NELFT service directory
Mental Health
September 2014
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www.nelft.nhs.uk/services/mentalhealth
1. Access and Assessment Team

Service overview
This service is for adults aged 18 and over, who need community mental health services in Waltham Forest.

Location: Ferguson Centre, 26 Low Hall Lane, Walthamstow, E17 8BE
Referral/access: GP, other health professional, self-referrals, family, carers and friends

Standards/waiting times: Urgent cases 24 hours; non-urgent cases 14 days

<table>
<thead>
<tr>
<th>Contacts/key people</th>
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</table>
| Robin Sookhan, Team Manager  
Tel – 0300 555 1242  
Fax – 0844 493 0263  
Email – WFAA.Team@nhs.net  
Fax – 0844 493 0267  
Dr Basquille, Consultant |

2. Acute Inpatient - Adults

Service overview
This service cares for people suffering from acute mental health problems, are in crisis, and cannot be cared for at home due to the level of risk they present to themselves or to others.

Location: Sunflowers Court Mental Health Inpatient Unit, Goodmayes Hospital site, 157 Barley Lane, Goodmayes, Essex, IG3 8XJ
Referral/access: Via the Home Treatment Team (HTT) who must assess all potential admissions

Standards/waiting times: Admission is via the HTT and follow up contact is via the appropriate community mental health team.

<table>
<thead>
<tr>
<th>Contacts/key people</th>
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</table>
| Carine Davis, Kahlo (female) Ward Manager  
Dr Biggs, Consultant  
Suk Singh, Monet (male) Ward Manager  
Dr Alam, Consultant |

*Contact is via the appropriate community mental health team*
3. Acute Inpatient – Older People

Service overview
This service works with people who have either organic or functional mental health problems which are complex enough to require a period of time in an inpatient unit. The service provides a package of care, including daily living activities and an activity programme. The service focuses on promoting recovery, preventing relapse and maximising coping skills.

Location: Woodbury Unit, James Lane, Leytonstone, E11 1NR

Referral/access: Via the Older Peoples Home Treatment Team (OPHTT) who must assess all potential admissions

Standards/waiting times: Admission is via the OPHTT and follow up contact is via the appropriate community mental health team.

Contacts/key people
*Contact is via the appropriate community mental health team*
Anne Clifford-Busuioc, Woodbury Unit Manager
Dr Mougey, Consultant

4. Autism Spectrum Disorder (ASD)

Service overview
This service provides expert ASD assessments from appropriately trained clinicians for patients who have coexisting ASD that may complicate other mental health conditions and management of those conditions. The service is delivered by dedicated psychologists and others from within the Access Team. Referrals will be triaged for appropriateness for ASD assessment. In addition, psychiatric follow-up for comorbid conditions will be managed within the Access Team. The service remit is only for assessment and there is no capacity to undertake longer term social support, except for those that are not on the care programme approach (CPA) – whose care is provided by the Community Recovery Team (CRT). NELFT and the local authority also liaise on the issue of how to manage on-going social issues and the feasibility to meet these needs within existing resources.

Location: Wood House, Thorpe Coombe Hospital, 714 Forest Road, Walthamstow, E17 3HP (there is also a small service hub based in the outpatients department at Goodmayes Hospital)

Referral/access: Via the Access and Assessment Team

Standards/waiting times: Admission is via the OPHTT and follow up contact is via the appropriate community mental health team.

Contacts/key people
*Contact is via the Access and Assessment Team*
John Riordan, Senior Clinical Psychologist and Strategic Care Pathway Lead
Tel – 0300 555 1267
Fax – 0844 493 0287
5. CAMHS community Tiers 2-3

Service overview
The Waltham Forest CAMHS team offers various supports; such as assessment of development problems, autism, hyperactivity, depression, and early onset psychosis and brief interventions. The team also offers support to families and carers. The service also includes primary care mental health workers who provide tier 2 level interventions and education to service users and professionals with a school based focus.

Location: Child and Family Consultation Service, Thorpe Coombe Hospital, Shernhall Street, Walthamstow, London. E17 3EA

Referral/access: via the Triage function. All professional referrals are accepted. Assessment of needs and short pieces of tier 2 and 3 work (up to six sessions) is offered by triage. If longer term tier 3 work is needed internal referral to the neurodevelopmental pathway (over 5s only) and the emotional pathway are made.

Standards/waiting times: Access is through the triage function of the service, which will acknowledge referrals within 3 days and aim to assess all cases with four weeks. Emergency and urgent cases are seen within 24 hours and 5 days respectively. The main service (Tier3) will see urgent cases within 5 days and all routine cases within 11 weeks of the internal referral.

