



Our values are important to us:



Having a user focus

We view things through the eyes of our users and carers



Excellence

We are never content with a service that is second best



Learning

We constantly review and improve how we do things



Being responsive

We avoid unnecessary delays for treatment and care



Partnership

We work with others to ensure our users get the help they need



Safety

We seek to protect our users, staff and public from harm



Staff Handbook

April 2011

This handbook has been produced as a guide for staff. We hope that you have found it useful. If you have any comments or suggestions for improvements in the next version please contact the Communications Team on 01322 625754.

improving lives

Oxleas 
NHS Foundation Trust



Help with computer systems

» Problems with computers, RiO, email, network or internet connection

Call the ICT Service Desk on 01322 625775 or email it.helpdesk@oxleas.nhs.uk

» Your email

To use your email, click on the Groupwise icon on your computer's desktop. Your email address is: firstname.surname@oxleas.nhs.uk

» Accessing e-learning

Click on the goldfish icon (Oxleas NHS Learning) on your computer's desktop.

There is a separate login for e-learning. All staff have an account. If you don't know your password click on Lost password? and follow the instructions. You can also do your e-learning at home by going to <http://oxleas.nhslearn.com>

» Accessing the Oxleas intranet

Click on the blue internet explorer icon on your computer's desktop.

There is a separate login for the intranet. If you haven't used it before click on Register for access and follow the instructions. If you have used it before and can't remember your details click on Forgot username/password and follow the instructions. You can also log on to the intranet at home by going to <http://www.oxleasintranet.nhs.uk>

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» Welcome to Oxleas NHS Foundation Trust

Our shared purpose in Oxleas is to improve the lives of our patients, families and carers by providing the best NHS services. This is a bold and ambitious aim but our local population expect and deserve nothing less. We will only achieve our mission if we have sufficient staff, with the right skills and competencies, who feel motivated and valued.

It is the attitudes, skills and knowledge of our staff that determines whether the service user's experience is positive or negative. Everyone in the trust, whatever their job title or level of seniority has a vital role to play. Indeed, the sole reason any of us are employed in Oxleas is to contribute towards the quality of our services for service users and carers. This is why staff are our most valuable asset.

This staff handbook provides details of our services and describes the support and development that is available to every member of staff. Please take time to read this handbook and ensure you make use of the range of support that is available to help you in your role. We welcome feedback on the contents of this handbook and any ideas you may have about how we can further support you in your work.

We hope you have a rewarding, fulfilling and enjoyable career working in Oxleas NHS Foundation Trust.



A red ink signature of Stephen Firn, written in a cursive style.

Stephen Firn
Chief Executive



A red ink signature of Dave Mellish, written in a cursive style.

Dave Mellish
Chair

» About Oxleas NHS Foundation Trust

Oxleas NHS Foundation Trust is in south east London and provides services for people living in the boroughs of Bexley, Bromley and Greenwich and specialist services to people living in Lewisham and in Kent Prisons.

Our services cover:

- General mental health and social care services, for adults and older people in the boroughs of Bexley, Bromley and Greenwich.
- Child and adolescent mental health services in Bexley, Bromley and Greenwich.
- Community health services in the boroughs of Bexley and Greenwich
- Forensic psychiatry and challenging behaviour services for the boroughs of Bexley, Bromley, Greenwich and Lewisham. We also deliver services to nine prisons in Kent.
- Learning disability services in the boroughs of Bromley Bexley and Greenwich.

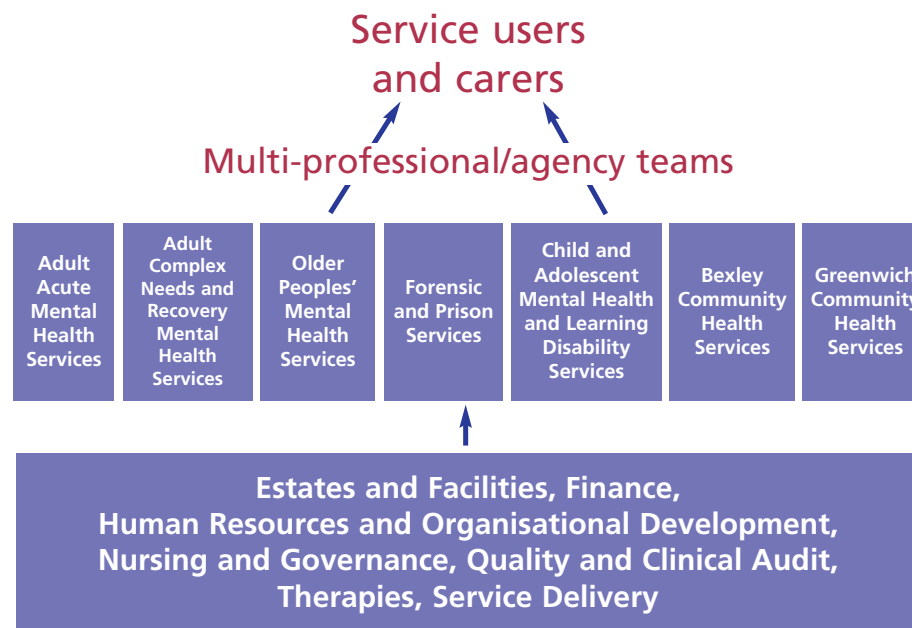
Our services are in a variety of settings - acute wards in a hospital; community teams in the high street; residential homes.

Some facts and figures about us:

Oxleas has approximately 3,300 members of staff broken down into the following work groups:

- 53% Nursing and midwifery
- 17% Therapists staff
- 21% Administrative and clerical
- 6% Medical and dental
- 1.5% Estates and ancillary
- 1% Social workers
- 0.5% Managers

How we are organised



This organisational chart quite deliberately places service users and their carers at the top. This is in recognition of the fact that each of us is employed to contribute towards improving the lives of service users and carers. This is the focus and purpose of the whole organisation. The trust has a User and Carer Council made up of our governors and people who use our services. It works with the trust to monitor standards in clinical areas.

The multi-professional and multi-agency teams providing face to face treatment and support have the most influence on whether service users or carers have a positive experience of our services. The role of our seven service directorates and the supporting corporate directorates, therefore, is to ensure they support frontline staff and enable and equip them to provide the best possible services.

Foundation trusts

Oxleas became one of the first foundation trusts providing mental health and learning disability services in May 2006. Foundation trusts are part of the NHS and follow the principles and standards of the NHS – for example, not charging people for their care. The difference is that foundation trusts are run locally and are therefore able to work with communities to develop services in the way that best suits the needs of local people.

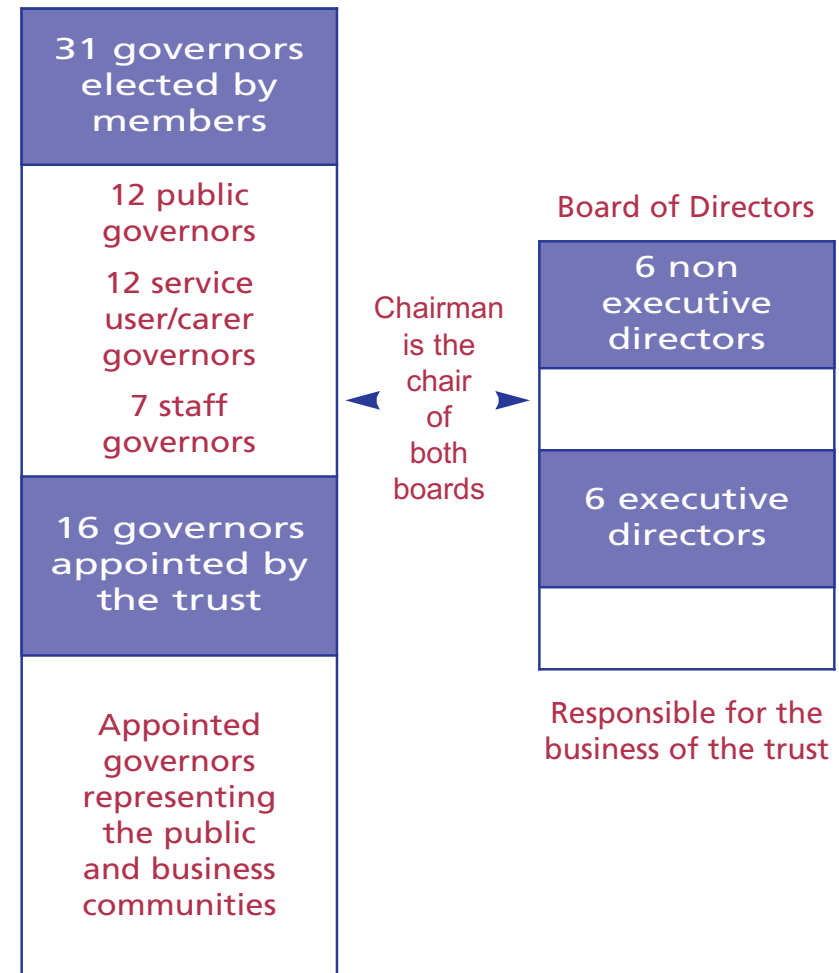
Foundation trusts have members from their local communities who elect representatives to a Council of Governors. The Council of Governors works with the trust's Board of Directors to agree the future plans of the organisation. The Council of Governors also has the right to appoint the trust's chair and non executive directors.

All staff automatically become members of the trust unless they decide to opt out. Members have a greater influence in how the trust develops. They are able to vote in elections for governors. There are currently seven staff governors in the following constituencies: Corporate and partner organisations; Older adult mental health; Working age mental health; Child and adolescent mental health; Learning disability; Forensic mental health; and Community health services. To opt out of membership email foundation.trust@oxleas.nhs.uk

We need more members to ensure that our membership continues to represent the communities we serve. Please encourage service users, carers, friends and family to join. They must be aged over 14 and either use our services or be a resident of Bexley, Bromley or Greenwich boroughs. They can either complete a form on the trust website www.oxleas.nhs.uk or call 01322 625754.

Governance structure

Council of Governors



Responsible for representing the voice of the community and our staff

Responsible for the business of the trust

» Working at Oxleas

Staff Charter

Improving Working Lives

Oxleas NHS Foundation Trust is committed to working with all staff to promote a culture of openness and mutual respect and to achieve a healthy work/life balance.

This staff charter sets out everyone's commitment to promoting partnership working and to reflect Oxleas' values (see back cover for values).

To reflect Oxleas' values and to improve lives, we as an organisation commit to:

- Treat you with dignity, courtesy and respect at all times.
- Strive to provide a safe and healthy working environment for you, free from harassment, bullying, discrimination and violence.
- Have clear written procedures and employment practices.
- Communicate effectively so that you get the information you need and your opinions are heard and valued and that you are involved in making decisions that affect you.
- Ensure you receive appropriate supervision and support.
- Embrace the strengths that diversity brings to the trust and ensures equal opportunities for all.
- Recognise and praise you for good work and achievements.

- Provide you with access to ongoing training and development, providing life long learning through regular appraisals and personal development reviews.
- Strive to support you in balancing work and home commitments.

To help achieve our values and purposes of improving lives and to reflect Oxleas' values our expectations are that you:

- Put patients first, by providing safe, high quality services to the best of your ability.
- Uphold best practice and standards and trust values at all times.
- Are present and fit to perform your duties when required and tell us when you cannot avoid being absent from work.
- Are committed to your personal and professional development and ensure you attend training events to develop the appropriate knowledge and skills.
- Safeguard your health and safety and that of others by reporting all unsafe practices.
- Treat everyone you meet in the course of your duties as you would wish to be treated yourself, fairly, equally and with dignity.
- Do not bully, harass or discriminate against others in any regard and you report any bullying and harassment or discrimination you encounter.
- Value and maintain the confidentiality of colleagues, users and carers.
- Share your knowledge and experience with others.

Equality and Human Rights

Oxleas NHS Foundation Trust is positive about Equality and Human Rights, and is working towards creating an organisation that respects human rights and values the diversity of all staff and service users.

The Single Equality Scheme (SES) outlines the current programme of work in the trust as a whole, and this is available as a public document on the Oxleas website. Directorates have local plans and objectives; these feed into the trust-wide Equality and Human Rights Steering Group, which meets quarterly. The trust also has two staff networks; the Black and Minority Ethnic (BME) and the Lesbian, Gay, Bisexual and Transgender (LGBT) staff networks. For queries about the networks, or for anyone wishing to join, please contact the trust lead for Equality and Human Rights - details are below.

For more information on Equality and Human Rights in the trust, or for more information on specific equality strands, see the Equality and Diversity page on the trust intranet (Document and Policy Library/Governance/Equality and Diversity). If you would like to be involved in the work on Equality and Human Rights in your directorate, or have any questions or ideas, then please contact the trust lead for Equality and Human Rights at Pinewood House:

Dr Christine Rivers
Acting Equality and Diversity Adviser
Email: christine.rivers@oxleas.nhs.uk
Tel: 01322 625700 ext:5817

Benefits

Some of the benefits available to Oxleas staff are listed below. Further information is available in the Work-life balance section (within HR and Organisational Development) of the trust intranet. If there is information you require regarding a staff benefit not listed here, please contact the HR department for details.

Accommodation

If you are looking to buy a property and you are a clinical member of staff (excluding medical staff), then you may be eligible to join the Key Worker Living Scheme which offers several kinds of help.

To find out more contact your local HomeBuy agent:

- Metropolitan Home Ownership and Tower Homes
Telephone: 0845 230 8099 for London properties
(<http://www.housingoptions.co.uk/ho2/>)
- Moat - Telephone: 07002 662 846 for Kent, Sussex and Essex properties
(<http://www.moat.co.uk/>)

Housing Options is also able to assist those not eligible for the Key Worker Living Scheme to find a home in London. Visit the website: www.housingoptions.co.uk for further details.

