

RE: Community referrals in Brent from 1 August 2021

Dear colleague,

From 1 August 2021, community services in Brent and Harrow provided by London North West University Healthcare NHS Trust (LNWH) will move to Central London Community Healthcare NHS Trust (CLCH) and Central and North West London NHS Foundation Trust (CNWL), as part of an agreed transfer between North West London Integrated Care System partners.

CLCH is a dedicated community health services provider and already provide services in Brent and Harrow, and from 1 August, will provide all adult and children's community healthcare services in Brent and all adult community healthcare services in Harrow.

At CLCH, we are looking forward to working in partnership with you and other integrated care system partners and primary care networks (PCNs). We have met with and listened to the clinical directors from the Brent PCNs, and will continue to discuss how we can deliver improvements collaboratively and efficiently for the benefit of local residents and communities.

PCN clinical directors and Integrated Care Partners have been keen for CLCH to streamline the referral routes to the transferring community services, and we have outlined below changes to the referral pathways for the community services in Brent, which will come into effect from 1 August 2021.

Changes to referral pathways in Brent from 1 August 2021

From 1 August 2021, all of the transferring community services in Brent will receive and manage referrals through one single point of access team (SPA) for Brent.

The SPA will be managed by a team of administrators and form the first point of contact for the community services.

Routine referrals will come through to the Brent SPA. The SPA will be available from **08:00** to **17:00**. Outside of the SPA opening times, please use the SPA number and your call will be routed directly to the clinical teams that operate out of these hours.

You can **contact the SPA via telephone on 020 8102 3456 or email clcht.brentspa@nhs.net**.

Referrals come through via Brent SPA - 0208 102 3456	Referral forms	Service
Community Children's Services 08:00 - 17:00 Monday - Friday	<ul style="list-style-type: none"> • Brent children's community services referral form 	<ul style="list-style-type: none"> • Community nursing (inc. asthma) • Nutrition and Dietetics • Occupational therapy • Paediatric and child development • Physiotherapy • Safeguarding liaison • Speech and language therapy
Community Adult's Services 08:00 - 17:00 Monday - Friday	<ul style="list-style-type: none"> • Brent adults' community services referral form • Brent diabetes referral form • Brent heart failure referral form 	<ul style="list-style-type: none"> • Bladder and bowel • Brent Nutrition and Dietetics • Community respiratory (inc. COPD) • Brent integrated diabetes <ul style="list-style-type: none"> • Community diabetes (to community team) • Acute diabetes (to LNWH as usual) • District nursing (Twilight and night nursing - phones redirected to duty nurse mobiles) • Integrated care coordination (ICCS) • Integrated rehab (IRRS) • Podiatry • Speech and language therapy • Tissue viability • Integrated Complex Case Management (08:00 to 18:00, Monday - Friday)
Rapid response and prevention of admission (for health professionals only)	<ul style="list-style-type: none"> • Brent rapid response referral form (<i>Referrals will only be accepted when accompanied with a telephone call</i>) 	<ul style="list-style-type: none"> • Rapid response (2 hour response - 7 days) • Enhanced Care Home Support Team (08:00 to 20:00, Monday - Friday)

For health visiting and school nursing referrals, continue to telephone 0208 102 4900 or email clcht.brentadminhub@nhs.net. For Brent falls service referrals, continue to telephone 0300 555 8889.

Further information:

If you have an enquiry related to referrals in Brent, contact the SPA team directly. If you have an enquiry related to the transfer of community healthcare services in Brent and Harrow to CLCH, email clcht.clch.mobilisation@nhs.net.