

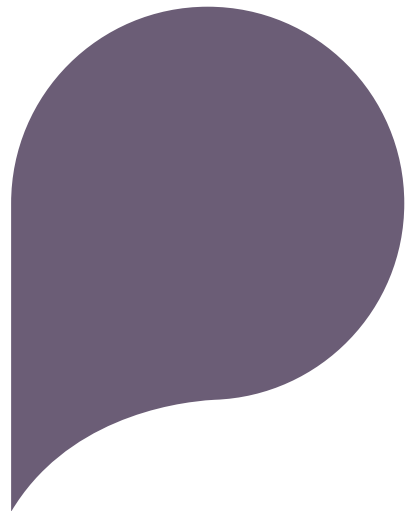
# Single Point of Access

incorporating the CNWL  
Out-of-Hours Urgent Advice Line

single point of access



0800 0234 650



## If you need help and advice...

- 9am to 5pm Monday to Friday, please contact your care co-ordinator, identified health professional, or your GP, who will be able to refer you to the appropriate service.
- out-of-hours you can contact the SPA. If the line is busy, you can leave a message on the answerphone and we will call you back within 30 minutes.

## The Single Point of Access is accessible to everyone....

- including people who may find it difficult to use a telephone service for any reason. If you are deaf or have a hearing impairment then we would be happy to talk to you using Text Relay: **18001 0800 0234**. If you want to talk to us in another language, we can organise a telephone interpreting service when you call.

## The Single Point of Access Team...

- are compassionate and understand why you are calling. The team has qualified staff to speak to that are knowledgeable about different services and options.
- will listen to your concerns, and will give you the support you need and ideas about what might be helpful to you.
- will also be able to access information about your care plan if you are already receiving a service from CNWL.



## The Single Point of Access is...

- a telephone service that provides information, advice, referrals and crisis support to mental health and learning disability services in the boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster and out-of-hours Milton Keynes.
- for those people who might need to know how to access mental health services in the London boroughs of Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster and in Milton Keynes.
- the single point of referral to all CNWL adult mental health services in Brent, Harrow, Hillingdon, Kensington and Chelsea and Westminster. So once you have had a discussion with us, if it is felt that mental health services could help, we can make an appointment for you.
- not intended to be a substitute for telephone counselling services such as the Samaritans, and other support lines. If you require counselling, we can give you details of services like this.
- a Freephone number; although there may be a charge with some mobile phones, so please ask if you need us to ring you back.

For help, advice or support over the telephone,  
24 hours a day, 7 days a week, 365 days a year  
**0800 0234 650** Text Relay: **18001 0800 0234**

This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

## Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

## Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

## Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

## Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

## Portuguese

நீங்கள் கேட்டுக்கொண்டால். இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

## Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

## Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

## Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

## Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

## Turkish