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Out of hours

On-call services operated by the Trust can be contacted out of hours via the St Michael’s Hospital switchboard – 01926 406789.

Further information about our Trust services is available at www.covwarkpt.nhs.uk
Email: enquiries@covwarkpt.nhs.uk
Adult Mental Health Services

We provide a range of mental health services for adults, which includes inpatient facilities and a wide range of community focused services where care can be offered within a person’s own home or in a community facility.

Single Point of Entry

Referrals to secondary Mental Health services in Coventry are received and managed by the Single Point of Access (SPE). Referrals in Warwickshire are received by the local Crisis Resolution and Home Treatment Teams. SPE will make sure referrals are dealt with quickly and smoothly and referrers and patients kept updated with the arrangements made.

Triage will be made by senior clinical staff and will be available to provide advice, signposting and timely entry into the right services.

For people in mental health crisis requiring urgent care, SPE will help avoid or support admission to hospital and be routed through to an Urgent Care team for immediate action e.g. CRHT, inpatient, or emergency services

Monday to Friday 9am to 5pm (outside of this time lines will be routed through to the Coventry Crisis/ Home treatment team)
Paybody Building, 2 Stoney Stanton Road, Coventry, CV1 4FS
Tel: 0845 604 4000 e-Fax: 024 7696 1560 Email: cwp-tr.specoventryadult@nhs.net

Lloydspharmacy Dispensing Service

Lloydspharmacy has been contracted to provide high-quality and cost-effective pharmaceutical dispensing for our mental health and learning disability services.

The Lloydspharmacy dispensing service operates to supply all inpatient and community teams with the pharmaceutical supplies they require to meet the needs of our service users.

The main dispensary at the Caludon Centre in Coventry. A smaller dispensary is located at St Michael’s Hospital in Warwick.

All wards, units and community services use the dispensing service provided from these locations for their standard pharmaceutical requirements.

Caludon Centre:
Monday to Friday 9am – 6pm
Tel: 024 7696 8092 Fax: 024 7696 8082

St Michael’s Hospital:
Monday to Friday 2pm – 5pm
Tel: 01926 406780 Fax: 01926 406795

Inpatient services

The Trust currently operates adult beds from two inpatient facilities, and referrals are managed by the Crisis Resolution/Home Treatment teams.

Inpatient services are operated across two sites: St Michael's Hospital in Warwick and the Caludon Centre in Coventry, both of which have acute wards and Psychiatric Intensive Care Units.

St Michael’s Hospital
St Michael’s Road, Warwick, CV34 5QW
Tel: 01926 406789 Fax: 01926 406795

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St Michael’s Hospital
St Michael’s Road, Warwick, CV34 5QW
Tel: 01926 406789 Fax: 01926 406795

Caludon Centre
Clifford Bridge Road, Coventry, CV2 2TE
Tel: 024 7696 8100 Fax: 024 7696 8101

Outpatient services

Outpatient clinics are run across Coventry and Warwickshire. The aim is that they are close to the community that they serve. Referrals are made via the Single Point of Entry service.

Crisis Resolution and Home Treatment teams

Crisis teams accept referrals from a number of agencies or other mental health teams when someone between the ages of 16 and 65 is experiencing a psychiatric crisis. They provide multidisciplinary assessment and, if appropriate, offer home treatment as an alternative to hospital admission.
The objective is to treat people in the least restrictive environment and with the minimum of disruption to their lives.

The teams are largely made up of mental health nurses, social workers and psychiatrists who assess people in their own home or an alternative community setting.

Referrals are made by GPs, self referrals, community mental health teams, and other professionals, statutory and non statutory agencies. Teams will require GPs to be involved to support rapid assessment.

Coventry Crisis Resolution and Home Treatment team
Swanswell Point, Stoney Stanton Road, Coventry, CV1 4FH
Tel: 024 7696 1111

North Warwickshire Crisis Resolution and Home Treatment team
Avenue House, Manor Court Avenue, Nuneaton, CV11 5HX
Tel: 024 7632 1548

Rugby Crisis Resolution and Home Treatment team
The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW
Tel: 01788 513736

Stratford-upon-Avon Crisis Resolution and Home Treatment team
Stratford Locality Mental Health Services, Stratford Healthcare, Building 2, 2nd Floor, Arden Street, Stratford-upon-Avon, CV37 6NQ
Tel: 01789 415440

Warwick and Leamington Spa Crisis Resolution and Home Treatment team
Yew Tree House, 87 Radford Road, Leamington Spa, CV31 1JQ
Tel: 01926 450660

Community services

Community Mental Health Teams

Community Mental Health Teams (CMHTs) provide services to adults aged 18-65 living in their area.

