF The Bipolar Organisation. The self-help group meets once a month in the Borough of Barnet, providing support for people who have been diagnosed with the bipolar condition and support the carers of those with the diagnosis.</td>
</tr>
<tr>
<td>Barnet Voice for Mental Health</td>
<td><a href="http://www.bvmh.co.uk">www.bvmh.co.uk</a></td>
<td>Barnet Voice for Mental Health is an independent voluntary organisation whose staff (both paid and unpaid) have used mental health services.</td>
</tr>
<tr>
<td>Ebony People’s Association</td>
<td><a href="http://www.ebonypeople.org.uk">www.ebonypeople.org.uk</a></td>
<td>The Ebony People’s Association is a mental health organisation providing advocacy and support to all people from BME groups who experience or have past experiences of mental distress or ill health.</td>
</tr>
<tr>
<td>Enfield Mental Health User Group</td>
<td><a href="http://www.emugroup.org.uk">www.emugroup.org.uk</a></td>
<td>The Enfield Mental Health Users Group (EMU) is a registered charity providing group advocacy for people using mental health services in the London Borough of Enfield. The charity is run by mental health service users.</td>
</tr>
<tr>
<td>Enfield Saheli</td>
<td><a href="http://www.enfieldsaheli.org">www.enfieldsaheli.org</a></td>
<td>Enfield Saheli is a voluntary group run by women, for women of Asian descent. Their Mental Health Project provides support and information to those experiencing mental health difficulties.</td>
</tr>
<tr>
<td>Haringey Advisory Group on Alcohol</td>
<td><a href="http://www.haga.co.uk">www.haga.co.uk</a></td>
<td>HAGA offer support and advice to people in Haringey affected by alcohol addiction. Services include confidential advice and support, individual counselling and group sessions.</td>
</tr>
<tr>
<td>Jami UK</td>
<td><a href="http://www.jamiuk.org">www.jamiuk.org</a></td>
<td>Jami was set up in 1989 by parents, relatives and friends of people who suffered from mental health problems.</td>
</tr>
<tr>
<td>EMAIL</td>
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<td>PHONE</td>
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<tr>
<td>--------------------------</td>
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</tr>
<tr>
<td><a href="mailto:barnetshg@hotmail.co.uk">barnetshg@hotmail.co.uk</a></td>
<td></td>
<td>0845 634 0540</td>
</tr>
<tr>
<td><a href="mailto:elsie@bvmh.co.uk">elsie@bvmh.co.uk</a></td>
<td>103 The Broadway Mill Hill London</td>
<td>07549 152 527</td>
</tr>
<tr>
<td><a href="mailto:epaebony@aol.com">epaebony@aol.com</a></td>
<td>215 Fore Street Edmonton London N18</td>
<td>020 8803 2200</td>
</tr>
<tr>
<td><a href="mailto:info@emugroup.org.uk">info@emugroup.org.uk</a></td>
<td>53 Lancaster Road Enfield EN2 0BU</td>
<td>020 8366 6560</td>
</tr>
<tr>
<td><a href="mailto:minfo@enfield-saheli.org.uk">minfo@enfield-saheli.org.uk</a></td>
<td>Community House 311 Fore Street Edmonton N9 0PZ</td>
<td>020 8373 6218</td>
</tr>
<tr>
<td></td>
<td>The Grove Drug Treatment Service</td>
<td>020 8702 6220</td>
</tr>
<tr>
<td></td>
<td>9 Bruce Grove Tottenham N17 6RA</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:info@haga.co.uk">info@haga.co.uk</a></td>
<td>590 Seven Sisters Road Tottenham N15 6HR</td>
<td>020 8800 6999</td>
</tr>
<tr>
<td><a href="mailto:info@jamiuk.org">info@jamiuk.org</a></td>
<td>Olympia House Armitage Road Golders Green London NW11 8RQ</td>
<td>020 8458 2223</td>
</tr>
</tbody>
</table>
### South London

<table>
<thead>
<tr>
<th>NAME</th>
<th>URL</th>
<th>SUMMARY</th>
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</thead>
<tbody>
<tr>
<td>Croydon NSP Support Group</td>
<td><a href="http://www.rethink.org/services-groups/groups/croydon-nsf-support-group">www.rethink.org/services-groups/groups/croydon-nsf-support-group</a></td>
<td>The group aims to be a safe place for carers to share their problems and support each other.</td>