Support for working carers and parents

Oxleas NHS Foundation Trust has two dedicated Carer and Childcare Coordinators who provide support, information and advice to employees who are working carers or parents and are advocates for working carers/parents. The coordinators also give information, support and advice to new and existing parents (mothers and fathers), meet women going on maternity leave and those returning to work to discuss their childcare options and ways to access support in paying for childcare.

The trust has a Childcare Voucher Scheme which is available to all staff who are paying for all types of registered childcare. This includes nannies, childminders, day nurseries, holiday play schemes and before/after school care. Savings made by joining this scheme depend on the amount of tax and National Insurance Contributions made. The voucher scheme is especially beneficial to those who earn too much to claim tax credits, are working less than 16 hours a week or are on a work permit.

Carers and parents are also provided with information on related issues, projects and initiatives. The Carer and Childcare Coordinators are available on 01322 625700 ext: 5862 and more information can be accessed on the HR and Organisational Development section of the intranet.

The NHS Pension Scheme

You can join the NHS Pension Scheme at any time in your career with Oxleas. The 1995 pension scheme is calculated using the best of your last three year's pensionable pay and the 2008 scheme is calculated using the best three consecutive years pensionable pay in the last ten years before your retirement.

The NHS Pension Scheme does not have a real pension fund, but as a statutory scheme, benefits are fully guaranteed by the Government, which means your pension is secure and will be there when you need it.

Yvonne Johnston, Pensions Officer, administers the trust's pension scheme. If you would like to discuss the pension scheme, join it, or make changes to your pension, contact Yvonne on 01322 625784 or by email. Information about the NHS pension scheme is also available at www.nhsbsa.nhs.uk/pensions.aspx

Pre-retirement courses

Retiring and stopping work is one of the largest lifestyle changes that many of us will experience. The trust provides bi-annual courses for those who are approaching retirement to help them to plan how to get the best out of retirement and adjust to the lifestyle as well as thinking about financial arrangements.

Annual season ticket loan

If you travel to work using public transport you could make considerable savings by buying an annual season ticket. Oxleas has an annual season ticket loan scheme which is interest free with payments deducted from your salary monthly. If you would like to take advantage of the scheme, discuss it with your manager in the first instance or alternatively speak to your HR team.

Lease car scheme

What is the lease car scheme?

The size of the NHS fleet enables us to negotiate significant discounts from vehicle manufacturers and suppliers. Vehicles are provided on contract hire which means that the car is hired over a fixed period and the leasing company that supplies the car pays for all servicing and repair costs. The vehicle is also covered by a comprehensive fleet insurance policy. If you are eligible for a car you can choose to use the car privately and choose from a very wide range of vehicles.

Who is eligible to join the scheme?

If you meet the criteria set out by the trust you will be eligible to apply to join the scheme. Generally speaking if you are required to be mobile to carry out your job and you are classified as an essential car user you may apply to join the scheme. Vehicles must be suitable for the type of work that you do. The lease car scheme is managed on behalf of the trust by Knowles Associates. If you would like further information on the scheme or have any queries please contact Knowles Associates on 01206 252300.

Getting and keeping fit

The following leisure organisations offer a discount to NHS employees:

Bexley

- Reynolds at the Chapel Health and Fitness, next door to Pinewood House
Tel: 01322 522209 Email: info@reynoldsgroup.co.uk
- Erith Leisure Centre, Parkwood Leisure, Avenue Road, Erith, DA8 3AT
Tel: 01322 350271
50% off joining fee

- Crook Log Leisure Centre, Brampton Road, Bexleyheath, DA7 4HH
Tel: 020 8304 9090
50% off joining fee
- Rowhill Grange Hotel and Spa, Top Dartford Road, Wilmington, DA2 7QH
Tel: 01322 615136
10% off membership fees

Bromley

- Amida Healthclub, Stanhope Grove, Beckenham
Tel: 020 8662 6182
50% off joining fee and £10/month off membership fees
- LA Fitness, Sandy Lane, Orpington
Tel: 01689 874884
£60 off joining fee and £9.50/month off membership fees (for employees and their families)
- Virgin Active, Baths Road, Bromley
Tel: 020 8464 7111
£6/month off membership fees
- DK Health & Fitness, Unit 6 Tripes Farm, Chelsfield Lane, Orpington, BR6 7RS
Tel: 01689 891030 www.dkhealthandfitness.co.uk
£5/month off membership fees
- Walnuts Leisure Centre, Orpington
Tel: 01689 883807
£6/month or £60/year off membership fees
- Cannons Health Club, Hayes Lane, Bromley
Tel: 020 8466 2800 email: corporate@cannons.co.uk
15% off monthly membership fees

Greenwich

- Greenwich Leisure Limited Tel: 020 8317 5000
ext 2188/2189
GLL is the head office for all Greenwich leisure centres including The Waterfront, Arches, Cold Harbour and Plumstead
No joining fee for NHS staff
- David Lloyd, Kidbrooke Park Road,
Corner of Weigall Road, London
Tel: 0845 1296796
No joining fee for NHS staff

Healthy lifestyles and food options

The trust has developed a healthy lifestyles policy which identifies how the trust can support its employees through the promotion of healthy lifestyles such as healthy eating and recreation options.

»» Employment policies and procedures

Introduction

As your employer, Oxleas NHS Foundation Trust has a comprehensive range of policies and procedures that will support you and ensure that you are treated fairly throughout your employment. These have been developed in partnership with management and union/professional representatives.

A complete list of these policies is available on the trust intranet in the HR and Organisational Development Document and Policy Library.

Policies that describe some of your rights and responsibilities as an employee

Bullying and harassment policy

The trust recognises that bullying and harassment is unacceptable and is committed to preventing it from occurring. Staff have the right not to be bullied or harassed at work and are free and encouraged to complain about such treatment should it occur. This procedure ensures that complaints are dealt with promptly and correctly.

Equal Opportunities

The trust is committed to equal opportunities both as a provider of healthcare and as an employer. All staff have a personal responsibility to demonstrate their commitment to equal opportunities in how they work with people, particularly colleagues, service users and carers. We actively promote and encourage practice which ensures that individuals have equal access to employment, healthcare and information about Oxleas. Training is available for all staff. We have trained bullying and harassment advisors across the trust to advise staff and listen to their concerns. Contact numbers are available from your HR team or on the intranet.

Employee Psychological Support Service

The trust provides a free and confidential service which any employee can access, details are available on the intranet (Health at Work Section). The service is provided by the Practice Development Consultancy based at Salomons and can be contacted on 01892 507658 or emailed at:

practice.consultancy@salomons.org.uk Employees are able to refer themselves or be referred with their consent by their manager. Appointments take place whether at Salomons (Tunbridge Wells) or at Goldie Leigh.

Flexible Working Toolkit

The trust is committed to supporting all staff to balance work and other life needs. We aim to promote the use of flexible working patterns where possible. This toolkit is an example of our commitment to improving working lives.

This guidance identifies how employment adjustments can be made for staff and applicants with disabilities. The trust has also signed up to the Mindful Employer scheme.

Occupational Health

The trust's Occupational Health Service is provided by the Royal Marsden NHS Foundation Trust. The service is available to all Oxleas staff and operates from Queen Mary's Sidcup, Queen Elizabeth Hospital Woolwich, Orpington Hospital, and Princess Royal University Hospital Farnborough. Referral processes can be obtained in the trust's Sickness Absence Policy available on the intranet.

The contact details for the service are as follows:

Ros Whyte

Nurse Contracts Manager

For Oxleas NHS Foundation Trust

Tel: 020 8302 2678 ext. 4542 Fax: 020 8308 1916

ros.whyte@nhs.net

The Occupational Health Service provides a full range of services from pre-employment screening, management and self referrals from employees, in addition to a range of health promotion and healthy lifestyles advice and guidance.

Special Leave (formerly the staff support policy)

We are committed to supporting all staff during times of domestic or family crises. This policy outlines what leave is available to staff to enable them to balance their home and work lives. Paid and/or unpaid leave may be granted.

Annual Leave Policy

This policy aims to provide a uniform and equitable approach to the calculation of annual leave and bank holiday entitlements. It takes into account the entitlements and arrangements defined under the Agenda for Change terms and conditions of employment.

The annual leave year runs from 1 April to 31 March. Entitlements for staff joining part way through the year are calculated on a pro rata basis. Your line manager or your HR team can answer any queries you have in relation to your leave entitlements.

Personal Development Review

All staff are required to undertake an annual personal development review with their line managers to enable them to plan objectives and development for the forthcoming year, review recent progress and consider what they will need to support their career development and the needs of their department.

It is really important that you start the development review process within your first month in your new post as satisfactory progression will lead to salary and career advancement. If your manager has not already arranged this with you then you should ask when this will take place.

Agenda for Change Terms and Conditions of Employment

Details of your terms and conditions of employment are available from your HR team, and are set out in your contract of employment with the trust. The Department of Health website contains the detailed handbook.

Risk and Governance Policies

Raising a Matter of Concern (whistle-blowing)

Any of us, at one time or another, may have concerns about what is happening at work. Usually these concerns are easily resolved. However, when they are about unlawful conduct, financial malpractice or dangers to the public, staff or the environment it can be difficult to know what to do. The trust promotes a culture of openness and transparency where all staff are actively encouraged to speak out when they have a concern.

The trust's counter fraud specialist is Lyn Marshall. Lyn delivers counter fraud presentations to staff throughout the trust with the aim of raising awareness of the fraud risks to the trust and the NHS in general. Should you have any concerns regarding fraud or corruption of the trust please contact Lyn on 0297 3037359 / 0777 6160367 or email her at lyn.marshall@deloitte.co.uk.

Health and safety

Oxleas is committed to promoting a healthy work place and ensuring the health and wellbeing of staff. Employees will be given the information, instruction, and training that is necessary to work safely.

Everybody has a legal obligation to take reasonable care of their own health and safety, and for the safety of other people (including colleagues, service users and carers) who may be affected by their actions. This obligation includes:

- Any individual not willingly or knowingly placing themselves in a situation likely to cause injury or harm to any person.
- Attending appropriate training and instruction for personal safety, working alone and prevention of management of violence and aggression.
- Complying with trust safety policies and procedures, using and maintaining relevant safety equipment.
- Ensuring their whereabouts are known to their manager and that they can be traced or contacted whilst on duty.
- Phoning in to a responsible person before and after commencing any community work or activity requiring lone working, particularly where the risk to safety has been assessed as high.
- Reporting all incidents of violence or aggression, including near misses on the appropriate report forms, as soon as possible, irrespective of whether injury or property loss was sustained.

For further details of health and safety at Oxleas see the Health and Safety Policies section on the trust intranet in the Estates and Facilities Document and Policy Library.

Infection Prevention and Control

The prevention and control of infections is everybody's business. It is essential that those directly involved in the care of service users and patients are responsible for their practice and ensure that they comply with infection prevention policies, procedures and protocols in order to reduce the risk of infection and provide good quality effective care.

Standard infection control precautions underpin safe practice, protecting both staff and service users from infection. By applying these standard precautions at all times the risks of infection are minimised. It is everyone's responsibility to follow the standard precautions which include:

- Effective regular hand hygiene.
- Correct use of personal protective equipment (PPE).
- Safe use and disposal of sharps.
- Safe disposal of clinical waste.
- Management of blood and body fluids.
- Maintaining a clean environment.
- Managing incidents (spillages and needle stick injuries).
- Decontaminating equipment.

Helen Nicholls, Lead Nurse Infection Prevention and Control can be contacted on 01322 667095 ext 5872 or 07796 260357. Details of all infection prevention and control contact numbers and policies can be found on the Oxleas intranet.

Mandatory training

Oxleas NHS Foundation Trust needs to ensure that its staff are competent to deliver safe and high quality care to its service users. The trust must ensure that all staff are equipped with the necessary skills to safely undertake their roles and that these skills are refreshed and updated throughout their career.

Ensuring staff are compliant with their mandatory training requirements is the responsibility of both the manager and the individual. Managers are responsible for ensuring that their staff comply with the mandatory training requirements for their role and that they make suitable arrangements for sufficient study leave to allow them to do this. It is the responsibility of individuals to understand the mandatory requirements for their role and to plan their time so they can meet these. Mandatory training is monitored and recorded by the learning and development team on the central L&D systems. Where training has been arranged locally, details must be sent to learning and development for central recording. In terms of Monitoring and compliance training activity reports are made available on a monthly basis.

Mandatory training not only ensures the quality of care for service users, but also that the trust fulfils its statutory obligations and provides evidence of safe practice and minimises risks. The majority of mandatory training courses are available online (via NHSLearn) and can be accessed at any time and from any computer that has internet access.

NHSLearn accounts are set up for staff to coincide with their induction to the organisation and therefore access is available immediately. All you need is your username and

password and you can log on to
<http://oxleas.nhslearn.com/>

All mandatory training courses are listed on this site. You can even view dates for the year, check availability and enrol onto a classroom course at the click of a button. The 'My Courses' section shows the courses that are mandatory for you so it should be easy to keep track of what you need to complete.

Security and Confidentiality

There are a number of policies concerning the security of information including the Data Protection Policy, Confidentiality Code of Conduct, ICT Security, Network Policy and Email Policy. These are all available on the intranet in the ICT and RiO Document and Policy Library.

- You are responsible for keeping your network account details safe and secure.
- Never disclose your password to anyone even if they ask.
- Never allow a colleague to use your login details.
- Always lock your computer if leaving your desk.
- Do not leave your smartcard in your computer.
- If you suspect that your password has become known to anyone else, report it to the ICT Service Desk immediately.