Teams typically consist of a Consultant Psychiatrist, Community Psychiatric Nurses, Support Time Recovery (STR) workers, Occupational Therapists, Social Workers and Psychologists. Referrals are made by GPs and by other professionals.

North Warwickshire CMHT (Atherstone, Bedworth, Coleshill and Nuneaton)
Avenue House, Manor Court Avenue, Nuneaton, CV11 5HX
Tel: 0300 200 2008  Fax: 024 7632 2741

Coventry North
Windmill Point, Windmill Road, Longford, Coventry CV6 7AT
Tel: 024 7631 0037  Fax: 024 7631 0068

Coventry South
Tile Hill Primary Care Centre, Jardine Crescent, Coventry, CV4 9PN
Tel: 024 7647 2662  Fax: 024 7647 0023

Leamington CMHT
St Mary’s Lodge, 12 St Mary’s Road, Leamington Spa, CV31 1JN
Tel: 01926 339261  Fax: 01926 435202

Rugby CMHT
Stephenson House, The Railings, Woodside Park, Rugby, CV12 2AW
Tel: 01788 513714  Fax: 0330 066 9648

Stratford upon Avon CMHT
Stratford Healthcare, 2nd Floor Building 2, Arden Street, Stratford-upon-Avon, CV37 6NQ
Tel: 01789 415440  Fax: 01789 417102

Warwick CMHT
Warwick Resource Centre, 24 Cape Road, Warwick, CV34 4GP
Tel: 01926 409509  Fax: 01926 402015

Assertive Outreach services

There are four Assertive Outreach teams making up one service. Referrals are made by Care Co-ordinators. AOS offers services to clients with psychosis and enduring illness. Users must be receiving an enhanced level Care Programme Approach. The teams deliver a high quality of care for individuals who have experienced a psychosis and have previously not engaged with traditional mental health services.
The teams use a psycho-social model, which includes direct support with benefits, housing, social inclusion and other psychosocial and bio-psychosocial interventions. The team objective is to provide an alternative to traditional care, which is tailored to individual needs and promotes recovery.

The Assertive Outreach team and Rehabilitation Services in Rugby and South Warwickshire are now practice-integrated teams that have an assertive outreach and rehabilitation components. Services are provided within an integrated service model.

**North Warwickshire Assertive Outreach team**  
Avenue House, Manor Court Avenue, Nuneaton, CV11 5HX  
Tel: 0300 200 2008  Fax: 024 7632 2741

**Rugby Assertive Outreach team**  
The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW  
Tel: 01788 513729

**South Warwickshire Assertive Outreach team**  
Ashton House, 15 George Street, Leamington Spa, CV31 1ET  
Tel: 01926 313126  Fax: 01926 450469

**Coventry Assertive Outreach team**  
Swanswell Point, Stoney Stanton Road, Coventry, CV1 4FH  
Tel: 024 7696 1242 Fax: 024 7696 1228

**Early Intervention Service (EIS)**

The EIS offers assessment, treatment and support to young people who are experiencing a suspected first episode psychosis. Services will be offered to individuals during the first three years of their illness.

The service is aimed at people aged 14 to 35. The services take direct referrals from community mental health teams, child and adolescent mental health services (CAMHS), crisis resolution/home treatment teams, forensic services including the Youth Offending Teams (YOTs), psychiatric out-patients and other mental health services. Primary care and acute medical services (including accident and emergency) will refer to these services via the existing mental health referral routes.

**Coventry Early Intervention Service**  
Swanswell Point, Stoney Stanton Road, Coventry, CV1 4FH  
Tel: 024 7696 1150  Fax: 024 7696 1104

**North Warwickshire Early Intervention Service**  
The team covers Rugby and North Warwickshire (including Nuneaton, Bedworth, Atherstone, Coleshill and surrounding villages). Avenue House, Manor Court Road, Nuneaton, CV11 5HX

**South Warwickshire Early Intervention Service**  
Ashton House, 15 George Street, Leamington Spa, CV31 1ET  
Tel: 01926 313126  Fax: 01926 450469

**Day treatment facilities**

The Trust operates day treatment facilities which offer time limited treatment to service users who are acutely ill. These teams work closely with the inpatient units and crisis teams to ensure that where a person is unwell their needs can be supported in the community or by a day treatment unit.