</tr>
<tr>
<td>Look Ahead</td>
<td><a href="http://www.lookahead.org.uk">www.lookahead.org.uk</a></td>
<td>Look Ahead provides specialist support and care services to people with a variety of needs. It has been supporting people across London and the South East for almost forty years.</td>
</tr>
<tr>
<td>Psychiatry Research Trust</td>
<td><a href="http://www.psychiatryresearchtrust.co.uk">www.psychiatryresearchtrust.co.uk</a></td>
<td>The Psychiatry Research Trust raises funds for research into all aspects of mental illness and brain disorder undertaken at the Institute of Psychiatry and its associated Bethlem Royal and Maudsley Hospitals, and has a special interest in developing the researchers of tomorrow.</td>
</tr>
<tr>
<td>Rethink Mental Illness – support for siblings (South London)</td>
<td><a href="http://www.rethink.org/services-groups/groups/rethink-mental-illness-support-for-siblings-(south-london)">www.rethink.org/services-groups/groups/rethink-mental-illness-support-for-siblings-(south-london)</a></td>
<td>This group is open to anyone who has a brother or sister with a mental illness. The group is open to people 18 and over.</td>
</tr>
<tr>
<td>Rethink Merton and Sutton Branch</td>
<td><a href="http://www.rethink.org/services-groups/groups/rethink-merton-and-sutton-branch">www.rethink.org/services-groups/groups/rethink-merton-and-sutton-branch</a></td>
<td>Rethink Merton and Sutton Branch holds meetings on the last Tuesday of the month from 7.30pm. In alternate months the meeting is either a discussion for carers only, or a joint meeting for carers and users to which we invite speakers.</td>
</tr>
<tr>
<td>Rethink Wimbledon Wednesday Group</td>
<td><a href="http://www.rethink.org/services-groups/groups/wumbnail-wednesday-group">www.rethink.org/services-groups/groups/wimbledon-wednesday-group</a></td>
<td>The Wimbledon Group meet every Wednesday evening from 5pm to 8pm and aim to provide support for people recovering from mental illness, who are or have been under a Community Mental Health Team.</td>
</tr>
<tr>
<td>EMAIL</td>
<td>ADDRESS</td>
<td>PHONE</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
</tbody>
</table>
| phoenix@rethink.org              | Suite 007
Temple House
221-225 Station Road
Harrow
Middlesex HA1 2TH                | 0208 4263911                                                             |
| admin@nafsiyat.org.uk             | Unit 4 Clifton House
Clifton Terrace
London N4 3JP                   | 020 7263 6947                                                             |
| info@pacehealth.org.uk           | 34 Hartham Road
London N7 9JL                                           | 020 7700 1323                                                             |
|                                   | Elysian House
Charcot Road
Off Colindale Avenue
Barnet NW9 5DH                   | 01823 365308, (M) 07522 006169 (contact is Dorothy Greaney)                |
| info@lookahead.org.uk            | CVA Resource Centre
82 London Road
Croydon
Surrey CR0 2TB                   | 07757 602072 (contact is Mary Morrison)                                   |
| psychiatry_research_trust@kcl.ac.uk | Kings Buildings
16 Smith Square
London SW1P 3HQ                        | 0207 937 1166                                                             |
| rethinklondonsibs@gmail.com       | PO 8714
De Crespigny Park
Denmark Hill
London SE5 8AF                     | 020 7703 6217                                                             |
| mertonandsuttongroup@rethink.org  | Vauxhall
London SE1 7TP                          | 07596 743085 (contact is Eleanor Murphy)                                  |
| mertonandsuttongroup@rethink.org  | Wimbledon Guild
30-32 Worple Road
Wimbledon
London SW19 4EF                   | 0208 5423657 (contact is Laura Johnson)                                   |