As employees of Oxleas, we are all under a legal and ethical obligation to keep patient and other personal information confidential and secure. We are all individually responsible for storing personal information safely, ensuring that only authorised people have access to it, and transmitting personal information to other people only when this is appropriate and can be done securely.

Wilf Bardsley is the trust's Caldicott Guardian with overall responsibility for this. Staff should follow the Caldicott principles (in the ICT and RiO section of the intranet) when sharing personal information electronically, by phone, fax, post or transport.

Professional Registration

The trust policy for verification of Professional Registration is available on the intranet. The trust has a legal responsibility to ensure that it verifies the

professional registration of all qualified and registered employees with the appropriate professional body. This means that employees affected may receive reminder letters that their registration is due for renewal. If you have a query regarding professional registration please raise this with your line manager, professional lead or your HR team.

Complaints

Oxleas has a comprehensive complaints procedure. The key elements are:

- It is aimed at resolving complaints and concerns, not apportioning blame.
- It is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation.
- Concerns and complaints are dealt with efficiently and are properly investigated.
- Complaints receive a timely and appropriate response, identifying the outcome of any investigation.
- Learning from complaints will be used to improve services.
- Making a complaint will not harm or prejudice the care that is given to service users, relatives or carers.

For further information, please see the trust's complaints policy which is on the intranet.

Guide to services

» Support services

Carers

Trust carer lead
Pinewood House
Pinewood Place
Dartford
DA2 7WG
Tel 01322 625040

The main contact for the trust for issues relating to carers. Provides support, advice and training for professionals and is a source of information about carers' services available.

There is a dedicated mental health carer support worker operating in each borough (mainly working with carers of people in adult services), and a carers centre/service in each borough. They offer a range of support directly to carers, and are a source of information and expertise about carers' issues.

To find out about the trust's resources for carers and local carers' services, please see Information for families and carers on the trust website www.oxleas.nhs.uk

For further information see the trust intranet or call the trust carer lead on the above number.

Chief Executive's and Chair's office

1st floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625778 Fax: 01322 625727

This office is the point of contact for the trust's Chief Executive and Chair.

Communications

1st floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625754

The Communications department is the trust's press office, working to protect and enhance the trust's reputation. They do this by promoting awareness and understanding of the trust and its services. They produce the trust newspaper, Oxleas Exchange, the email bulletin, One Oxleas, maintain and develop the intranet and the public website www.oxleas.nhs.uk, produce a range of publications and organise the main trust events such as the Annual Members' Meeting. The communications section of the intranet contains the trust's style guide, the trust media policy and corporate memo, fax and presentation templates.

If you become aware of something that may attract media interest, you should call the communications department to discuss the best way they can help. For example if an incident happens in your work place which may interest the local papers, you should let the team know as early as possible and they will deal with the media on your behalf if necessary. Do not speak directly to the media without previously discussing with a member of the team or the director on call if out of office hours. If you want to get publicity for something your service is involved in, they can advise how to do this and write and distribute press releases.

Complaints and Patient advice and liaison service (PALS)

2nd floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 0800 917 7159

PALS provide information, advice and support to help patients, families and carers. The aim is to resolve issues of concern as quickly as possible and the team works closely with staff across the trust to find solutions to problems raised by service users and carers. Learning from feedback from service users and carers is used to improve services.

Mental health legislation team

The MH legislation team is responsible for all administrative procedures relating to implementation of the Mental Health Act 1983. This includes ensuring the correct completion of section papers, corresponding with teams, patients and families and processing all requests for reviews. The team are also responsible for liaising with the CQC for the provision of SOADs and the reporting of episodes of AWOL and applications for DoLS.

Head of MH Legislation – 01322 625045
Bexley & Forensic – 01322 621064
Bromley – 01689 880011
Greenwich – 020 8836 6681

Estates and facilities

1st floor
Pinewood House
Pinewood Place
Dartford Kent
DA2 7WG
Tel: 01322 625742

This directorate maintains and manages trust buildings and estates. The directorate incorporates the following operations:

- The facilities team - responsible for managing trust accommodation and ensuring that buildings are properly maintained and serviced.
- The projects team - responsible for managing the development of new accommodation.
- The trust's Health and Safety Managers.

For facility requests including maintenance, confidential waste or porters for all trust properties (with the exception of Green Parks House and Oxleas House where other local procedures are in place) please contact the Oxleas Helpdesk (operated by Rydon Property Maintenance) on 0845 2699053.

Finance

2nd floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625780 Fax: 01322 553581

The Finance team ensures that trust bills are paid and manages the trust accounts. Responsibilities include

payroll, supplies, patients' property, charitable funds, legal administration and insurance matters. The finance page on the intranet contains finance policies, the department structure and contact details, payroll and pension information, mileage calculators and more. Each directorate has a member of the management accounts team allocated to them. They should be the first point of contact for staff with any query concerning finance.

Governance

2nd floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625001

The Governance team is responsible for corporate governance functions including risk management and compliance with external regulations and standards. They also provide a secretariat function to the Board of Directors and the Council of Governors.

If you would like to contact one of the staff governors to ask a question, email staffgovernors@oxleas.nhs.uk

Human resources and organisational development

Ground Floor
Pinewood House
Pinewood Place
Dartford Kent
DA2 7WG
Tel: 01322 625768

This directorate includes:

- The Communications team (see page 30).
- The Workforce Development team, who provide advice and guidance on: recruitment and selection, for bank, medical and all other staff groups, childcare, childcare vouchers and holiday play schemes, workforce development, information and planning.
- Management of the occupational health and employee psychological support service.
- HR operational teams, who provide advice and guidance to all managers and staff on employment issues and HR policies and procedures.
- The Learning and Development team (see page 37).
- The Temporary Staffing team (see page 44)

Information about recruitment and current vacancies is on the trust intranet. See the useful contact section (see page 120) which has phone numbers for different parts of the HR directorate.

Information communication and technology (ICT)

Ground floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625761
ICT Service Desk: 01322 625775 (IT Helpdesk)

The ICT department covers four main areas, ICT training and development, information governance, information systems and information technology. One of the main responsibilities of the ICT department is to investigate and assess new systems and technologies. They run the trust computer network and patient information management systems.

There are a number of policies regarding the use of trust systems which all users are bound by. The full details are available on the trust intranet.

ICT training and development

The ICT training and development team provide training courses for the main IT systems used throughout the trust – RiO and WebDIP and also training for general IT skills. Each trainer looks after one of the boroughs and provides local support at key sites within the borough.

Information governance

The information governance team includes:

- **Clinical records coordinators** who provide advice, support and training in clinical records standards and are responsible for the development of record management procedures and processes trust wide. They also support clinical audit and risk management committees and manage the trust's archive contract for clinical records.
- **Data protection coordinators** who process all requests for health records under the Data Protection Act (1998).
- **Freedom of information coordinator** who processes requests for information under the Freedom of Information Act (2000).

Information systems

The information systems team manage the running of the trust's clinical information systems – RiO and WebDIP.

These systems are used throughout the trust to provide information and patient administration for clinical teams.

Information technology

The IT team manage the network, which connects all the trust's computers together, and the individual computers.

The network gives access to all the information systems, as well as email, the trust intranet and the internet.

The IT support team provide help with computer related problems via the ICT Service Desk (01322 625775). This is the first point of contact for all IT issues including setting up new users on the network and email accounts, and for ordering new equipment.

Knowledge services

1st floor

Pinewood House

Pinewood Place

Dartford

Kent DA2 7WG

Tel: 01322 625700 ext: 5886 Fax: 01322 557664

Email: ann.porteous@oxleas.nhs.uk

Email: anthony.davis@oxleas.nhs.uk

Knowledge services aims to support the delivery of evidence based healthcare by providing staff with access to clinical literature. There is a physical library located on the first floor of Pinewood House which is open Monday to Friday 8am to 4pm, and a virtual library on the trust intranet. From the latter, staff can access a large range of health and social care related information including eight

databases, over 7000 electronic journals, 300 full text electronic books, and training and support materials. Services available include article and book supply, information sourcing, database training and advice, evidence based practice support and literature searches for trust projects.

Learning and development (training)

Ground floor

Pinewood House

Pinewood Place

Dartford

Kent DA2 7WG

Tel: 01322 625772

This department manages the training needs of staff by organising a range of internal training provision in areas such as induction, continuing professional development, management skills, medical education, NVQs and mandatory training. The department also organises access to higher education with local universities, external courses, manages the development review scheme and the post-graduate academic programme. They offer an online learning and development guide (available on NHSLearn) which gives details of programmes that are available to support your personal development plan. They also provide advice on other development opportunities such as mentoring and team development. See either the learning and development section within the Human Resources and Organisational Development section of the intranet or the Learning and Development guide available on NHSLearn for more information.

Nursing and Governance

2nd floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625753

The Nursing and Governance directorate provides professional leadership for nursing across the trust and leads on development and implementation of the nursing strategy, practice standards, nursing education and ensuring nurses have the appropriate skills to undertake their duties.

The Director of Nursing and Governance has executive lead responsibility for safeguarding children, infection prevention and control, patient safety and learning from incidents and also equality and diversity.

The Nursing and Governance directorate also includes the Patient Advice and Liaison Service (PALS) and Complaints.

The Director of Nursing and Governance is also the executive lead for information communication technology (ICT) and within this has responsibility for information governance and is the trust's Caldicott guardian.

Patient Safety

Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625751 Fax: 01322 625711

This department will support staff to report adverse incidents in a timely manner within a culture that is open, just and fair. Supporting staff with the implementation of action plans and control measures to prevent incident reoccurrence.

An adverse incident is an event or circumstance that did lead, or could have led, to unintended or unnecessary harm, loss or damage. Adverse incidents may be patient related clinical events, staff related events or non clinical events.

Those that did not lead to harm but had the potential to do so are referred to as 'near misses'.

Harm is defined as injury (physical or psychological), diseases, suffering, disability or death.

It is the responsibility for all staff to report incidents in line with The trust's Incident management policy. Policy and guidance can be found on the trust intranet page under document and policy library, click on Governance and then Incidents, complaints and PALS.

Payroll

2nd floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625786

This team is responsible for the trust's payroll system. Queries relating to individual's payroll problems should be referred to them. For the payroll service to run smoothly it is essential that all procedures are followed correctly and to a strict timetable. This applies to all joiners, leavers and changes in pay.

Timetables for submitting claim forms and absence data are found on the intranet. Contact details for the payroll officer responsible for your pay are also found on the finance intranet page.

Pharmacy

c/o Pinewood House
Pinewood Place
Dartford Kent DA2 7WG
Tel: 01322 625762
Email: medicinesinfo@oxleas.nhs.uk
Medicines information for staff: 01322 625002
Medicines information for service users or carers:
01322 621062

The pharmacy team supply medicines and information to support their use to all areas of the trust. Pharmacists are available to help with any medicine related enquiries and appointments can be made for a pharmacist to meet with a patient to discuss their medication. The pharmacy

section on the intranet contains information about prescribed medicines and street drugs as well as a monthly medicines information newsletter. Oxleas pharmacists author and edit the Maudsley and Oxleas Prescribing Guidelines, a standard text used by the majority of mental health services in the UK. The department has an active programme of audit and research.

Therapies Directorate

Ground Floor
Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8502 Fax: 020 8836 8503

A new directorate which coordinates organisation wide initiatives across a wide range of therapies for all care groups across the trust. This includes psychological therapies, occupational therapy, physiotherapy, speech and language and other allied health professionals.

Quality and Clinical Audit Team

1st floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625032

This team supports clinical quality and audit and research and development across the trust. The clinical audit section has its own section on the intranet, which explains what audit is, provides useful information for staff and includes a database of all audits conducted in the trust.

Safeguarding children

Head of Safeguarding Children and Lead Named Nurse
Pinewood House
Pinewood Place
Dartford
Kent
DA7 2GW
Tel: 01322 625029 Mob: 07771 767 102

Named Nurse Bexley Community Health Services
Tel: 01322 625 029 Mob: 07810 552 771
Named Nurse Greenwich Community Health Services
Tel: 020 8319 3430 Mob: 07879 635 510

All services provided on behalf of Oxleas and all Oxleas staff must be aware of the need to safeguard and promote the welfare of children. This goes beyond protecting children at risk of significant harm and places a duty to prevent impairment to children's health or development, and ensure safe and effective care.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.

It also includes enabling children to have optimum life chances and to enter adulthood successfully. Safeguarding children/child protection contact numbers and policies can be found on the intranet.

Spiritual and cultural care

2nd floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625713

Spiritual and Cultural Care Service, a multi-faith service with an interfaith approach.

This service provides a space for individuals and groups to explore their spiritual and cultural needs. It does this on the basis that we all share common humanity that needs to be acknowledged and respected. Out of that common humanity comes individual needs due to particular beliefs and culture. We also remind ourselves that every human person is in certain aspects:

- Like all other people
- Like some other people
- Like no other person

The Coordinator is the Social Inclusion Faith and Spirituality Network lead. That ensures that the service also works within the twin goals of social inclusion and recovery.

Supplies

1st floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625718

This team ensures that stock and non-stock purchases are resourced on the best terms, and are delivered timely.

Temporary Staffing

Ground floor
Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG
Tel: 01322 625779 / 621065 Fax: 01322 625731

The trust's Temporary Staffing office provides temporary cover to directorates that need to manage shortfalls in staff, or have additional requirements that cannot be sourced by existing staff. They use a bank of workers (nursing, administrations, OTs, social workers, ancillary, etc) to service the needs, and if the bank is unable to provide the cover the Temporary Staffing office will source via selected agencies. If you have a temporary staffing need you should call one of the above numbers.