**Willow View acute day treatment unit**  
Swanswell Point, Stoney Stanton Road, Coventry, CV1 4FH  
Tel: 024 7696 1011  Fax: 024 7696 1012

**Oakwood day service**  
3 Manor Court Avenue, Nuneaton, CV11 5HX  
Tel: 024 7632 1546

**Rehabilitation and Recovery service**

The Rehabilitation and Recovery service for Coventry and Warwickshire includes Rehabilitation Community Mental Health teams in Rugby and Nuneaton and residential units in Nuneaton, Coventry and Warwick. The philosophy of rehabilitation and recovery is to empower and support individuals to recognise their potential despite experiencing severe mental health issues. The different services have assorted resources and cater for clients on varying stages of their recovery. We follow a recovery ethos that promotes social inclusion and works in partnership with users and carers.
Community teams

Rugby rehabilitation and recovery service
This is a community-based service working with adults with mental health problems.
The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW
Tel: 01788 513728  Fax: 01788 513729

Ashton House community rehabilitation team
The team offers treatment and support to a small client group in the Leamington Spa and Warwick area that continue to have extensive and/or complex needs. Referrals are presently taken from the inpatient rehabilitation service and South Warwickshire Early Intervention team.
15 George Street, Leamington Spa, CV31 IET
Tel: 01926 313126  Fax: 01926 450469

Residential units

Highfield House
This is a community house offering support, assessment, leisure and employment training. Referrals are from care co-ordinators and consultant psychiatrists. Highfield House also has an outreach team which supports clients back into the local community.
55 Highfield Road, Attleborough, Nuneaton, CV11 4PW
Tel: 024 7634 5811  Fax: 024 7634 7188

Rosewood Terrace
Rosewood Terrace is an inpatient unit which assesses clients and offers high support.
St Michael's Hospital, St Michael's Road, Warwick, CV34 5QW
Tel: 01926 406789  Fax: 01926 406795

Hazelwood Unit
Hazelwood is a male-only challenging behaviour unit. Referrals are accepted from within the Trust and from out of the area.
The aim is to provide intensive care to those with persistent mental health and behavioural problems whose needs cannot be met elsewhere in mental health services.
St Michael's Hospital, St Michael's Road, Warwick, CV34 5QW
Tel: 01926 406789  Fax: 01926 406795

Hawkesbury Lodge
Hawkesbury Lodge is a residential unit that meets the rehabilitation and recovery needs of people with a severe and enduring mental illness who are currently unable to live independently and who require measured interventions to build on existing skills. Referrals are accepted from any mental health worker.
Grange Road, Longford, Coventry, CV6 6TD
Tel: 024 7658 5910  Fax: 024 7658 5914

AMHAT
AMHAT provides one point of contact for all the acute hospital referrals for specialist assessment of mental health crisis and mental health disorder. It provides a comprehensive assessment and appropriate discharge plans in A&E and the acute hospital wards of patients aged 16 and over who present with mental health disorders, self-harm and mental disorder associated with ageing for onward treatment by appropriate services or for discharge.
AMHAT also provides liaison support and training to staff at the acute hospitals in the locality. Hours of operation vary across the locality.
Tel: 024 7696 7956  Fax: 024 7696 7977
University Hospital Coventry and Warwickshire NHS Trust - Tel: 024 7696 4939
George Eliot Hospital NHS Trust - Tel: 024 7684 8711
South Warwickshire NHS Foundation Trust.

Criminal Justice Liaison service
The Criminal Justice Liaison service offers assessment, advice, signposting and referral to mainstream mental health and learning disability services for young people and adults who come into contact with the criminal justice system e.g. police, courts, probation. Those with mental health and/or learning disability needs can be appropriately diverted from criminal justice pathways at the earliest opportunity and offered the most appropriate intervention. Referrals are accepted from all criminal justice staff.
Training and support to develop understanding of mental health and learning disability needs is also offered to criminal justice staff. Advice and support can also be offered to staff from mental health and learning disability teams if they are working with service users who have come into contact with criminal justice services.