Contacts/key people
Sam Illaiee operational lead   Tel- 0300 55 1247
Consultant Psychiatrists and Lead Clinicians:
Neurodevelopmental pathway: Dr Colin Welch
Emotional pathway: Dr Iuliana Eparu

6. CAMHS community Tiers 2-3 722, Substance misuse in young people

Service overview
722 provide support for young people up to the age of 19 in Waltham Forest who use drugs/alcohol or are affected by someone else’s use. We also offer support to parents/carers who may be worried about a young person and provide consultation to other agencies. 722 is part of Waltham Forest CAMHS (Child and Adolescent Mental Health Services).

Location: 722 YP substance use service, 722 Leytonstone High Rd, Leytonstone E11 3AJ

Referral/access: People can self-refer by making an appointment over the phone or in person. Referrals can also be made by any professional working with a young person using the DUST (Drug Use Screening Tool). Parents/carers can refer young people or themselves for support.

Standards/waiting times: The service will always conduct a comprehensive assessment; this will include a full risk assessment, including identification of any safeguarding concerns. A care plan will be developed which sets out the young person's goals and planned actions to achieve these goals, including the range of interventions to be provided.

Contacts/key people
Kirsty partridge Service Lead
Tel: 0300 555 1158 x67309
7. CAMHS community Tiers 2-3- Fast Track

Service overview
Fast Track is a mental health service that sees children and young people with emotional, behavioural, and neurological or relationship difficulties, who are Looked After by the London Borough of Waltham Forest. We work with children and young people, who are aged 0-18, placed in and outside of the borough. We currently only see children or young people, who are accommodated (voluntarily or with a Care Order) and are referred by the LBWF Children in Care Service. However, we also currently see children or young people who have been adopted for more than 3 years, live in LBWF, and are at risk of family breakdown.

Location: Child and Family Consultation Service, Thorpe Coombe Hospital, Shernhall Street Walthamstow, London, E17 3EA

Referral/access: Referrals only accepted by LBWF Children In Care Social Workers, except for children who are adopted (for a minimum of 3 years) and where there is a risk of placement

Standards/waiting times: Fast Track is a highly responsive service, offering an initial meeting or consultation to the professional network within 15 working days. A range of assessments are offered including cognitive, psychotherapy, state-of-mind and neuro-developmental. We also provide a range of therapeutic work e.g. attachment work, systemic therapy; carer support to the foster carers; and individual therapeutic treatment for the child or young person e.g. Cognitive Behavioural Therapy, Psychotherapy. In addition, we offer consultations to the LBWF Children in Care Social Work Team, training to Health, Educational, and Social Care Professionals.

Contacts/key people
Samantha Morgan, Child Psychotherapist and Fastrack lead. Telephone 0300 55 1247

8. CAMHS Interact Tier 4 Outreach

Service overview
CAMHS-INTERACT are the Adolescent Outreach Team for NELFT Child and Adolescent Mental Health Services (CAMHS) Monday to Friday 9am to 5pm. Working collaboratively with local Child and Family Consultation Services they provide additional community support for young people between the ages of 12 to 18 years within Waltham Forest. In addition INTERACT provide the A+E/Paediatric wards liaison service Monday to Friday 9am to 5pm for Whipps Cross.

Location: 107 Barley Lane, Goodmayes, Ilford. IG3 2PL

Referral/access: No direct referral: Referrals are made into this service from the Tier 3 CAMHS service at CFCS, or if the Child has been admitted to Whipps Cross/ A&E for deliberate self-harm or suicidality. The Tier 3 service (CFCS) will then also follow up within five days after discharge.

Standards/waiting times: Providing assessment and follow up support following discharge and or facilitating admission to Brookside Adolescent Unit if required. If the patient is admitted, contact is made in an emergency in 4 hours, and in urgent situations, 5 days.

Contacts/key people
Steve Mylchreest, Senior Nurse and team leader 0300 5551156, Clinical Director and Consultant Psychiatrist, Dr Trudie Rossouw
9. Community Psychology Services

Service overview
Waltham Forest psychological services provide psychological assessment and therapy for adults aged 18 and over who need secondary psychological services may have the following severe conditions: Severe depression and anxiety disorders including trauma, psychosis and psychotic depression, (excluding those who require the early intervention in psychosis service). This service is distinct from the IAPT service cognitive impairment

Location: Wood House, Thorpe Coombe Hospital, 714 Forest Road, Walthamstow. E17 3HP and Forest House, Thorpe Coombe Hospital, 714 Forest Road, Walthamstow, London E17 3HP