» Service Directorate Management Teams

Management Team - Older Peoples' Mental Health Services

Bexleyheath Centre
Emerton Close
Bexleyheath
Kent DA6 8DX
Tel: 020 8301 9400 Fax: 020 8301 9480

The Director of OMPH Services, The Clinical Director of OMPH Service, The Business Manager, The Service Manager - Community and Memory Services, Service Manager Inpatient and Acute Services are based here.

Management Team - Adult Complex Needs and Recovery Mental Health Services

Banbury House
Bushell Way
Chislehurst
Kent BR7 6SF

The Director of Complex Needs and Recovery Adult Mental Health Services, Clinical Director Complex Needs and Recovery, Service Manager for Complex Needs and Recovery - Bexley, Service Manager for Complex Needs and Recovery - Bromley, Service Manager for Complex Needs and Recovery - Greenwich, Business & Service Improvement Manager, Head of Psychology Complex Needs and Recovery and Head of Bromley Social Care are based here.

Management Team - Adult Acute Mental Health Services

Memorial Hospital
Shooters Hill
London
SE18 3RG
Tel: 020 8836 8500

The Director of Acute Mental Health Services, Acute Service Managers for Bexley, Bromley and Greenwich, Business and Service Improvement Manager and Head of Social Care, OT and Psychology are based here.

Management Team - CAMHS and Learning and Disability

Pinewood House
Pinewood Place
Dartford
Kent
DA2 7WG
Tel: 01322 625 719

The Director of CAMHS and Learning and Disability is based here.

Management Team - Bexley Community Health Services

Pine Cottage
151 Lodge Hill
Goldie Leigh
Abbey Wood
SE2 0AY
Tel: 020 8319 7137

Fax: 020 8319 7111

The Director of Bexley Community Health Services, Assistant Director of Transformation, Assistant Director of Clinical Governance, Senior Manager of Business and Support Services are based here.

Management Team - Greenwich Community Health Services

Highpoint House
Shooters Hill
London
SE18 3RZ
Tel: 020 32605155 or 020 32605175
Fax: 020 32605178

The Director of Greenwich Community Health Services, Associate Director of Business Transformation, Associate Director of Finance, Business and Performance, Associate Director of Operations – Adult, Associate Director of Operations – Children and Young People, Clinical Director of Surgical Services, General Manager Integrated Community Teams, General Manager Long Term Conditions, Service Manager Integrated Intermediate Care and Allied Health Professional Consultant – Foot Health/Podiatry are based here.

Management Team - Forensic and Prison Services

Bracton Centre
Bracton Lane
Leyton Cross Road
Dartford DA2 7AF
Tel: 01322 294300

The Director of Forensic and Prison Services, Clinical Director, Prison and Community Services Manager, Therapy Services Manager, Inpatient Service Manager, Head of Occupational Therapy and Clinical Nurse Managers are based here.

» Mental health services in Bexley

Most service users are referred to our services by their GP but referrals may also come from other health or social care professionals.

Child and Adolescent Mental Health Services (CAMHS)

Highpoint House

Memorial Hospital
Shooters Hill
London SE18 3RZ
Tel: 020 3260 5200

Fax: 020 3260 5273

This service provides mental health assessment and treatment services to children and young people in Bexley who have moderate to significant and enduring emotional, psychological and mental health difficulties and their families/carers.

This service also provides specialist mental health advice and consultation to professionals working with children. The service is available Monday to Friday 9am to 5pm and with some additional early morning and evening clinics offered Monday to Thursday up until 7pm.

Clinical services are also provided on an outreach basis in a number of health, social care and education settings within the borough.

Adult Acute Mental Health Services

Intake and Liaison Team (ILT) - Bexley

Erith Centre
Park Crescent
Erith
Kent DA8 3EE
Tel: 01322 356100

This team is part of the Short Term Intervention team and deals with all referrals to adult mental health services in the borough of Bexley. A team member will teletriage through your referral, forward your referral onwards to the appropriate team or signpost you to other services including voluntary sector organisations.

Short Term Intervention Team (SIT) - Bexley

Erith Centre
Park Crescent
Erith
Kent DA8 3EE
Tel: 01322 356100

The Short Term Intervention team (SIT) help people from the borough of Bexley who require time limited input due to mental ill health. They provide a range of clinical and therapeutic services to help people get back to functioning independently within a short period of time.

Crisis Team - Bexley

Erith Centre

DA8 3EE

Tel: 01322 356184

Fax: 01322 356189

Open Monday to Friday 9am to 10pm. Sat to Sun 9am to 5pm.

This team provide intensive community support (or suitable community alternative) to enable people to remain at home during a crisis. They are a multi-disciplinary team which includes a psychiatrist, occupational therapists, nurses, social workers, psychologists, senior support workers and administrators.

Woodlands - Bexley Inpatient Unit

Woodlands Unit

Queen Mary's Hospital

Frogna Avenue

Sidcup

Kent DA14 6LT

Tel: 020 8308 3100

Fax: 020 8309 7520

Woodlands provides 24 hour inpatient services. The unit has the following wards for working age adults:

- **Millbrook** - a ward for people aged 18 - 65 with mental health needs in the Sidcup, Bexleyheath, Bexley, Blackfen, Welling, Thamesmead and Cray areas.
Tel: 020 8308 3139 Fax: 020 8309 7265
- **Lesney** - a ward for people aged 18 - 65 with mental health needs living in the Crayford, Erith, Belvedere, Barnehurst and Northumberland Heath areas.
Tel: 020 8308 3128 Fax: 020 8309 7255

Adult Complex Needs and Recovery Mental Health Services

Recovery Team (RT) - Bexley

Bexleyheath Centre

4 Emerton Close

Bexleyheath

Kent DA6 8DX

Tel: 020 8301 9454

The Recovery team provide high quality community focused care and support to people from the borough of Bexley with long standing mental health needs. Recovery principles assist service users to work towards their personal goals.

Early Intervention Team - Bexley

Bexleyheath Centre

4 Emerton Close

Bexleyheath

Kent DA6 8DX

Tel: 020 8301 9471

Fax: 020 8301 9491

The Bexley Early Intervention team provides a community care approach for young people who have experienced a first episode of psychosis. They are based at the Bexleyheath Centre and cover the whole borough of Bexley.

The service is an exciting collaboration between Oxleas NHS Foundation Trust and Rethink.

The team offer a range of intervention including CBT for psychosis and family work. These services are available 9am to 5pm Monday to Friday.

Crayford Centre

4 - 6 London Road
Crayford
Kent DA1 4BH
Tel: 01322 521162

Fax: 01322 551284

This centre is part of the Bexley Social Inclusion and Employment service, and offers individual community bridge building to help mental health service users access ordinary life opportunities in areas such as education, training, employment, health and fitness, spirituality, volunteering, arts and leisure, as part of their recovery. The centre runs a programme of 'stepping stone' activities (IT training, arts and music - including Centrepieces arts project, Crayside Utd football club, men's group, allotment, relaxation, assertiveness training and Positive Choices workshop for those considering employment). The Bexley Users Forum is also based at the centre.

Core opening times are Monday to Friday 10am to 4pm. There is a separate out of hours drop in service Mondays, and Thursdays 6pm to 9pm and alternate Sundays 10am to 5pm

Social Inclusion and Employment Service - Bexley

Erith Centre
Park Crescent
Erith
Kent DA8 3EE
Tel: 01322 356142/4

This joint Oxleas NHS Foundation Trust and Bexley Council service coordinates social inclusion and employment developments in Bexley through the multi agency Access2Bexley network.

Direct employment services include:

- An employment service based on the well researched Individual Placement and Support model (IPS)
- An intensive job retention service using the Casework model
- Personal life and career coaching to people using mental health services
- Coaching and training support to employers on mental health in the workplace.

The social inclusion services provide a bridge building service supporting access to education, art, sport, leisure and faith and spirituality resources in Bexley. There is a Positive Choices Peer coaching network and support around the use of direct payments where appropriate.

Park Crescent Day Centre

Erith and District Hospital
Park Crescent
Erith
Kent DA8 3EE
Tel: 01322 356157/8 Fax: 01322 340032

This is a day service for service users with mental health problems. Its main aim is to provide graded, structured therapeutic activity through an individualised care programme, delivered by healthcare professionals. It offers a variety of group sessions including activity based groups and personal development groups. They also provide individual sessions when needed.

Oakwood House

42 Oakwood Drive
Bexleyheath
Kent DA7 6EG
Tel: 01322 556497

Fax: 01322 529760

A home for nine people from Bexley borough (mainly aged 40 and above) with long term mental health problems who need help with daily living.

Somerset Villa

Goldie Leigh
181 Lodge Hill
Abbey Wood
London SE2 0AY
Tel: 020 8319 7102

Fax: 020 8319 7127

An assessment and short stay rehabilitation home for up to 14 people from the borough of Bexley with severe and enduring mental health problems.

Dispersed Intensively Supported Housing Project (DISH)

Florence House
8 Crook Log
Bexleyheath
Kent DA6 8BW
Tel: 020 8304 2365

Fax: 020 8304 6637

Provides intensive support for 18 people to remain within their own homes within the borough of Bexley.

North House

237 Erith Road
Bexleyheath
Kent DA7 6HZ
Tel: 020 8304 5819

Fax: 020 8304 7597

A rehabilitation home for people from Bexley who have long term mental health needs.

Rehabilitation Team - Bexley

1st Floor
181 Lodge Hill
Goldie Leigh
Abbey Wood
London SE2 0AY
Tel: 020 8319 7133

Fax: 020 8319 7134

This is the multi-disciplinary support team for the rehabilitation services in Bexley.

Family Placement and Supported Lodgings Scheme

181 Lodge Hill
Goldie Leigh
Abbey Wood
London SE2 0AY
Tel: 020 8319 7126

Fax: 020 8319 7134

Supported housing for people within the borough of Bexley, in both family homes and shared housing.

Older Peoples' Mental Health Services

Woodlands - Bexley Inpatient Unit

Woodlands Unit
Queen Mary's Hospital
Frognal Avenue
Sidcup
Kent DA14 6LT
Tel: 020 8308 3100 Fax: 020 8309 7520

Woodlands has the following wards for older adults:

Leyton - an acute assessment ward for people aged 65 and over with mental health needs.

Tel: 020 8308 3122 Fax: 020 8309 7251

Camden - an assessment ward for people aged over 65 with dementia

Tel: 020 8308 3106 Fax: 020 8309 7265

Older Adults Community Mental Health Team - Bexley

Upton Centre
14 Upton Road
Bexleyheath
Kent DA6 8LQ
Tel: 020 8301 7900 Fax: 020 8301 7926/7

This team provides mental health services for older adults (aged 65 and over) from the borough of Bexley. They provide continued support to enable people to achieve their personal goals.

Care plans are reviewed regularly to help people continue to live as independently as possible.

Older Adults Intake Team - Bexley

Upton Centre
14 Upton Road
Bexleyheath
Kent DA6 8LQ
Tel: 020 8301 7900

This team provide a single point of access to mental health services for people aged 65 and over from the borough of Bexley. They deal with referrals, ensuring people are promptly assessed and appropriately placed for treatment. This could mean in the intake team or the community mental health team, memory service, day hospital or inpatient care.

Upton Day Hospital

Upton Centre
14 Upton Road
Bexleyheath
Kent DA6 8LQ
Tel: 020 8301 7900 Fax: 020 8301 7926

The Day Hospital in the Upton Centre is for people from the borough of Bexley who are already known to the mental health team, and who need intensive support to help them recover from mental illnesses such as depression and anxiety. The Day Hospital is open twice a week, and patients attending will be supported by attending both group and individual therapy sessions.

Memory Clinic - Bexley

Upton Centre
14 Upton Road
Bexleyheath
Kent DA6 8LQ
Tel: 020 8301 7900

Fax: 020 8301 7926

Patients can be referred to the Memory Clinic by their GP. This service is for people from the borough of Bexley who are experiencing problems with their memory. Upon referral to the Memory Clinic patients will have a full assessment of their memory and be supported through their diagnosis. The Specialist Memory Clinic Nurse offers ongoing information and advice to people with dementia and their carers, as well as supporting patients through the progression of their disease.

»» Learning disability services in Bexley

Most service users are referred to our services by their GP and other health or social care professionals but referrals are also made by the parents or carers and the service user.

Learning Disability Team - Bexley

Stuart House
45-47 Halfway Street
Sidcup
Kent DA15 8LH
Tel: 020 8269 3300

Fax: 020 8309 5755

Provides services to people over the age of 18 with moderate to severe learning disabilities living in Bexley. Psychologists, social workers, community nurses, occupational therapists, physiotherapists, speech and language therapists and the person centred planning coordinator are all based here.

The consultant psychiatrist, health facilitator and community living and support scheme are also based here. The team is available Monday to Friday 9am to 5pm.

Bexley Community Health Services

Care Navigation Team

Queen Mary's Hospital
Frognal Avenue
Sidcup
Kent DA14 6LT
Monday to Friday 9am to 5pm
Tel: 020 8302 2678 ext 4205
Bleep 606

Queen Elizabeth Hospital
Stadium Road
Woolwich
SE18 4QH
Tel: 020 8826 6514
Bleep 527

The Care Navigation team is based at the Urgent Care Centre at Queen Mary's hospital. Patients who arrive at A&E, the Urgent Care Centre and/or Acute Medical Assessment Unit with an illness or injury that may not actually need acute or medical treatment may be referred to the Care Navigation Team. They will then suggest or refer an alternative treatment that may avoid an unnecessary hospital admission.