The service operates throughout police, court and probation services in Coventry and in police and probation services in Warwickshire. Criminal Justice Liaison and Diversion Service Swanswell Point, Stoney Stanton Road, Coventry, CV1 4FH
Tel: 024 7696 1241 Fax: 024 7696 1228

**Psychological services for adults**

Psychological services for adults in Secondary Care Services across Coventry and Warwickshire, currently offer direct clinical interventions which include psychological assessment, formulation and therapy to individuals between the ages 17 years to 65 years who present with a range of psychological, emotional, cognitive and behavioural difficulties.

Clinical Psychology is a discipline that aims to enhance understanding of psychological difficulties as well as relieve distress and reduce the likelihood of further difficulties through utilising evidence based theory and clinical knowledge. As such, there is also a wide range of indirect work which serves to enhance service delivery by multidisciplinary colleagues.

Psychological Services are staffed by Practitioner Psychologists and a range of other staff working psychologically with a variety of training backgrounds:

- Clinical Psychologists
- Counselling Psychologists
- Psychological Therapists, including Nurse Behaviour Therapists
- Psychotherapists, including Art Psychotherapists
- Assistant Psychologists, and trainees

Practitioner Psychologists also work closely with other professionals within the CMHTs and wards by collaborating on assessments and therapeutic work and providing training to staff on working with a range of problems.

In addition, Clinical Psychologists have specific experience and skills in utilising research methods to contribute to audit and research in order to maximise service effectiveness and quality, both directly and through supervision of postgraduate research.

**Olive Tree Unit**

The Olive Tree Unit is Coventry’s Specialist Personality Disorder Service specialising in the treatment of people who suffer from Personality Disorders within non-forensic settings. The unit is a community based service that combines intensive group and individual psychotherapy which are fully integrated with mainstream psychiatric services.

Olive Tree Unit, Swanswell Point, Stoney Stanton Road, Coventry, CV1 4 FH
Tel: 024 7696 1266 Fax: 024 7696 1252

**Young Onset Dementia services (YODS)**

This multidisciplinary team provides a person-centred needs-led long-term service to dementia sufferers of adult working age (under the age of 65) in Coventry and their carers/families.

Caludon Centre, Walsgrave, Coventry, CV2 2TE
Tel: 024 7696 8041 Fax: 024 7696 8057

**Mental health physiotherapy service**

The service works with people who are inpatients and community clients, and provides help with mobility problems, pain or breathing. The service has a well-equipped gym at St Michael’s Hospital in Warwick and offers advice on exercise and helps clients to link with local leisure centres in the community.

St Michael’s Hospital, St Michael’s Road, Warwick, CV34 5QW
Tel: 01926 406782
Older people’s mental health services

**Lloydspharmacy dispensing service**

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**Caludon Centre:**
Monday to Friday 9am – 6pm
Tel: 024 7696 8092 Fax: 024 7696 8082

**St Michael’s Hospital:**
Monday to Friday 2pm – 5pm
Tel: 01926 406780 Fax: 01926 406780

**Inpatient services**

These services provide acute inpatient assessment and treatment for older people with functional disorders such as depression and anxiety, or organic disorders such as dementia. Admission is via Older Age Psychiatrists.

**Woodloes House**
Provides acute assessment and treatment to people with an organic disorder such as dementia.
Loxley Ward – organic
Ferndale Ward - functional
Woodloes Avenue South, Warwick, CV34 5XN
Tel: 01926 497171 Fax: 01926 498410

**Pembleton Ward**
This ward provides an acute assessment and treatment service for those with a functional illness such as anxiety and depression.
The Manor, Manor Court Avenue, Nuneaton, CV11 5HX
Tel: 024 7632 1507/024 7632 1501 Fax: 024 7632 1506

**Swanswell Ward**
Provides functional acute assessment and treatment service for older men and women from across Coventry.
Caludon Centre, Walsgrave, Coventry, CV2 2TE
Tel: 024 7696 8050 Fax: 024 7696 8101

**Quinton Ward**
Provides organic acute assessment and treatment service for older men and women from across Coventry.
The ward provides a multidisciplinary assessment for people with a suspected dementia-type illness.
Caludon Centre, Walsgrave, Coventry, CV2 2TE
Tel: 024 7696 8010 Fax: 024 7696 8101

**Outpatients**

Outpatient clinics are run across Coventry and Warwickshire. The aim is that they are close to the community that they serve. Referrals are made via the Single Point of Entry service.

