

Updates to services based at Carmelita House - Children's Specialist Community Health and ESCAN services

From 18 March, all of Ealing Community Partners (ECP) will be moving to a new, central phone number and changing the way that referrals will be received.

The current telephone number for ESCAN at Carmelita House (0208 825 8700) will also no longer be operational*

**Calls received before 22nd March will be answered and signposted, however the phone line will no longer be in use after this date.*

There will be different ways to get in touch with each service.

To find out how to contact each service please see below.

What are the changes?

Children's Community Health Services

All contacts, queries and referrals for **children's community health services** will only be accessible through the **Ealing Community Partners Referral Hub (SPA)**:

The children's services' that will now be part of the Single Point of Access (SPA) are:

- Community Paediatricians (the Child Development Team)
- Speech & Language Therapy
- Occupational Therapy
- Audiology
- Looked After Children team
- Children's Specialist Community Nursing Service (Paediatric Home Nursing)
- Continuing Care
- Specialist Nursing for Diabetes, Asthma, Epilepsy and Haemoglobinopathy
- Physiotherapy
- Special School Nursing
- Podiatry for Children 2
- Nutrition and Dietetics for Children
- Bladder and Bowel services for Children (including Enuresis)

To make a referral or to get in touch with any of the above services from 18 March, you will now need to use the below contact details.

Tel: 0300 1234 544

Email: ealingcommunity.referrals@nhs.net (only electronic referrals accepted*)

**Please use current referral forms for all services. There will be new referral forms to smooth the process which will be shared in due course.*

When you dial 0300 1234 544 you will be given an option to press for specialist community children's health services. You will then be transferred to the dedicated children's team.

The above listed services are not emergency services. However, any calls received out of hours will be answered and passed to the relevant service for follow up.

Ealing Services

You will no longer be able to reach Ealing services through the main ESCAN line 020 8225 8700. You will need to get in touch with the service directly:

For SENAS, including Education, Health and Care Plans, please call 020 8825 6910

For Building My Futures, please call 020 8825 8241

For Special Educational Needs Sensory Support Service, please call 020 8825 8757

For Educational Psychology, please call 020 8825 5050

For Children with Disabilities, please call 020 8825 7072

CAMHS Learning Disabilities

The referral process for **CAMHS** and **CAMHS LD** has not changed:

CAMHS **LD** telephone number: 07562169048 (Monday to Friday 9-5pm)

<https://westlondon.nhs.uk/services/gp-information/cahms-referral-advice/ealingcamhs/>