| mertonandsuttongroup@rethink.org  | The Wimbledon Guild
of Social Welfare
30-32 Worple Road
Wimbledon SW19 4EF                | 0208 5423657 (contact is Laura Johnson)                                   |
### East London

<table>
<thead>
<tr>
<th>NAME</th>
<th>URL</th>
<th>SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese Mental Health Association (CMHA)</td>
<td><a href="http://www.cmha.org.uk">www.cmha.org.uk</a></td>
<td>The CMHA offers a wide range of help and support to people living in Greater London, including befriending, counselling and employment support.</td>
</tr>
<tr>
<td>London Carers Service (Tower Hamlets)</td>
<td><a href="http://www.rethink.org/services-groups/services/london-carers-service-(tower-hamlets)">www.rethink.org/services-groups/services/london-carers-service-(tower-hamlets)</a></td>
<td>Mental health carer support services for carers in London Borough of Tower Hamlets. One to one and group support available. Referral either direct or by health care professionals.</td>
</tr>
<tr>
<td>Relate – North East London</td>
<td><a href="http://www.relatenelondon.org.uk/">www.relatenelondon.org.uk/</a></td>
<td>Relate is a national charity providing relationship counselling for individuals, couples, families, children and young people. Services also include online and telephone counselling.</td>
</tr>
</tbody>
</table>

### West London

<table>
<thead>
<tr>
<th>NAME</th>
<th>URL</th>
<th>SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrow Rethink Support Group</td>
<td><a href="http://www.rethink.org/services-groups/groups/harrow-rethink-support-group">www.rethink.org/services-groups/groups/harrow-rethink-support-group</a></td>
<td>The group is open to carers, people experiencing mental illness and their families and friends. The group provides mutual support and access to information via its meetings, monthly newsletter, available by email and post, and aims to improve local mental health policies and services by promoting members’ views on local committees.</td>
</tr>
<tr>
<td>London Carers Service (Hillingdon &amp; Ealing)</td>
<td><a href="http://www.rethink.org/services-groups/services/london-carers-service-(hillingdon-ealing)">www.rethink.org/services-groups/services/london-carers-service-(hillingdon-ealing)</a></td>
<td>North West London Carers provides information and support to friends and families caring for people experiencing severe mental health issues in Hillingdon and Ealing.</td>
</tr>
<tr>
<td>London Nightline</td>
<td><a href="http://www.nightline.org.uk">www.nightline.org.uk</a></td>
<td>London Nightline is a confidential listening, support and practical information service for students in London and Open University.</td>
</tr>
<tr>
<td>EMAIL</td>
<td>ADDRESS</td>
<td>PHONE</td>
</tr>
<tr>
<td>------------------------------</td>
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<td>----------------------------</td>
</tr>
<tr>
<td><a href="mailto:southwark-yourway@together-uk.org">southwark-yourway@together-uk.org</a></td>
<td>InSpire – the Crypt at St Peter’s Liverpool Grove London SE17 2HH Drop In Session: Fri 1:00pm-3:00pm (please note the above is not a postal address)</td>
<td>07793443362</td>
</tr>
<tr>
<td><a href="mailto:springfield@rethink.org">springfield@rethink.org</a></td>
<td>Rooms 11 &amp; 12 Building 3 Springfield University Hospital 61 Glenburnie Road Tooting SW17 7DJ</td>
<td>0203 513 6739</td>
</tr>
<tr>
<td><a href="mailto:info@cmha.org.uk">info@cmha.org.uk</a></td>
<td>2F Zenith House 155 Curtain Road London EC2A 3QY</td>
<td>020 7613 1008</td>
</tr>
<tr>
<td><a href="mailto:towerhamletscarers@rethink.org">towerhamletscarers@rethink.org</a></td>
<td>Albert Jacobs House 62 Roman Road Tower Hamlets London E2 0PG</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:enquiries@relatelonelondon.org.uk">enquiries@relatelonelondon.org.uk</a></td>