These are run at:

Caludon Centre, Clifford Bridge Road, Coventry, CV2 2TE

Bedworth Health Centre, High Street, Bedworth, CV12 8NQ

Avenue House, Manor Court Road, Nuneaton, CV11 5HX

The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW

Loxley Unit, Arden Street, Stratford upon Avon, CV37 6NQ

Woodloes House, Woodloes Avenue South, Warwick, CV34 5XV

St Mary’s Lodge, St Mary’s Road, Leamington Spa, CV31 1JN
**Day hospitals**

Day hospitals provide five days a week assessment and treatment services for older people with mental health problems. There is a multidisciplinary assessment process in place.

**Loxley unit**
Stratford Healthcare, Arden Street, Stratford Upon Avon, CV37 6NQ  
Tel: 01789 261455 Fax: 01789 417 146

**Woodloes House**
Open Monday to Friday
Woodloes Avenue South, Warwick, CV34 5XN  
Tel: 01926 497171 Fax: 01926 498410

**Community services**

**Community mental health teams (CMHTs)**

A multidisciplinary, health and social care team which provides specialist assessment, treatment and care to older adults with mental health problems and their carers, in their own homes and their local community. Most service users are referred by their GP and other health or social care professionals. Referrals can also be made by carers and the service user themselves.

**Coventry CMHT older people**
Bell Green Health Centre,  
Rosebury Avenue, Coventry, CV2 1NE  
Tel: 024 7670 7962 Fax: 024 7670 7964

**North Warwickshire CMHT older people**
6 Manor Court Avenue, Nuneaton, CV11 5HX  
Tel: 024 7632 0912 Fax: 024 7634 9793

**Rugby CMHT older people**
The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW  
Tel: 01788 513712 Fax: 03300 669655

**Warwick and Leamington CMHT older people**
The Oaks, St Michael’s Hospital, St Michael’s Road, Warwick CV34 5QW  
Tel: 01926 406789 Fax: 01926 406747

**South Leamington and Southam CMHT older people/Stratford, Alcester and Bidford CMHT older people**

Mental health resource centre for older people’s services.  
Stratford Healthcare, Loxley Unit, Arden Street, Stratford-upon-Avon, CV37 6NQ  
Tel: 01789 295695 Fax: 01789 267547

**Community Assessment Intensive Treatment Team (CAIT)**

Multidisciplinary service offering needs/risk assessment/treatment to Rugby clients, where it is appropriate and safe to do so, at home, thus preventing in-patient admission.

**The Railings, Brunel House,**  
*Woodside Park, Rugby CV21 2AW*  
Tel: 01788 513712 Fax: 03300 669655

**Specialist older age psychiatry**

**Memory assessment clinicians**

This is a team of senior nurses working in collaboration with consultant psychiatrists across Coventry and Warwickshire. The service provides a specialist assessment, diagnosis and treatment planning provision for individuals referred via their GP for memory problems. The memory assessment clinicians are based with the Community Mental Health Teams – Older People, in Coventry, Nuneaton, Rugby and Warwick. This service directly links to the other specialist older age psychiatry services identified below.

**Cognitive function service**

This is a specialist multidisciplinary team clinic where people are referred for cognitive problems. They are first screened by a specialist nurse, and those who have complex presentations or require in depth MDT assessment are seen. Clinics are held at Nuneaton, Bedworth and Kingsbury.  
6 Manor Court Avenue, Nuneaton, CV11 5HX  
Tel: 024 7637 4434 Fax: 024 7634 9793
Cognitive Assessment and Treatment Service (CATS)

This is a team of senior nurses working in collaboration with consultant psychiatrists across Coventry to provide and assess, diagnosis, treatment and monitoring service to individuals referred for memory/cognitive problems. This service focuses upon the initial utilisation and monitoring of cognitive enhancers, with individuals across the city.

Bell Green Health Centre, Rosebury Avenue, Coventry CV2 1NE
Tel: 024 7670 7968

Admiral Nursing

This community and home-based service is for carers of people with dementia. Their role is to provide assessment, support, training and counselling to carers. This service is only for north Warwickshire residents with referral via the Single Point of Entry for Older People Mental Health, North Warwickshire.

6 Manor Court Avenue, Nuneaton, CV11 5HX
Tel: 024 7632 1520 Fax: 024 7634 9793

Older adult psychology

The service provides assessment, therapy, consultancy, and advice for people aged 65 and over and their carers. It offers a range of psychological approaches including neuropsychology, psychotherapy and art therapy. Referrals come primarily from Health and Social Services colleagues. Specialist staff work in intermediate care, and with Social Services.