Community Health Rehabilitation

Bostall House
Tel: 020 8319 7070 Fax: 020 8319 7106

Provides assessment, diagnosis and rehabilitation programs and equipment for people who have physical limitations as a result of short term medical conditions or

long term disease. The team is made up of physiotherapists, occupational therapists and therapy assistants.

District Nursing

This team provides planned and unplanned care 23 hours a day, 7 days a week for household patients who are registered with a GP in the borough of Bexley. Services include holistic assessments, medicine management, wound care, incontinence care, assisted feeding and a range of nursing duties to support daily routine and management of long term conditions. District nursing teams are available at the following sites:

Albion Surgery

6 Pincott Road
Bexleyheath DA6 7LP
Tel: 020 8304 2571

Barnard Health Centre

43 Granville Road
Sidcup
DA14 4TA
Tel: 020 8302 7811

Battle Road Surgery

62 Battle Road
Erith
DA8 1BJ
Tel: 01322 432 961

Colyers Lane Clinic

90 Colyers Lane
Erith DA8 3NZ
Tel: 01322 351 745

Erith Health Centre

50 Pier Road
Erith DA8 1RQ
Tel: 01322 357 955

Lakeside Health Centre

Yarnton Way
Thamesmead
London SE2 9LH
Tel: 020 8320 7320

Little Danson Clinic

Dansington Road
Welling DA16 2EA
Tel: 020 8303 4038

Lyndhurst Medical Centre

41 Lyndhurst Road
Bexleyheath DA7 6DL
Tel: 01322 555 007

Murchison Avenue Clinic

Murchison Avenue
Bexleyheath DA5 3LJ
Tel: 01322 526 909

Oval Clinic

Sherwood Park Avenue
Sidcup DA15 9HN
Tel: 020 8308 0177

Health Visiting

The Health Visiting Teams deliver the Child Health Promotion Programme to all children with a GP in the borough of Bexley. They make new birth visits to families' homes which includes a hearing test for all newborns, breastfeeding advice and developmental checks. Health Visitors also provide advice on immunisations and minor ailments to parents and carers. The health visiting teams are available Monday to Friday 9am to 5pm and are based at the following sites:

Albion Surgery

6 Pincott Road
Bexleyheath DA6 7LP
Tel: 020 8304 8352

Barnard Health Centre

43 Granville Road
Sidcup
DA14 4TA
Tel: 020 8302 7811

Bedonwell Clinic

Bedonwell Road
Belvedere DA17 5PF
Tel: 020 8310 6014

Colyers Lane Clinic

90 Colyers Lane
Erith DA8 3NZ
Tel: 01322 359 966

Erith Health Centre

50 Pier Road
Erith DA8 1RQ
Tel: 01322 357 954

Lakeside Health Centre

Yarnton Way
Thamesmead
London SE2 9LH
Tel: 020 8320 7314

Little Danson Clinic

Dansington Road
Welling DA16 2EA
Tel: 020 8301 6287

Lyndhurst Medical Centre

41 Lyndhurst Road
Bexleyheath DA7 6DL
Tel: 01322 558 611

Murchison Avenue Clinic

Murchison Avenue
Bexleyheath DA5 3LJ
Tel: 01322 521 526

North Cray Children Centre

1 Davis Way, off Bedens Road
Sidcup
DAA14 5J
020 8308 3886

North End Childrens Centre

4a Lincoln Close
Slade Green
DA8 2EB
01322 332 559

Oval Clinic

Sherwood Park Avenue
Sidcup DA15 9HN
Tel: 020 8300 4918

Station Approach Clinic

William Foster Lane
Welling DA16 3AT
Tel: 020 8316 6465

Westwood Lane Surgery

24 Westwood Lane
Welling DA16 2HE
Tel: 020 8303 0703

West Street Children Centre

174 Chandlers Drive
Erith
DA8 1LW
Tel: 01322 446 725

Wrotham Road Clinic

Wrotham Road
Welling DA16 1LS
Tel: 020 8298 9753

Podiatry

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Monday to Friday
8:30am to 2:30pm (answer machine outside of these hours)
Tel: 01322 357 870 Fax: 01322 359 542

Podiatry is the preventative care, diagnosis, treatment and rehabilitation of medical and surgical conditions of the feet and lower limbs. The team provides foot treatment for people with medical conditions such as diabetes, rheumatoid arthritis, multiple sclerosis and strokes as well as treating foot problems such as ingrowing toe nails, corns and calluses.

Sexual Health Nurses

Lakeside Health Centre
Yarnton Way
Thamesmead
London SE2 9LH
Tel: 020 8320 7319

Sexual health nurses aim to reduce sexual ill health and teenage pregnancy amongst vulnerable and 'hard to reach' young people who may not be accessing help from mainstream services. The nurses often work with people who are in or leaving care, youth offenders, teenage parents and unaccompanied asylum seekers. Young people may access help from a sexual nurse in a clinic or workshop as well as phone consultations.

Specialist Nursing

Specialist nurses provide an enhanced level of care for patients with the following conditions: HIV, diabetes, Parkinson's disease, multiple sclerosis, tuberculosis and long term respiratory conditions.

Diabetes

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Tel: 01322 357 870

Multiple Sclerosis

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Tel: 01322 357 952

Parkinson's Disease

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Monday to Friday
9am to 5pm
01322 336 661 ext 2068

Respiratory

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Referrals: 020 8298 1669
Tel: 01322 357895

Tuberculosis

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Tel: 01322 357898

Fax: 01322 552697

Tissue Viability

Little Danson Clinic
Dansington Road
Welling DA16 2EA
Tel: 020 8301 4138

Fax: 020 8301 3205

HIV

Erith Health Centre
50 Pier Road
Erith DA8 1RQ
Tel: 01322 357939

Fax: 01322 357963

Step Up Step Down (on Reeves Ward)

Queen Mary's Hospital
Frogna Avenue
Sidcup
Kent DA14 6LT
Tel: 020 8308 5423

Fax: 020 8308 3279

Step Up Step Down is a ward based service at the Queen Mary's site. Patients may be admitted from home (step up) for short term 24 hour nursing help or may be admitted from a hospital ward (step down) for extra nursing to facilitate a more safe return home.

Urgent Care Centre

Queen Mary's Hospital
Frogna Avenue
Sidcup
Kent DA14 6LT
Daily service: 24 hours a day (8am - 10pm run by Oxleas)
Tel: 020 8308 5611

Fax: 020 8308 5459

The Urgent Care Centre provide care for patients who have minor fractures, wounds, illnesses and injuries.

Youth Advisory Clinics

Youth Advisory Clinics provide a free, confidential contraceptive and sexual health advice service to young people under 25. There are nine clinics across the borough run by trained nurses. Appointments are not required.

Erith Health Centre

50 Pier Road
Erith DA8 1RQ
Tel: 01322 357 953

Bexley Youth Advice

233 Broadway
Bexleyheath DA6 7EJ
Tel: 020 8301 3900

Lakeside Health Centre

Yarnton Way
Thamesmead
London SE2 9LH
Tel: 020 8320 7357

Oval Clinic
Sherwood Park Avenue
Sidcup
Kent DA15 9HW
Tel: 020 8302 3381

Cray Surgery
42 Cray Road
Footscray DA14 5BZ
Tel: 020 8309 7990

Northumberland Heath Medical Centre
Hind Crescent
Erith DA8 3DB
Tel: 01322 336556

The Bexley Virtual Ward Team

For older, housebound patients with acute exacerbations of their long term condition(s). This highly qualified team of nurses aim to keep people at home and prevent inappropriate hospital admissions. The service is available Monday-Friday 9-5pm. Patients can be referred via the Community Liaison desk on 0208 319 7077.

»» Mental health services in Bromley

Most service users are referred to our services by their GP but referrals may also come from other health or social care professionals.

Child and Adolescent Mental Health Services (CAMHS)

Ground Floor
2 Newman Road
Bromley
Kent BR1 1RJ
Tel: 020 8315 4430 Fax: 020 8466 5645

Provides mental health services to children and their families living in the borough of Bromley. They also provide advice, consultation and support to other individuals and agencies involved in providing services to children and young people.

Adult Acute Mental Health Services

Intake and Liaison Team (LIT) - Bromley

Stepping Stones
38 Masons Hill
Bromley
Kent BR2 9JG
Tel: 020 8466 2500

When people are referred to mental health services by their GP (and you are aged between 18 and 64), this team will accept the referral and a team member will carry out an assessment of their needs and decide which part of the service will best meet their needs.

Short Term Intervention Team (SIT) - Bromley

Stepping Stones

38 Masons Hill

Bromley

Kent BR2 9JG

Tel: 020 8466 2500

Fax: 020 8466 2501

This team is split into two, covering the east and west of the borough. They support people suffering from a non psychotic illness whose needs can be dealt with in a short period of time. If people's needs change, they may be referred to other parts of the service and, when well, referred back to their GP.

Green Parks House - Bromley Inpatient Unit

Princess Royal University Hospital

Farnborough Common

Orpington

Kent BR6 8NY

Tel: 01689 880000

Fax: 01689 851211

Green Parks House provides services for Bromley residents with mental health problems when inpatient assessment and/or treatment becomes necessary. The unit offers a range of therapeutic programmes including occupational therapy and ward based activities.

There are three wards for working age adults:

- **Norman ward** - an acute psychiatric ward for adults aged between 18 and 65 years living in the West Sector of Bromley Borough (Penge area).
Tel: 01689 880004 Fax: 01689 857621
- **Goddington ward** - an acute psychiatric ward for adults aged between 18 and 65 years living in the East Sector

of Bromley Borough (Orpington area)

Tel: 01689 880002

Fax: 01689 857205

- **Betts ward** - a triage ward for adults aged between 18 and 65 years living in the borough of Bromley offering initial assessment and treatment for up to 7 days.
Tel: 01689 880003 Fax: 01689 857266

Crisis Resolution Home Treatment Team - Bromley

Accident and Emergency Liaison Team - Bromley

Green Parks House

Princess Royal University Hospital

Farnborough Common

Orpington

Kent BR6 8NY

Tel: 01689 880018

The Home Treatment team (Crisis Resolution Team) is based at Green Parks House. The CRHTT offers short term intensive therapeutic interventions to adults living within the borough of Bromley who are suffering from an acute mental health crisis and would otherwise require admission to an acute mental health hospital bed.

Individuals are enabled to remain at home (or suitable community alternative) during the process of crisis resolution.

CRHTT also works closely with the bed management and senior nurses at Green Parks House to offer a 'Gate keeping' service whereby all referrals of those service users who are in a crisis and potentially need CRHTT or an inpatient stay come through 'Gate keeping'. The purpose is to assist professionals and service users offering more in depth treatment at home as an alternative to an inpatient stay. Where appropriate, referrals can be made by the

Recovery Teams East and West, Short Term Intervention Team, ACT, Early Intervention services and Liaison and Intake Team within Bromley.

The Accident and Emergency Liaison Team at Princess Royal University Hospital offers assessment of those coming to Accident and Emergency and who have been triaged and felt to need a mental health assessment. They work closely with their general medicine colleagues and will complete a full assessment of mental health needs, often referring and liaising with other mental health teams, inpatient services and GPs.

Day Treatment Team - Bromley

Green Parks House
Princess Royal University Hospital
Farnborough Common
Orpington
Kent BR6 8NY
Tel: 01689 880000

The Day Treatment team offers short-term therapeutic treatment to service users experiencing a mental health crisis living in the borough of Bromley, who would otherwise require admission to an acute inpatient bed.

Referrals are made through the Home Treatment team by community mental health services and specialist mental health services within Bromley.

The programme primarily offers treatment through group work also with some one to one time. The principle is to empower service users, encourage improved self esteem, use of healthy coping strategies to help manage their mental health crisis, and provide the opportunity to access

community resources with the support of the Day Treatment team.

Adult Complex Needs and Recovery Mental Health Services

Recovery East Team - Bromley

Orpington Community Mental Health Centre
1-6 Carlton Parade
Orpington
Kent BR6 0JB
Tel: 01689 892300 Fax: 01689 879058

The recovery team provide high quality community focused care and support to local people suffering from psychosis or who have complex, severe and enduring mental health needs and their families and carers. Recovery principles assist service users in working towards their personal goals and promotes social inclusion.

Recovery West Team - Bromley

2nd Floor
Yeoman House
63 Croydon Road
London SE20 7TS
Tel: 020 8659 2151 Fax: 020 8778 6104

The recovery team provide high quality community focused care and support to local people suffering from psychosis or who have complex, severe and enduring mental health needs and their families and carers. Recovery principles assist service users in working towards their personal goals and promotes social inclusion.

Assertive Community Treatment Team (ACT) - Bromley

2 Blean Grove
Penge
London SE20 8QU
Tel: 020 8676 8250

The Bromley Assertive Community Treatment (ACT) team works with people with complex needs who have had difficulty in using other services. The team is available Monday to Friday, 9am to 5pm.

Community Rehabilitation Support Team (RST) - Bromley

2 Blean Grove
Penge
London SE20 8QU
Tel: 020 8676 8250

The Bromley Rehabilitation Support team (RST) provides community based rehabilitation services for Bromley residents with long term mental health needs. The team is available Monday to Friday, 9am to 5pm.

Early Intervention in Psychosis Team - Bromley

Orpington Community Mental Health Centre
1-6 Carlton Parade
Orpington
Kent BR6 0JB
Tel: 01689 892300 Fax: 01689 879062

People may be referred to this team if they are between 14 and 35 years old, resident in Bromley with a Bromley GP, if this is the first time they have become unwell and if their illness is of a psychotic nature.

