

**Children's Specialist Community Health services based at Carmelita House -  
change of contact details**

**Communication – March 2021**

**Exciting changes taking place**

We are delighted to inform partners that all of our Ealing Community Partners (ECP) children's specialist community health services based at Carmelita House, Ealing W5 will be moving to the new, central phone number and changing the way all referrals will be received from 22<sup>nd</sup> March. This simplified process means that you only need one number to contact all of our ECP services for children and adults.

When ECP was launched on 01 July 2019, the development of a single community referral hub for all pathways was a key milestone expected by Ealing CCG, and this was launched for adults last winter. We deferred the integration of children's services into this pathway during the first wave of Covid, but are now in a position to advertise this pathway, with a dedicated team of children's administrators ready to respond to calls received through the single referral number.

From 22<sup>nd</sup> March 2021 onwards, if you need to **contact** the services listed below (call or refer to), you are encouraged to do so through the **ECP Referral Hub** by calling 0300 12345 44. This is a 24/7 service and outside of the hours of operation for the specific teams, messages will be taken and passed on to the team to receive when they return.

If you need to **refer** to any of the services listed below, please make an **electronic referral** to the following email address:-

[ealingcommunity.referrals@nhs.net](mailto:ealingcommunity.referrals@nhs.net)

The children's services' that will now be part of our 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

- Nutrition and Dietetics for Children
- Bladder and Bowel services for Children (including Enuresis)

Please use current referral forms for all services. We are updating the ECP website and introducing a new referral form for children's services to smooth the process. As soon as this goes live we will send further information.

**Key messages:**

- All contacts, queries and referrals for children's community health services will **only** be accessible through the Ealing Community Partners Referral Hub (SPA) - 0300 1234 544 / email: [ealingcommunity.referrals@nhs.net](mailto:ealingcommunity.referrals@nhs.net)
- Only electronic referrals will be accepted – faxed correspondence will not be received; please do not post referrals.
- When you call 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.
- The current telephone number at Carmelita House (0208 825 8700) will no longer be operational for children's specialist community **HEALTH** services.
- Any calls received for ECP or children's services managed by Ealing Council on 0208 825 8700 e.g. Educational Psychology, Children with Disabilities team, Brighter Futures Team, Special Educational Needs and Advisory Teachers, will be redirected to the ECP Referral Hub and then to the appropriate Ealing Council contact numbers
- The referral process for CAMHS and CAMHS LD has not changed <https://westlondon.nhs.uk/services/gp-information/cahms-referral-advice/ealing-camhs/>
- CAMHS LD telephone number 07562169048, Monday to Friday 9-5pm

**Target audience(s):**

- Parents/carers
- Schools (mainstream and special)
- Local partners
- Referrers - GPs, Acute and tertiary centres.
- Key websites will need to be updated - WL , CNWL, Ealing CCG and Ealing Council (Local Offer, Family Information Service and Main page)