Bell Green Health Centre, Rosebury Avenue, Coventry, CV2 1NE
Tel: 024 7670 7962 or 024 7670 7963 Fax: 024 7670 7964

6 Manor Court Avenue, Nuneaton, CV11 5HX
Tel: 024 7637 4434 Fax: 024 7634 9793

The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW
Tel: 01788 513717 or 03300 669653

Charnwood – intermediate care

Charnwood is an intermediate care facility for people with a diagnosis of dementia. It is housed within a wing of Methodist Homes Association Care Home. There is a therapy-led rehabilitation service.

The aim of the service is to rehabilitate older people with dementia or a likely diagnosis of dementia/mental health problems leading to confusion, who have had an episode of inpatient care, to maximise independence and enable them to function at an optimum level within their environment.

77a Beake Avenue, Radford, Coventry, CV6 3AQ
Tel: 024 7659 4313 Fax: 024 7659 1520
Children’s services

Child and Adolescent Mental Health Services (CAMHS)

The aim of the CAMHS teams is to support and help children and young people who are experiencing emotional and mental health problems.

Alongside the CAMHS multidisciplinary teams within each locality, specialist services are also provided to children and young people with a moderate to severe learning disability who also have a CAMHS need. This is within both a community and respite setting.

Specialist assessment is available as well as both comprehensive and multidisciplinary work which includes diagnosis. The focus of work is child-centred within the context of multi-agency working.

Services are split into three localities for south Warwickshire, north Warwickshire and Coventry. There is a Single Point of Entry for all CAMHS services. All referrals come into one point, based at Paybody Building in Coventry.

Assessment and follow-up services are provided by a range of staff including child psychiatrists, nurses, clinical psychologists, primary mental health workers and other therapists including child psychotherapists, art psychotherapists, speech and language therapists and occupational therapists.

Also offered are:
- a range of therapies, including systemic family therapy, psychotherapy, art therapy and brief solution focused therapy;
- consultation with families, statutory professionals, and other key workers about concerns;
- co-working with key workers;
- contribution to multidisciplinary care planning;
- signposting to other services;
- training for other professionals;

Referrals are accepted from statutory and voluntary services, however self referrals are not currently accepted.

At the Single Point of Entry there is a senior clinician available each day who referrers can call to gain information regarding how to make a referral or to ask advice about a child or young person.

This range of services is available to children and young people up to their 17th birthday.

For referral queries: hours of service are Monday to Friday, 9am - 5pm
Single Point of Entry
Tel: 0300 200 2021     Fax: 024 7696 1579

Coventry
City of Coventry Health Centre
Stoney Stanton Road
Coventry, CV1 4FS
Tel: 024 7696 1368     Fax: 024 7696 1409

Nuneaton and Bedworth
Whitestone Centre, Magyar Crescent,
Nuneaton, CV11 4SG
Tel: 024 7664 1799     Fax: 024 7632 0305

Rugby
Hunter House, Woodside Park, The Railings,
Rugby, CV21 2AW
(Sat Nav postcode: CV21 2NP)
Tel: 01788 513733     Fax: 01788 513735

Warwick district- including Leamington Spa,
Kenilworth and Southam
Orchard House, 83 Radford Road, Leamington Spa, CV31 1JQ
Tel: 01926 881640     Fax: 01926 435207

Stratford-upon-Avon
Stratford Healthcare Building 1, Floor 2, Arden Street, Stratford-upon-Avon, CV37 6NQ
Tel: 01789 414643     Fax: 01789 417129

Children’s learning disability short breaks service

Overnight short breaks are provided to children with a learning disability and additional health needs (complex physical health needs or mental health/behavioural needs). The services work with partner agencies to ensure a full range of appropriate support is available to families.
Short breaks are provided to give disabled children and young people enjoyable experiences away from their primary carers, thereby contributing to their personal and social development and reducing isolation. They also provide parents and families a necessary and valuable break from caring responsibilities.

**Gramer and Holly House**
Gramer House has up to four beds for children who have physical health conditions. Holly House has up to three beds for children with mental health and behavioural needs. All referrals are passed to the Community Learning Disability team for assessment and then referred to NONAP (North Warwickshire Overnight Allocation Panel).