Horizon House

26 Langdon Road
Bromley
Kent BR2 9JS
Tel: 020 8466 0021 Fax: 020 8466 0028

A work-based rehabilitation project which helps participants regain their confidence and self worth by involving them in the running of their Clubhouse.

Work placements are provided in the community. Membership is open to people aged 18 to 65 with an enduring (over one year) mental health problem. Managed by Oxleas NHS Foundation Trust, referrals are generally made through the community mental health services.

For members the Clubhouse is open Monday to Friday 9am to 4pm and until 6pm on Tuesdays for a social evening.

Ivy Willis House

24a George Grove Road
Anerley
London SE20 8BH
Tel: 020 8676 0240 Fax: 020 8676 0430

This residential service offers 24 hour care to Bromley residents (aged 18 - 65) with severe mental health needs requiring rehabilitation.

Ivy Willis CRU

Ivy Willis House
24a George Grove Road
Anerley
London SE20 8BH
Tel: 020 8467 4853 Fax: 020 8467 4869

A closed rehabilitation unit for Bromley residents (aged 16 to 65) with severe and enduring complex mental health needs. It is staffed 24 hours. Referrals should be made by GPs, psychiatrists, community mental health teams or emergency services.

Older Peoples' Mental Health Services

Green Parks House - Bromley Inpatient Unit

Princess Royal University Hospital
Farnborough Common
Orpington
Kent BR6 8NY
Tel: 01689 880000 Fax: 01689 851211

Green Parks House provides services for Bromley residents with mental health problems when inpatient assessment and/or treatment becomes necessary. The unit offers a range of therapeutic programmes including occupational therapy and ward based activities. There are two wards for older adults:

- **Cator ward** - a ward for people over 65 years old from the borough of Bromley suffering from dementia.
Tel: 01689 880006 Fax: 01689 853513
- **Scadbury ward** - a ward for adults over 65 years old from the borough of Bromley with functional mental health problems such as depression.
Tel: 01689 880005 Fax: 01689 853370

Bridgeways Community Assessment and Therapy Team

Turpington Lane
Bromley
Kent BR2 8JA
Tel: 020 8462 0170

This team provides a central point of assessment for adults who are experiencing mental health difficulties in later life or whose needs are best met by this service. When people are referred by their GP, this team will accept the referral and a team member will carry out an assessment. They will then decide which part of the service will best meet their needs.

Bridgeways Day Hospital

Turpington Lane
Bromley
Kent BR2 8JA
Tel: 020 8462 0170 Fax: 020 8462 3183

Bridgeways Day Hospital helps older people with a mental health problem to cope successfully with their lives.

They do this by assessing a person's physical and mental health needs and developing a care plan that allows them to live as independently as possible.

The team provides group therapies, aims to be socially inclusive and has a recovery focus that includes advice and support for carers.

Older Adult Community Mental Health Team West - Bromley

2nd Floor
Yeoman House
57-63 Croydon Road
London SE20 7TS
Tel: 020 8676 5492/3 Fax: 020 8676 5494

This team covers the west of the borough and provides mental health services for adults in later life.

Older Adult Community Mental Health Team East - Bromley

1-6 Carlton Parade
Orpington
Kent BR6 0JB
Tel: 01689 892360

This team covers the east of the borough and provides mental health services for adults later in life.

Older Adult Psychology Service

1-6 Carlton Parade
Orpington
Kent BR6 0JB
Tel: 01689 892336 Fax: 01689 879063

Provides psychological services for people aged over 65 years living in the borough of Bromley.

»» Learning disability services in Bromley

Most service users are referred to our services by their GP and other health or social care professionals but referrals are also made by the parents or carers and the service user.

Learning Disability Team - Bromley

Bassetts Resource Centre
Acorn Way
off Starts Hill Road
Orpington
Kent BR6 7WF
Tel: 01689 853388

The service is jointly provided by Oxleas NHS Foundation Trust and the London Borough of Bromley and offers a range of health and social care services including community nursing, psychology, psychiatry, therapy services and care management.

» Mental health services in Greenwich

Most service users are referred to our services by their GP but referrals may also come from other health or social care professionals. Self-referrals are accepted by the Time to Talk Service

Child and Adolescent Mental Health services (CAMHS)

Highpoint House

Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 3260 5200

Fax: 020 3260 5274

This service provides mental health services to children and their families living in the borough of Greenwich. It also provides advice, consultation and support to the other individuals and agencies involved in mental health care.

St Nicholas Centre

79b Tewson Road
London SE18 1BB
Tel: 020 8331 4170

Fax: 020 8331 4172

This service provides mental health services to children and their families living in the borough of Greenwich. Services provided at the centre include family therapy and multi-systemic therapy.

Adult Acute Mental Health Services

Assessment and Shared Care Team - Greenwich

Ferryview Health Centre
27 John Wilson Street
Woolwich
London SE18 6PZ
Tel: 020 8319 5500

The Assessment and Shared Care team is the first point of contact for people referred to Oxleas services in Greenwich. The multi-disciplinary team works with people over a short period of time. Service users are assisted to access different aspects of community services including return to employment, education or voluntary work.

Greenwich Time to Talk

Floors 1 and 2
135 Eltham High Street
Eltham
London SE9 1TQ
Tel: 020 3260 1100

Fax: 020 3260 1149

This is a primary care psychological therapy service based in GP practices and community services in Greenwich. They offer cognitive behavioural therapy and counselling for people with common mental illness (anxiety and depression). Self-referrals are accepted.

Addiction Service - Greenwich

821 Woolwich Road
Charlton
London SE7 8LJ
Tel: 020 8319 5350 Fax: 020 8319 5351

The substance misuse team provides needs-led community care assessments and care plans to support clients who are problematic users of drugs/alcohol. These take account of practical issues such as housing, benefits, childcare needs and harm reduction. Structured key-work sessions are provided using motivational interviewing, motivational exercises and therapeutic support using a range of psycho-social interventions. If required, clients are referred to inpatient detox and residential rehabilitation units. When clients return to the community they receive support to access housing, after-care programmes, education, training and voluntary work as appropriate.

Oxleas House - Greenwich Inpatient Unit

Queen Elizabeth Hospital
Stadium Road
Woolwich
London SE18 4QH
Tel: 020 8836 6692 Fax: 020 8836 6659/6671

Oxleas House provides 24 hour inpatient mental health services. There are the following wards for working age adults:

- **Maryon** - an acute ward for adults aged 18 - 65 from the Charlton, Blackheath, Kidbrooke and Greenwich areas.
Tel: 020 8836 6606 Fax: 020 8836 6659
- **Avery** - an acute ward for adults aged 18 - 65 from the Greenwich area.
Tel: 020 8836 6622 Fax: 020 8836 6659

- **Shrewsbury** - an acute ward for adults aged 18 - 65 from the Woolwich and Plumstead areas.
Tel: 020 8836 6663 Fax: 020 8836 6662
- **The Tarn** – the trust’s psychiatric intensive care unit (PICU) providing care for people from the boroughs of Bexley, Bromley and Greenwich.
Tel: 020 8836 6645 Fax: 020 8836 6646

Crisis Resolution Service - Greenwich

Oxleas House
Queen Elizabeth Hospital
Stadium Road
Woolwich
London SE18 4QH
Tel: 020 8836 6692 Fax: 020 8836 6659/6671

The Crisis Resolution service is made up of the Mental Health Liaison Team, Day Treatment team and Home Treatment team.

- **Mental Health Liaison Team** - 24 hours 365 days a year.
Tel: 020 8836 6649/6724
Bleep 373

The Mental Health Liaison team is a multiprofessional team staffed by nursing, medical support and admin staff. They provide a mental health consultation - liaison service (including emergency mental health assessment and interventions) to individuals presenting to the Emergency Department of the Queen Elizabeth Hospital QEH) or admitted to wards within the acute hospital site with mental health problems requiring specialist assessment. In addition to providing emergency direct patient assessment, it also provides specialist advice, training and support to acute trust staff in caring for individuals with medical and psychiatric co-morbidities.

The team also operates a perinatal service in conjunction with women's services within the QEH and Greenwich Social Services (Time Team) for pregnant women residing in the borough presenting with mental health concerns who have no other contact with mental health services.

- **Day Treatment Team** - 9am to 4.30pm Monday to Friday
Tel: 020 8836 6699/6698

The Day Treatment team is multiprofessional and is staffed by occupational therapy, nursing, art therapy and support staff.

They operate in conjunction with the Home Treatment team to provide therapeutic daytime activities and support to individuals in acute mental health crisis. The team also provides a therapeutic activity programme for inpatients in conjunction with ward teams, as well as providing specialist assessment of daily living (ADL) and occupational therapy, assessments and interventions.

- **Home Treatment Team (HTT)** - 8am to 10pm 365 days a year
Tel: 020 8836 6695/6694
Pager: 07623 914696

The Greenwich Home Treatment team (HTT) is a multi-professional team staffed by nursing, medical, social care and admin staff.

They operate from 8am - 10pm 365 days a year for Greenwich residents in acute mental crisis. The team work with individuals and their carers to provide intensive short term support and interventions in the home as an alternative to hospital admission. Outside of operation hours, support to the service is provided by

the Mental Health Liaison team.

Adult Complex Needs and Recovery Mental Health Services

Recovery Team - Greenwich

68 The Heights
Charlton
London SE7 8JH
Tel: 020 8269 4110/4111 Fax: 020 8269 4190

The Recovery team provides a service to people requiring the care programme approach (CPA). They offer a high level of support with the emphasis on recovery and interventions to promote social inclusion. This is achieved through proactive care coordination and a multiprofessional team approach.

Greenwich Psychotherapy Service

Memorial Hospital
OPD Building
Shooters Hill
London
SE18 3RG
Tel: 020 8836 8542 Fax: 020 8836 8544

This service provides outpatients appointments with psychological therapists for people with mental health needs living in the borough of Greenwich.

Early Intervention Team - Greenwich

Bostall House
Goldie Leigh
Lodge Hill
Abbey Wood
Tel: 020 8319 7060

Fax: 020 8319 7122

The Greenwich Early Intervention in Psychosis team works with young people between the ages of 18 and 35 years who have experienced a first episode of psychosis in the last 18 months.

They aim to get involved as early as possible during the critical period of the illness to provide support to service users and their families.

Their work includes providing education about psychosis, enhancing the development of effective coping strategies, providing support and advice on medication, support to get back to work or education, individual and group - based psychosocial interventions from a cognitive behavioural therapy (CBT) perspective, relapse prevention and support with drug and alcohol issues.

Assertive Community Treatment Team - Greenwich

Ferryview Health Centre
25-27 John Wilson Street
Woolwich
London SE 18 6PZ
Tel: 020 8319 5509

Fax: 020 8319 5508

The Assertive Community Treatment Team is a community service for adults in the London Borough of Greenwich who have complex mental health needs. It provides service users with more support than general mental health services, seeing them up to seven times a week if necessary.

It aims to give support and treatment in the service user's own home or any other place convenient for the service user. The aim is to maintain stability in mental state, promote wellbeing and self esteem, and provide support for service users to live independently in the community and to ensure that they maintain contact with services.

The service is available seven days a week from 9am to 5pm Monday to Friday and 10am to 6pm Saturday, Sunday and Bank Holidays. During hours after the times stated above the Home Treatment Team offers a 24 hour service at:

Oxleas House
Stadium Road
Woolwich SE18 6QE
Tel: 020 8836 6000
Bleep: 373

Open Space

Trinity Youth and Community Centre
265 Burrage Road
London SE18 7JW
Tel: 020 8319 5532/5554 or 07776136866

Open Space aims to provide a diverse service in a supportive environment to people, currently under the care of a psychiatrist, who are aged 18 to 65 and living in the borough of Greenwich. Open Space is a place to meet and socialise, offering a monthly housing surgery and benefits support to those people currently being supported by the Assessment and Shared Care team in Woolwich. An appointment is not necessary to attend the drop in but appointments for the housing surgery and benefits appointments do have to be booked. Drop in sessions are 2pm to 5pm on Wednesdays and 10am to 5pm on Fridays.

Complex Needs Recovery Service - Greenwich

1st floor
Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8565

Fax: 020 8836 8872

The Greenwich Complex Needs Recovery service (CNRS) provides intensive rehabilitation to service users within inpatient and residential settings. It is currently made up of six units and a central multi-disciplinary team based at Memorial Hospital. The service provides a range of support, care and rehabilitation from accommodation in independent flats through to intensive treatment in an inpatient setting. The aim is to assist people with multiple needs and challenging behaviours to regain skills and increase their independence.

Barefoot Lodge

Goldie Leigh
Lodge Hill
Abbey Wood
London SE2 0AY
Tel: 020 8319 7163

Fax: 020 8319 7167

Barefoot Lodge is an inpatient community integration unit providing care for 15 people with mental health needs aged 18 to 65 from the borough of Greenwich who need intensive rehabilitation.

9-10 Edge Hill

Plumstead
London SE18 3SQ
Tel: 020 8854 5252

Six independent flats with staff support on site during weekdays.

17 Erindale Terrace

Woolwich
London SE18 2QG
Tel: 020 8855 2141

Five independent flats with staff support on site during weekdays.

37 West Park

London SE9 4RZ
Tel: 020 8857 2597

Supported accommodation for eight tenants with longer term needs with 24 hour support.

90 Shrewsbury Lane

London SE18 3JL
Tel: 020 8854 5897

Supported accommodation for five individuals. Project workers staff the homes 24 hours a day and provide out of hours back-up to Edge Hill and Erindale Terrace.

92 Shrewsbury Lane

London SE18 3JL
Tel: 020 8854 5897

One low support tenancy which can be easily reached by staff from 90 Shrewsbury Lane.