<td>Relate London North East Langtons Billet Lane Hornchurch RM11 1XL</td>
<td>01708 441722 Telephone counselling booking line: 0300 100 1234. (Open Mon – Thurs: 8am to 9pm, Friday: 8am to 5pm and Saturday: 9am to 5pm (excluding Bank Holidays),</td>
</tr>
<tr>
<td><a href="mailto:harrowsupportgroup@rethink.org">harrowsupportgroup@rethink.org</a></td>
<td>Key House 106 High Street Yiewsley Middlesex UB7 7BQ</td>
<td>0208 4277737 (contact is Ann Freeman)</td>
</tr>
<tr>
<td><a href="mailto:hillingdoncarers@rethink.org">hillingdoncarers@rethink.org</a></td>
<td>Student Central Malet Street London WC1E 7HY</td>
<td>01895 441835</td>
</tr>
<tr>
<td><a href="mailto:listening@nightline.org.uk">listening@nightline.org.uk</a> (for help)</td>
<td>Student Central Malet Street London WC1E 7HY</td>
<td>0207 631 0101</td>
</tr>
<tr>
<td>NAME</td>
<td>URL</td>
<td>SUMMARY</td>
</tr>
<tr>
<td>-------------------------------------------</td>
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<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Redbridge Carers Support Service</td>
<td><a href="http://www.rcss.org.uk/index.html">www.rcss.org.uk/index.html</a></td>
<td>The RCSS supports carers and ensures that they get the services they are entitled to and need.</td>
</tr>
<tr>
<td>Rethink Putney Wednesday Club</td>
<td><a href="http://www.rethink.org/services-groups/groups/putney-wednesday-club">www.rethink.org/services-groups/groups/putney-wednesday-club</a></td>
<td>The aim of the group is to provide social events for members. They also arrange outings and visits to interesting places. This group is open to anyone experiencing mental health problems.</td>
</tr>
<tr>
<td>Ruislip Carers’ Café Group</td>
<td><a href="http://www.rethink.org/services-groups/groups/ruislip-carers-cafe-group">www.rethink.org/services-groups/groups/ruislip-carers-cafe-group</a></td>
<td>The aim of the group is to provide information &amp; support to carers, friends and family of people experiencing mental health issues in the borough of Hillingdon.</td>
</tr>
<tr>
<td>Wandsworth Your Way</td>
<td><a href="http://www.together-uk.org/projects/wandsworth-your-way/">www.together-uk.org/projects/wandsworth-your-way/</a></td>
<td>Accessing Your Way is designed to be as easy and straightforward as possible. Wandsworth Your Way aims to make support genuinely self-directed for everyone they work with.</td>
</tr>
<tr>
<td>EMAIL</td>
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</tr>
<tr>
<td><a href="mailto:office@rcss.org.uk">office@rcss.org.uk</a></td>
<td>12 Clements Court Clements Lane Ilford IG1 2QY</td>
<td>02085146251</td>
</tr>
<tr>
<td></td>
<td>Railway Public House 202 Upper Richmond Road Putney SW15 6DT</td>
<td>01823 365308 (contact is J Leeks)</td>
</tr>
<tr>
<td><a href="mailto:hillingdoncarers@rethink.org">hillingdoncarers@rethink.org</a></td>
<td>Pembroke Centre 90 Pembroke Road Ruislip Manor Middlesex HA4 8NQ</td>
<td>01895 441835 (contact is Piera Jalan)</td>
</tr>
<tr>
<td><a href="mailto:wandsworthyourway@together-uk.org">wandsworthyourway@together-uk.org</a></td>
<td>Heathbridge Medical Centre 125 Upper Richmond Road Putney London SW15 2TL</td>
<td>07874235865</td>
</tr>
<tr>
<td></td>
<td>Drop-in service on Wednesdays: 9.30am-12.30pm</td>
<td></td>
</tr>
</tbody>
</table>
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About the Cavendish Square Group
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A glossary of useful terms
London’s mental health – some key issues
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  Young people
  Mothers and babies
  Crisis care
  Out of hospital care
  Mental health and crime
Directory of London Trusts responsible for mental health care
Directory of third sector organisations and support groups
The Cavendish Square Group is a collaboration between the ten London Trusts responsible for mental health services.