Gramer House / Holly House, Old Farm Road, Mancetter, CV9 1QN
Tel: 01827 715225

**The Birches**
The Birches provides care for children with additional physical health needs.

2 Farber Road, Walsgrave, Coventry, CV2 2BG
Tel: 024 7661 1523  Fax: 024 7662 2523

**Bradbury House**
Bradbury House has up to seven beds for children and young people with learning disability and challenging behaviour.

Bradbury House, Bredon Avenue, Binley, Coventry, CV3 2FD
Tel: 024 7644 5431  Fax: 024 7645 9118

All referrals for short breaks at The Birches and Bradbury House are through the Coventry CAMHS/LD community team and are processed through the Coventry short breaks panel.

**Lyndon House**
Lyndon House has up to seven beds for children with physical health needs or mental health/challenging behaviours.

All referrals are through the Solihull Community Learning Disability Nursing Team and are processed through the Solihull Short Breaks Panel.

270 Lyndon Road, Solihull
Tel: 0121 742 5897

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**Children’s learning disabilities**

**Jade Unit**
Jade Unit is a 15-bed mixed sex service for people between the ages of 16-25. Typically these are active young adults who display difficult and challenging behaviours and have mental health issues.

Some may also have committed offences. This service also supports the young person during the crucial transitional period from adolescence to adulthood. Of these 15 beds, 10 are designated as a specialist Young Person's Unit (YPU).

Brooklands Hospital, Coleshill Road, Marston Green, B37 7HL
Tel: 0121 329 4901

**Adolescent service**
The adolescent service provides comprehensive inpatient assessment and treatment for adolescents who have a learning disability and other associated mental health and behavioural problems. The units provide treatment packages, which include access to education, for individuals aged from 12 to 19 years old who present with a wide variety of behaviours as a result of environmental, psychiatric and neurological difficulties and who cannot be managed in their home of school settings.

The service is currently based in two separate units at Brooklands:

1 Tuxford Avenue - 6 bedded assessment/treatment area
3 Tuxford Avenue - 6 bedded assessment/treatment area

Brooklands Hospital, Coleshill Road, Marston Green, B37 7HL

**Children’s community services**
These services provide a broad range of universal, targeted and specialist community-based health services, delivered by nurses, therapists and doctors. The team works closely with schools and local authority services, including social care, to deliver these services across Coventry.
Health Visiting service

Health visiting is a specialist service providing family centred support and care to families and children, which promotes the health and wellbeing of children from birth to 5 years.

4th floor, City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS
Tel: 024 7696 1368 Fax: 024 7696 1409

The service is available to all children and families who live in the Coventry area or who are registered with a Coventry GP.

Central/Hillfields Health Visiting team
Ground Floor, Paybody Building, City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS
Tel: 024 7696 1415

Coundon Health Visiting team
Ground Floor, Paybody Building, City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS
Tel: 024 7696 1415

Tile Hill Primary Health Visiting team
Tile Hill Primary Care Centre, Jardine Crescent, Coventry, CV4 9PN
Tel: 024 7647 2672

Willenhall Health Visiting team
Willenhall Primary Care Centre, Remembrance Road, Coventry, CV3 3DG
Tel: 024 7621 7353

Wood End Health Visiting Team
Wood End Health Centre, 67a Deedmore Road, Coventry, CV2 1AX

Family Nurse Partnership

The Family Nurse Partnership team in Coventry provide a high level of support and advice to young, first time parents, throughout pregnancy up until their child reaches two years of age.

A team of specially trained nurses deliver individual care, guidance and support to first time parents in their home, as soon as their pregnancy is confirmed. The service is not designed to replace other services provided by health professionals, such as Midwives and GPs, but to complement existing services through a high level of support that enables the mother, father and child to achieve the best health and wellbeing outcomes for themselves.

School nursing services

The School nursing Team offer a range of services. Each school in Coventry has a named nurse delivering:

- national height and weight measurement;
- health interviews for parents/children;
- programmes of care for children with particular needs (e.g. disability, behaviour etc.);
- confidential drop-in sessions for young people;
- drop-in sessions for parents;
- bed wetting clinics;
- specific advice for parents/teachers and children on asthma, diabetes, epilepsy, special needs, severe allergies etc.
- contributes toward National Healthy School Standards
- named health professional for school aged children where there are child protection concerns

Anyone can contact the school nursing team who are based at: Paybody Unit (City of Coventry Health Centre).
Available 8.30am – 4.30pm Monday to Friday. Answerphone available out of hours.
Tel: 024 7696 1418