Memorial Hospital

Shooters Hill
London SE18 3RG
Tel: 020 8836 8500

Oxleas NHS Foundation Trust provides the following services at Memorial Hospital:

- **Oaktree Lodge** - A continuing care ward for older people with mental health needs.
Tel: 020 3260 5100
- **Voluntary services** - Linda Sanders Voluntary Services Development Manager recruits and coordinates volunteers who carry out various tasks for both inpatient and community patients in Greenwich and parts of Bexley.
Tel: 020 8836 8510
- **Greenwood and Hazelwood units** are also based at Memorial Hospital (see page 118)
- **Focal Point**, a private horticultural, training company, based at Memorial, works in partnership with Oxleas to help service users gain work experience/qualifications in the horticultural sector.
Tel: 01322 621069
- **Department of Clinical Psychology** - outpatient appointments (see page 87)
Tel: 020 8836 8502
- **Older Adult Mental Health Services** - including the Community Mental Health Team, Community Assessment and Intensive Treatment Team, Therapy Service, Parkinson's Clinic Advanced Dementia Service, and Memory Clinic (see pages 93-95)

Older Peoples' Mental Health Services

Oxleas House - Greenwich Inpatient Unit

Queen Elizabeth Hospital
Stadium Road
Woolwich
London SE18 4QH
Tel: 020 8836 6692 Fax: 020 8836 6659/6671

Oxleas House provides 24 hour inpatient mental health services. There is one ward for older adults:

- **Shepherdleas** - a ward for people aged over 65 who have mental health needs.
Tel: 020 8836 6663 Fax: 0208 836 6662

Oaktree Lodge

Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 3260 5100

A continuing care ward for older people with functional mental health needs. The unit works to a recovery model aided by full multi disciplinary input.

Community Assessment and Intensive Treatment Team (CAIT)

2nd Floor, Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8671

This multi disciplinary team assesses all new referrals to the Greenwich Older Peoples' Mental Health service. They provide home treatment as an alternative to hospital or

care home admission. The team also works with people on the acute older people's mental health ward to facilitate early discharge into the community.

Community Mental Health Teams for Older People - Greenwich

2nd Floor
Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8671

Fax: 020 8836 8862

This integrated team provide assessment and treatment in the community for older people with mental health problems and their carers/families.

Older Peoples' Therapy Service - Greenwich

Rowntree Centre
Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8673

This service offers a range of group and individual therapy to older people with complex mental health problems living in the community and inpatient units.

Parkinson's Clinic

Rowntree Centre
Memorial Hospital
Shooters Hill
London SE18 3RG

Monthly clinic held jointly with the Parkinson's Disease Specialist Nurse.

Greenwich Advanced Dementia Service (GADS)

2nd Floor
Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8671

This multi disciplinary team is run in partnership with Greenwich Community Health Services and provides for both the physical and mental health care needs of people with advanced dementia.

Older People's Mental Health Liaison Service - Greenwich

Brook House
Queen Elizabeth Hospital
London SE18
Tel: 020 8836 8671

This multi professional team works within the acute hospital to enhance the service offered to older people with dementia and functional mental health problems. The team supports staff, patients and carers and arranges mental health follow up services as needed.

Memory Clinic - Greenwich

Rowntree Centre
Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 8836 8671

Provides initial assessment and treatment for older people with dementia and young onset dementia. Treatments include anti dementia medication and therapeutic interventions including reminiscence and cognitive stimulation therapy.

» Learning disability services in Greenwich

Atlas House

Goldie Leigh
Abbey Wood
London SE2 0AY
Tel: 020 8319 7112 Fax: 020 8319 7115

Atlas House is a low secure specialist treatment and assessment unit providing care for 11 adults with learning disabilities 24 hrs a day. The unit is divided between four flats, enabling the team to provide care in a single sex environment where necessary. The service works with people who have a learning disability together with complex challenging behaviour and/or mental health needs and/or offending behaviours.

The Older Persons Service (TOPS)

Goldie Leigh
Abbey Wood
London SE20 0AY
Tel: 020 8319 7109 Fax: 020 8319 7104

The older persons service is based at Goldie Leigh. This provides day services for up to 18 people who have been assessed as having learning disabilities. The service is open Monday to Friday 9am - 4pm.

Tall Trees

Goldie Leigh
Abbey Wood
London SE20 0AY
Tel: 020 8319 7109 Fax: 020 8319 7104

Provides day services for up to 20 adults (10 per day) with learning disabilities and severe challenging behaviour living in Greenwich. This service is available Monday to Friday from 9am - 4.30pm.

Community Learning Disability Team - Greenwich

Civic House
20 Grand Depot Road
Woolwich
London SE18 6SJ
Tel: 020 8921 4860 Fax: 020 8921 4888

The team provide a range of services to adults with learning disabilities over the age of 18 living in Greenwich. These include: community nursing, care management, occupational therapy, physiotherapy, speech and language therapy, psychology, psychiatry and life planning/person centred plans. Open: Monday to Thursday 9am to 5.30pm and Friday 9am to 4.30pm.

Adult Learning Disability Administration - Greenwich

181 Lodge Hill
Abbey Wood
London SE2 0AY
Tel: 020 8319 7100 Fax: 020 8319 7104

Based on the Goldie Leigh site are the ALD service manager, ALD central administrative team, business and service improvement manager, modern matron, nurse consultant and transport service. These services are available Monday to Friday 9am to 5pm.

» Greenwich Community Health Services

Most service users are referred to our services by their GP but referrals may also come from other health or social care professionals. We also accept self-referrals for some services.

Adult Community Services

Chronic Obstructive Pulmonary Disease (COPD)

Plumstead Health Centre
Tewson Road
Plumstead
SE18 1BH
Tel: 020 8319 5381/5388

The COPD Team provide condition management and support for people with lung disease and other chronic lung conditions in the community and in their own home.

Plumstead Health Centre
Tewson Road
Plumstead
SE18 1BH
Tel: 020 8319 5381/5388

Community Assessment and Rehabilitation (CAR) teams, incorporating falls, neurology and dietetics

The service comprises multidisciplinary teams made up of occupational therapists, physiotherapists, therapy assistants, social workers, care managers, care coordinators and access officers. The service provides community-based assessment, rehabilitation and prevention services for

adults with physical disabilities requiring home-based therapy services. The service works in partnership with Greenwich Council and has a single access route, meaning that people can access related health and social care services in one place.

Falls Prevention Team

The team work with older adults who are experiencing falls or who have been identified as at risk of falling. The team comprises occupational therapists, physiotherapists, a podiatrist, a specialist nurse and therapy assistants. The team provide specialist assessment and rehabilitation. Medical investigations and medication reviews are carried out in partnership with the falls consultant and community pharmacy.

Neurology Team

A service for people with acquired neurological impairments to enable them to lead an independent life in the community. The team, which consists of physiotherapists, occupational therapists, speech and language therapists, dietitians, a neurology matron, and therapy assistant practitioners, work with clients, family and carers at home, day centres or in the workplace.

Dietetics

The adult nutrition support dietitian team work with a wide range of people in the community who have clinical need, including housebound patients in need of dietary input, clients requiring secondary preventative management and clients with a neurological condition such as Motor Neuron Disease, Multiple Sclerosis, Huntingdon's or Parkinson's requiring nutrition support. In addition the dietitians provide a service across the CAR teams, neurology team and falls team and work jointly to

promote maximum rehabilitation gains through ensuring clients have adequate nutritional support to achieve their goals.

Memorial Hospital
Shooters Hill
London
SE18 3RG
Tel: 020 8836 8631 or 020 8836 8632
Fax: 020 8921 3392

Integrated Community Teams, incorporating district nursing, podiatry, continence and generic community matrons

The integrated community teams are split into five geographical hubs: Charlton, Eltham, Greenwich, Plumstead and Woolwich. There is also a Twilight district nursing team who work in the evening across the whole borough.

District Nursing (also known as community nursing)
Home visit nursing service for housebound people who have a recognised nursing need. This may include wound care management, palliative and end of life care, medicine management, post-operative treatment and care and continence management.

Podiatry
Community-based foot health service, providing assessment, diagnosis and treatment of foot and lower limb pathologies. This includes foot health education and management of patients who have long term conditions which may affect the feet, ie diabetes.

Continence Advisory Service

The Service provides specialist clinical care, advice, support and education to enable people with continence problems to be cared for in their homes or community settings.

Community Matrons (generic)

Community matrons provide case management to people with long term conditions in the community, working with all health and social care partners involved in the person's care.

The integrated community teams are based at the following locations:

Charlton Forum

Manor Brook Medical Centre
117 Brook Lane
London
SE3 0EN
Tel: 020 8331 3258 Fax: 020 8856 0180

Eltham Forum

Manor Brook Medical Centre
117 Brook Lane
London
SE3 0EN
Tel: 020 8331 3253 Fax: 020 8856 9731

Greenwich Forum

Millennium Village Health Centre
School Bank Rd
London
SE10 0QN
Tel: 020 8312 8760, 020 8312 8759 or 020 8312 8747
Fax: 020 8312 8761

Plumstead Forum

Plumstead Health Centre
Tewson Road
London
SE18 1BH
Tel: 020 8317 6339 or 020 8317 6348
Fax: 020 8317 3537

Woolwich Forum

St Mark's Medical Centre
24 Wrotesley Road
Plumstead
London
SE18 3EP
Tel: 020 8317 3238 Fax: 020 8317 3098

Twilight Team

Grabadoc
394 Shooters Hill
London
SE18 4LP
Tel: 020 8856 5237 Fax: 020 8856 3451

Integrated Wound Care Team

Fairfield Health Centre
43 Fairfield Grove
Charlton
London
SE7 8TE
Tel: 020 8305 3038

Community-based service which brings together tissue viability nurses, lower limb specialists and podiatrists, to support people with complex wounds. The team run lower limb and wound care clinics, as well as the Leg Excellence

in Greenwich group (LEGG), which offers a more social environment for support, care and advice about the leg.

Intermediate Care Service, incorporating the Bevan Unit and Joint Emergency Team**The Bevan Unit**

Gallions View
West Thamesmead
London SE28 0FH
Tel: 020 8317 3610

The Bevan Unit is an intermediate care facility, available to anyone over 18 years, who is finding it difficult at home or who needs support and rehabilitation before returning home from hospital.

Joint Emergency Team

Queen Elizabeth Hospital
Stadium Rd
London
SE18 4QH
Tel: 020 8836 5031

The Joint Emergency Team is based in the Queen Elizabeth Hospital and makes assessments (in the community, A&E and hospital) on if, what and how much support a person needs. This could include referral to an intermediate care facility, arranging rehabilitation support at home or organising a Care Package.

Musculoskeletal (MSK) assessment and treatment

Vanbrugh Hill Health Centre
Vanbrugh Hill
Greenwich
SE10 9HQ
Tel: 020 8331 3250

A community-based specialist service providing assessment and treatment or referral for conditions affecting the muscles and bones. The team includes both physiotherapists and podiatrists.

Safeguarding Adults

Rusthall Lodge
46 Southend Crescent
Eltham
London
SE9 2SB

Tel: 020 8294 2433 or 020 8921 2309

Support, advice and training for GCHS staff on all areas of safeguarding adults to ensure staff are able to identify and respond to suspected and actual physical, emotional and financial abuse of their patients and service users.

Specialist Adult Nursing Services

Nurse-led community clinic and home-based services for those with long term and specialist conditions, including diabetes, tuberculosis (TB) and cardiac conditions.

Cardiac Community Matrons

Plumstead Health Centre
Tewson Rd
London

SE18 1BB
Tel: 020 8319 5372

The cardiac community matrons provide support and case management to people with cardiac conditions in their own homes.

Diabetes

Plumstead Health Centre
Tewson Rd
London
SE18 1BH
Tel: 020 8319 5372

Specialist diabetes nurses work with patients with unstable type 2 diabetes in their homes and in nurse-led clinics to manage their condition. They also run Diabetes Education and Self Management for Ongoing and Diagnosed (DESMOND) training for people living with diabetes in Greenwich, to give them the skills and knowledge to manage their condition.

TB Specialist Nursing Team

Queen Elizabeth Hospital
Brook House
2nd Floor
Stadium Road
SE18 4QH
Tel: 020 8836 4815

Specialist TB nurses provide treatment, advice and support to people with TB and their contacts.

The Source

65 Sibthorpe Road
Horn Park
Lee
London
SE12 9DN
Tel: 020 8860 9002

Fax: 020 8860 9004

A free and confidential nurse-led health clinic in Horn Park. Services available include healthy living, contraception and sexual health, minor illnesses, wound care and childhood vaccines.

Single Point of Access Team

Memorial Hospital
Shooters Hill
London
SE18 3RG

Tel: 020 8836 8622

Fax: 020 8856 6722

The Single Point of Access Team are the first point of contact for patients and referrers for cardiac community matrons, COPD team, generic community matrons, continence advisory service, diabetes team, district nursing, podiatry and lower limb, TB services and tissue viability.

Wheelchair Users Service

Memorial Hospital
Shooters Hill
London
SE18 3RG
Tel: 020 8836 8536

The team provides clinical assessments and prescriptions for manual and power wheelchairs, special seating and cushions, modifications and accessories.

Children and Young People's Services

Audiology

Bungalow 3
Wensley Close
Eltham
SE9 5AB

Tel: 020 8850 6572

Fax: 020 8850 0896

Community based audiology (hearing) service for screening children with possible hearing difficulties as well as babies with unclear neonatal hearing screening results

Children's Therapy Services

Clinic, school and community-based occupational therapy, physiotherapy, music therapy and speech and language therapy services for children and young people.

Music Therapy

4 Wensley Close
Eltham
SE9 5AB
Tel: 020 8294 1825

Music Therapy provides support to communicate with children using non verbal means.