Referral/access: The entry point is via the Access and Assessment Team

Standards/waiting times: N/A. The entry point is via the Access and Assessment Team

Contacts/key people
Senior clinical psychologist and Head of Service Sara Tresilian, Tel: 0300 555 1267
Fax: 0844 493 0287

10. Early intervention in Psychosis Team

Service overview
The Waltham Forest EIP service offers intensive and assertive support for people aged 14 to 35 who may be experiencing their first episode of psychosis

Location: Larkswood Centre, Thorpe Coombe Hospital Site, 714 Forest Road, Walthamstow, E17 3HP

Referral/access: The entry point is via the Access and Assessment Team

Standards/waiting times: N/A. The entry point is via the Access and Assessment Team

Contacts/key people
Bernadette Mitchel - Services Manager
Dr Peter Carter Tel: 07768488622

11. Eating Disorders Service

Service overview
This service is newly commissioned in Waltham Forest and now offers appointments Waltham Forest. The eating disorder service (EDS) offers specialist assessment and treatment to people aged eight and above. The service works with individuals and their families to support them in their recovery.

Location: The Hope Wing, Porters Avenue Health Centre, 234 Porters Avenue, Dagenham. RM8 2EQ

Referral/access: The entry point is via the Access and Assessment Team. G.Ps can also make referrals direct

Standards/waiting times: Emergency referrals will be responded within 1 working day. Urgent referrals will be assessed within a maximum of 5 working days. Non urgent Service users will receive an appointment for initial assessment offered within 4 weeks of receipt of the referral.
12. Home Treatment Team

Service overview
This integrated service for people with severe and complex mental and behavioural disorders such as schizophrenia, bipolar affective disorder, and severe depression promotes healthy lifestyles. Treatment for depressive disorder is usually provided in the person’s own home rather than the clinic, having made an assessment the service can refer on to other MH services.

Location: Sunflowers Court Mental Health inpatient unit. Goodmayes Hospital Site, 157 Barley Lane, Goodmayes, Essex. IG3 8XJ

Referral/access: Through MHS services and A&E

Standards/waiting times:

Contacts/key people
Astrid Duminy - Team manager
Dr Bill Travers Tel: 07765242613

13. IAPT

Service overview
The improving access to psychological service provides psychological treatment for mild to moderate anxiety and depression to people with a GP in Waltham Forest.

Location: Main base: Thorne House, 15 Thorne Close, Leytonstone, London E11 4HU. Appointments are also offered at the Thorpe Coombe site in Walthamstow and Hawkwell Court in Chingford

Referral/access: Self-referral GP and other professional referral

Standards/waiting times: Initial waiting times are currently less than a week.

Contacts/key people
Satwant Singh - Clinical Care pathway lead.
Jill Blecher - Service manager. Tel: 0300 555 1271 Fax: 0844 931 0136 Email: solutionsiaptservice@nelft.nhs.uk.
Also Service director Chris Bright

14. IMPART

Service overview
The IMPART team is a specialised mental health team who provide a flexible and innovative service for people with a Personality Disorder. IMPART provides:
• A chance to understand what a personality disorder is and the affects this has on the person
• A thorough initial assessment
• creation of a care plan to suit your needs, using various specialist methods

The service focuses on patients with serious personality disorders and can offer GP advice.

Location: Wood House, Thorpe Coombe Hospital, 714 Forest Road, Walthamstow, E17 3HP and Forest House Thorpe Coombe Hospital, 714 Forest Road, Walthamstow, London E17 3HP

Referral/access: The entry point is via the Access and Assessment Team

Standards/waiting times: N/A. The entry point is via the Access and Assessment Team

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<tr>
<td>Dr Janet Feigenbaum Tel: 0300 555 1014</td>
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15. LD ATU

Service overview
Moore ward is an assessment and treatment unit (ATU) which provides a specialist assessment and treatment service for adults with a learning disability that present with mental illness or disorders and/or challenging behaviours.

Location: Sunflowers Court Mental Health inpatient unit. Goodmayes Hospital Site, 157 Barley Lane, Goodmayes, Essex. 1G3 8XJ

Referral/access: Via the Home Treatment Team who must assess all potential admissions and via the WF CLDT

Standards/waiting times: N/A- Admission is via the Home Treatment Team

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<th>Contacts/key people</th>
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<tbody>
<tr>
<td>Ward Manager Ian Milne</td>
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<tr>
<td>Consultant Dr Afia Ali starting 1.9.14 - telephone number 0300 555 1200 extension 7730</td>
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</tbody>
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16. Learning Disability Team (CLDT)

Service overview
The service provides assessment to determine the best way to help adults with learning disabilities and their carers. The service offers therapy, clinics and drop-in sessions. The social work team provides advice and carries out assessments under NHS and community care act. The service also helps plan and arrange care and support for adults with learning disabilities and their carers.