Children's Occupational Therapy

Goldie Leigh Hospital
Lodge Hill
Abbey Wood
London
SE2 0AY
Tel: 020 8312 4975 Fax: 020 8311 0870

Occupational therapy helps children with difficulties carrying out everyday activities.

Children's Physiotherapy

Goldie Leigh Hospital
Lodge Hill
Abbey Wood
London
SE2 0AY
Tel: 020 8311 5419 Fax: 020 8311 0870

Physiotherapy supports children with gross motor difficulties, such as walking.

Children's Speech and Language Therapy

Memorial Hospital
Shooters Hill
London
SE18 3RG
Tel: 020 8836 8617

Speech and Language Therapy supports children and young people with any type of communication difficulty.

Community Paediatrics

Bungalow 1
Wensley Close
Eltham
SE9 5AB
Tel: 020 8294 3160
Fax: 020 8294 3152 or 020 8294 3153

A community based doctor service for children and young people (0-19 years) who have developmental delays, physical difficulties, complex health needs and social communication difficulties.

Contraception and Sexual Health (CASH)

Market Street Health Centre
16-20 Market Street
Woolwich
SE18 6QR
Tel: 020 8301 8951

A free and confidential contraception and sexual health service for adults and young people, offering walk-in clinics and appointments for advice and information on all methods of contraception, tests and treatment for sexually transmitted infections, pregnancy advice as well as testing and screening.

Public Health Community Nursing

These services for children, young people and their families comprise both Health Visiting and School Nursing and are provided in a variety of settings. More specialist nursing services such as to homeless and asylum seekers, people with sickle cell and thalassaemia, looked after children, and children and young people who have continence problems, are also provided. There are also two liaison health visitors who link children and young people in Queen Elizabeth Hospital with the community services. The Public Health Community Nursing Service is separated into five hubs, based on geographical areas.

Hub 1

The Wallace Centre
Clarence Road
Deptford
SE8 3BU

Tel: 020 8469 1141 Fax: 020 8691 5214

Staff are also based at Vanbrugh Health Centre.

Hub 2

Garland Road Clinic
2 Garland Road
Plumstead
SE18 2AE

Tel: 020 8305 7652

Staff are also based at Brookhill Children's Centre.

Hub 3

Gallions Reach Health Centre
Bentham Road
Thamesmead
SE28 8BE

Tel: 020 8320 5718 Fax: 020 8311 8895

Staff are also based at Abbey Wood Clinic and Plumstead Health Centre.

Hub 4

Kidbrooke Clinic
10 Teleman Square
Kidbrooke
SE3 9YR

Tel: 020 8319 3388 Fax: 020 8319 4047

Staff are also based at Fairfield Health Centre and Manor Brook Health Centre.

Hub 5

Rusthall Lodge
46 Southend Crescent
Eltham
SE9 2SB

Tel: 020 8294 8959 Fax: 020 8850 5547

Specialist Services:

Clinical Skills Team

Garland Road Health Centre
2 Garland Road
Plumstead
SE18 2AE

Tel: 020 8305 7633

Homeless and Asylum Seekers Service

Market Street Health Centre
16-20 Market Street
Woolwich
SE18 6QR
Tel: 020 8301 8920 Fax: 020 8317 0887

Paediatric Liaison Health Visitors

Safari Ward
Queen Elizabeth Hospital
Stadium Road
London
SE18 4QH
Tel: 020 8836 5387 Fax: 020 8836 4889

Sickle Cell and Thalassaemia

Gallions Reach Health Centre
Bentham Road
Thamesmead
SE28 8BE
Tel: 020 8320 5713 or 020 8320 5711
Fax: 020 8311 8895

Looked After Children (LAC)

Market Street Health Centre
16-20 Market Street
Woolwich
SE18 6QR
Tel: 020 8317 8079 Fax: 020 8317 0887

Enuresis (continence)

Kidbrooke Clinic
10 Telemann Square
Kidbrooke
SE3 0YR
Tel: 020 8320 5723

Specialist Nursing Services

Community and school-based services for children with complex healthcare needs. Services include: special school nursing; a Short Breaks Service, which provides overnight and domiciliary respite to parents and children; and the Early Intervention Centre, currently being reviewed to offer nursing and therapy based support to the under fives with complex needs.

Special School Nursing

Charlton School
Charlton Park Road
London
SE7 8HX
Tel: 020 8319 9350
Fax: 020 8855 1622

Willow Dene School

Swingate Lane
Plumstead
SE18 2JD
Tel: 020 8316 1516
Fax: 020 8854 9846

Short Breaks Service

2 Wensley Close
Eltham
London
SE9 5AB
Tel: 020 8859 7463

Early Interventions Centre (soon to be called The CHILD Centre)

4 Wensley Close
Eltham
London
SE9 5AB
Tel: 020 8294 1883

Safeguarding Children

The Warren Centre
No 1 Street
Woolwich
SE18 6GH
Tel: 020 8319 3430

Support, advice and training for GCHS staff on all areas of safeguarding children.

Surgical Services

Primary Dental Care Service

Head Office
Memorial Hospital
Shooters Hill
London
SE18 3RG
Tel: 020 8331 3950 Fax: 020 8331 3951

A community based service for residents of Bexley and Greenwich for whom treatment in the general dental practice is not appropriate, this may include: special care, due to physical, medical, psychological or social disability; priority children unable to access other primary dental care services due to extensive dental disease or behavioural difficulties; specialist endodontic services and specialist

paediatric dentistry. The service also provide oral health promotion in schools and the local community.

Specialist Foot Service

Garland Rd Health Centre
2 Garland Road
Plumstead
SE18 2AE
Tel: 020 8305 7648

A community-based consultant-led specialist service which offers diagnosis and treatment for complex foot and lower limb deformities. It includes specialist foot surgery, diagnostic joint and soft tissue injections, therapeutic steroid injections, fluoroscopy, orthoses and appliances.

» Forensic and Prison Services

Service users may be referred to our forensic mental health services from a variety of sources including courts, prison and probation services.

The Bracton Centre

Bracton Lane
off Leyton Cross Road
Dartford
Kent DA2 7AF
Tel: 01322 294300

Fax: 01322 292103

The Bracton Centre provides a range of specialist forensic mental health services for people aged over 18 living in the boroughs of Bromley, Bexley, Greenwich and Lewisham and other boroughs when requested. The centre offers assessment, treatment and rehabilitation and has the following clinics providing 24 hour services:

- **Danson Clinic** - a 17 bed unit within a medium secure setting which provides a rehabilitation service for male service users with longer term needs from the boroughs of Bexley, Bromley, Greenwich and Lewisham.
- **Burgess Clinic** - a 16 bed unit within a medium secure setting for assessment and treatment of male service users from the boroughs of Bexley, Bromley, Greenwich and Lewisham.
- **Crofton Clinic** - a 16 bed unit within a medium secure setting for assessment and treatment of male service users from the boroughs of Bexley, Bromley, Greenwich and Lewisham.
- **Heath Clinic** - a 16 bed low secure unit for women with challenging behaviour from the boroughs of Bexley, Bromley, Greenwich and Lewisham.

- **Joydens Unit** - a specialist service for 13 women from the boroughs of Bexley, Bromley, Greenwich and Lewisham needing care in a medium secure environment.
- **Birchwood pre-discharge service** - enables 12 people from the boroughs of Bexley, Bromley, Greenwich and Lewisham to be cared for in self-contained accommodation.

The William Morris Centre

Sycamore House
Bracton Centre
off Leyton Cross Road
Dartford
Kent DA2 7AF
Tel: 01322 297151

Fax: 01322 293595

The William Morris Centre is a community psychological treatment day service for men and women who have personality disorder that is associated with antisocial behaviour. The Centre's therapeutic programme is available to both inpatients and outpatients from the boroughs of Bexley, Bromley and Greenwich. The programme offers a range of options which clients can access flexibly. These include psycho-educational workshops, a mentalisation-based group programme and other available resources. The programme is run by an experienced multi-disciplinary team who work closely with each client's care coordinator and care team.

Hazelwood

Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 3260 5130

Fax: 020 3260 5123

Hazelwood is a 15 bedded, low secure unit for males aged 18 to 65 with challenging behaviour. The length of stay varies depending on the individual needs of patients. The service follows a rehabilitation focus, recovery model of care. The unit aims to provide a safe, supported environment in which care is delivered to promote people's recovery and move back to the community as soon as possible.

Greenwood

Memorial Hospital
Shooters Hill
London SE18 3RG
Tel: 020 3260 5133

Fax: 020 3260 5135

Greenwood is a 16 bed unit for males aged 18 to 65 who require ongoing treatment and rehabilitation in a low secure environment. People may or may not have a forensic history and will stay for different lengths of time.

The service follows the recovery model of care. The unit aims to provide a safe place, support and care so people can recover and move back to the community as soon as possible.

Kent Prisons

Steve Reynolds, Prison In-Reach Service Team Manager,
Tel: 01795 802408

Oxleas provide adult mental health services in nine prisons across Kent. The establishments are:

- Dover Immigration Removal Centre
- Her Majesty's Young Offenders Institution
- Rochester HMP Blantyre House
- HMP Canterbury HMP East Sutton Park
- HMP Elmley, HMP Standford Hill and HMP Swaleside (Sheppey Cluster)
- HMP Maidstone

Useful contacts

Caldicott Guardian	01322 625027
Temporary Staffing (Bank) office	01322 625779 / 621065
ICT service desk (IT helpdesk)	01322 625775
Counter fraud specialist	020 7303 7359
Occupational Health	020 8302 2678 ext. 4542
Employee Psychological Support Service	01892 507658

Human resources

Older Peoples Mental Health, Forensic and Prison Services

HR manager	01322 625700 ext: 5008
HR advisor	01322 625766
HR assistant	01322 625724

Adult Complex Needs and Recovery Mental Health Services and CAMHS

HR manager	01322 625700 ext: 5861
HR advisor	01322 625700 ext: 5036
HR assistant	01322 625700 ext: 5906

Adult Acute Mental Health Services and ALD

HR manager	01322 625700 ext: 5012
HR advisor	01322 625700 ext: 5868
HR assistant	01322 625767

Bexley Community Health Services and Corporate

HR manager	01322 625700 ext: 5851
HR advisor	01322 625700 ext: 5901
HR assistant	01322 625700 ext: 5849

Greenwich Community Health Services

HR manager	0203 2605191
HR advisor	0203 2605168

Recruitment and retention

Resourcing team manager	01322 625700 ext: 5007
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Resourcing officer (1)	01322 625024
Resourcing officer (2)	01322 625006

HR support

PA to director/heads of dept.	01322 625768
Childcare coordinator	01322 625700 ext: 5862
Head of partnership working	01322 625700 ext: 5847
Medical recruitment lead	01322 625765
Learning and development	01322 625772

Jargon buster

This jargon buster is a glossary of acronyms and abbreviations commonly used at Oxleas. A more comprehensive list is available on the communications section of the trust intranet.

AC - Approved Clinician

ACT – Assertive Community Treatment Team

AfC – Agenda for Change

ALD – Adult Learning Disabilities

AMHP - Approved Mental Health Professional

AWOL – Absent Without Leave

BCHS - Bexley Community Health Services

CAMHS – Child and Adolescent Mental Health Services

CAT - Cognitive Analytic Therapy

CAT – Community Assessment and Treatment

CBT – Cognitive Behavioural Therapy
CEG – Clinical Effectiveness Group
CGB – Clinical Governance Board
CLDT – Community Learning Disability Team
CNST – Clinical Negligence Scheme for Trusts
CPA – Care Programme Approach
CPN – Community Psychiatric Nurse
CRB – Criminal Records Bureau
CRE – Cash Releasing Efficiency
CQC – Care Quality Commission
DAN - Duty Assessment Nurse
DH – Department of Health
DNA – Did Not Attend
DoLS – Deprivation of Liberty Safeguards
DR – Development Review
ECT – Electro Convulsive Therapy
EIS - Early Intervention Service

ESR – Electronic Staff Records
FOI – Freedom of Information
GCHS - Greenwich Community Health Services
GPH – Green Parks House
HCA – Health Care Assistant
HR – Human Resources
HTT – Home Treatment Team
ICT – Information Communication Technology
IGG – Information Governance Group
IWL – Improving Working Lives
KPI – Key Performance Indicators
KSF – Knowledge and Skills Framework
LD – Learning Disability
MAPP – Multi Agency Protection Panel
MDT – Multi-disciplinary Team
NEDs – Non Executive Directors
NICE – National Institute for Health and Clinical Effectiveness
NPfIT – National Programme for Information Technology

OT – Occupational Therapist

OPD – Outpatients Department

PALS – Patient Advice and Liaison Service

PCT – Primary Care Trust

PD – Personality Disorder

PDP – Personal Development Plan

PEAT – Patient Environment Action Team

– Psychiatric Emergency Access Team (Bexley)

PICU – Psychiatric Intensive Care Unit

PRU – Princess Royal University Hospital

QEH – Queen Elizabeth Hospital

QMS – Queen Mary’s Hospital Sidcup

RGN – Registered General Nurse

RiO – The trust’s patient information system

RMN – Registered Mental Nurse

RC – Responsible Clinician

SAP – Single Assessment Process

SHA – Strategic Health Authority

SLaM – South London and Maudsley NHS Foundation Trust

SLHT - South London Healthcare Trust

SUI – Serious Untoward Incidents

UC – User Council

UEAs – Uncontracted Emergency Admissions

WAA - Working Age Adults

WTE – Whole Time Equivalent

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Notes

Our website is blossoming!

- Interactive
- Advice and guidance including audio and video
- User friendly
- Accessible for people with disabilities



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