Location: 30 Coleridge Road, Walthamstow, London E17 6QU

Referral/access: The service does take direct referrals from GPs and other health and social care professionals

Standards/waiting times:

Contacts/key people
Interim Team Manager Slyvia Aboobla. Telephone 020 84963445

17. Memory Clinic

Service overview
The Memory service offers assessment, diagnosis, treatment and therapeutic interventions to people aged 18 and over who experience memory problems.

Location: Older Adult mental health team. Red Oak Lodge, 17 Thorne close, Langthorne Road Leytonstone E11 4HU

Referral/access: Fax, telephone call or letter to the older adults’ access team. All new referrals need to be made via the GP to exclude/treat physical causes for presenting problems

Standards/waiting times: N/A. Access is via the older adults’ mental health team

Contacts/key people
Jane Burgess Clinical Lead Telephone 03005551270; Fax: 0844 493 0261
Dr Samir Shah

18. Mental Health Direct

Service overview
Mental health direct provides one telephone number for all initial NELFT mental health service enquiries both general and clinical, available 24 hours a day, every day of the year.

Location: Sunflowers Court Mental Health inpatient unit. Goodmayes Hospital Site 157 Barley Lane Goodmayes Essex 1G3 8XJ

Referral/access: Direct telephone contact on 0300 555 1000

Standards/waiting times: This service is available 24 hours a day, every day of the year

Contacts/key people
Telephone: 0300 555 1000 Gavin Mess, Team manager
19. Older Adult mental health team

Service overview
The older adult mental health team provides community mental health services to people aged 65 and over with serious and/or enduring mental health problems such as depression, anxiety, schizophrenia, and to people aged 18 and over with complex cognitive disorders.

Location: Red Oak Lodge, 17 Thorne close, Langthorne Road Leytonstone E11 4HU

Referral/access: Fax, telephone call or letter to the older adults’ access team. All new referrals need to be made via the GP to exclude/treat physical causes for presenting problems.

Standards/waiting times:

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<th>Contacts/key people</th>
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<tbody>
<tr>
<td>Tina Luckie Team Manager Telephone 03005551270; Fax: 0844 493 0261</td>
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<tr>
<td>Dr Shakil Khawaja Tel: 07879898047</td>
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20. PICU

Service overview
Picasso Ward - Service users referred present a high risk to themselves and/or others, are at risk of absconion and it is believed the risk cannot be safely managed in an acute environment.

Location: Sunflowers Court Mental Health inpatient unit. Goodmayes Hospital Site, 157 Barley Lane, Goodmayes, Essex. 1G3 8XJ

Referral/access: Service users referred to Titian ward will be assessed by the PICU ward team. We will then offer further advice on management of the service user or suggest that they be admitted to PICU.

Standards/waiting times: N/A- Admission is via the Home Treatment Team

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<th>Contacts/key people</th>
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<tbody>
<tr>
<td>Ward Manager, Sanjay Chinegadoo</td>
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<tr>
<td>Consultant to be confirmed - telephone number 0300 555 1200 extension 5601</td>
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21. Psychiatric Liaison Service

Service overview
The team provides a service to Whipps Cross Hospital. It enables a prompt, efficient assessment to people who self-harm or have an identifiable mental illness to have access to psychiatric intervention and treatment. The team responds to emergency situations within the hospital where an individual may present with acute mental illness or crisis.

Location: Pine Lodge, Whipps Cross University Hospital, Leytonstone, E11 1NR

Referral/access: N/A -During working hours any referral should be made to the Access and Assessment Team. After hours service users should be provided with the contact for Mental Health Direct (Only in the event of a physical health need should people be directed to A & E).

Standards/waiting times: as above
### Contacts/key people
Robin Sookhan - Team manager Tel: 0300 555 1251 Fax: 0844 493 0267
Consultants Dr Basquille and Dr Winnett

## 22. Rehab Inpatients

### Service overview
People who are referred will be presenting with a treatment resistant serious mental illness and will require a longer period of inpatient treatment to assist in their recovery.

**Location:** Sunflowers Court Mental Health inpatient unit. Goodmayes Hospital Site, 157 Barley Lane, Goodmayes, Essex. IG3 8XJ

**Referral/access:** Via the Home Treatment Team who must assess all potential admissions

**Standards/waiting times:** N/A- Admission is via the Home Treatment Team

### Contacts/key people
N/A Via appropriate community mental health team