Willenhall Primary Care Centre
Tel: 024 7621 7352 Fax: 024 7630 4888

Wood End School Nursing
Tel: 024 7684 3140

Tile Hill Health Centre
Tel: 024 7647 2982

Longford Primary Care Centre
Tel: 024 7664 6796 Fax: 024 7664 6713

(Please contact the team at Paybody during school holidays)

Immunisations and Vaccinations team

The Immunisations and Vaccinations team provides a range of immunisations and vaccination programme to children in Coventry. These programmes are predominantly school-based, however the service also provides additional out-of-hours school clinics and domiciliary visits.
Children’s and young people’s physiotherapy

Physiotherapy can help with many areas of need at any age. Our physiotherapists specialise in treatment from birth through to full-time education. We provide assessment and treatment to a broad range of needs for children and adolescents. Depending on requirements, we provide assessment and treatment in a variety of settings in Coventry.

Children’s and young people’s occupational therapy

The occupational therapy service enables children and young people to participate as fully as possible in activities as part of their daily lives. The service works with children and young people who have difficulties or a disability which impacts upon their daily participation in activities. Occupational Therapists help children and young people to carry out activities they need or want to do in areas of self-care, school work and play.

Community children’s nursing service

The service provides nursing care and support to children and young people 0-19 years with complex health needs. The service comprises of three teams made up of registered nurses with a children’s nursing qualification and children’s carers. The service has specialist nurses in epilepsy, cystic fibrosis and palliative care and a play therapist. Referrals can be made by health, education and social care colleagues as well as families. Tel: 024 7696 1315

Community children’s nursing team

Provides specialist nursing care to children and young people in their own homes. The patients typically have complex health needs and include such conditions as cystic fibrosis, oncology metabolic disorders and health problems associated with prematurity. The service also provides palliative and end of life care. In addition the team provides care to adults with cystic fibrosis. The service is available Monday to Friday 8.30am - 5.30pm with 24 hour telephone advice on call. End of life care is provided 24 hours a day, 365 days a year when needed.

Special school nurses

Special school nurses support children and young people with specialist nursing needs in four special schools in Coventry: Baginton Fields; Sherbourne; Castlewood and Tiverton. A team is resident and available in term time in each of the schools to support nursing needs and other therapies during the school day.

Children’s continuing care team

The team provides bespoke packages of care to children and young people who have continuing health care needs. The packages are commissioned individually and involve nurses and carers supporting children and young people at home and in education settings who have health needs over and above those supported by universal and specialist services. Paybody Unit, City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS

Children’s speech and language therapy service

This is a city wide service for children and young people from 0-19 years of age with speech, language, communication or eating/drinking needs. Speech and Language Therapists also work with children with associated difficulties e.g. learning disabilities, ASD, hearing impairment, cleft palate, physical disabilities. Paybody Unit, City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS Tel: 024 7696 1453
Eating disorders service

The Eating Disorders service provides specialist treatment for people with severe eating disorders aged 16 and over. Referrals from south Warwickshire can be made by GPs, psychiatrists and other health professionals. Referrals for inpatient treatment from Coventry, north Warwickshire and Rugby should be made by a consultant psychiatrist. The service does not accept self-referrals. Outpatient treatment is provided to residents of South Warwickshire and inpatient treatment is available to those anywhere in Coventry and Warwickshire from a specialist, multidisciplinary team.

Most people receive outpatient treatment tailored to their needs, with a range of psychological therapies. A small minority of people require a period of inpatient treatment, which is also provided at the Aspen Centre. Inpatient treatment usually involves a programme of re-feeding or dietary stabilisation, together with group and individual therapy; family work is also offered to some patients.

The outpatient service is open 9am-5pm Monday to Friday.

Coventry Eating Disorders service
2 Dover Street, Coventry, CV1 3DB
Tel: 024 7623 2940

Warwick Eating Disorders service
Aspen Centre, Lakin Road, Warwick, CV34 5BW
Tel: 01926 410281 Fax: 01926 497859
Learning disability services

Specialist Assessment and Treatment Services (SATS)

These are inpatient services for people with a learning disability and with severe mental health and behavioural problems, which put themselves and others at risk. We have separate services for adults and adolescents. The service accepts patients from the West and East Midlands region and beyond.

Adults service

Amber Unit
Amber Unit has 12 adult beds, with separate facilities for males and females, with capacity to offer up to six high dependency beds. The high dependency beds are for those individuals who present with a higher level of challenging behaviour, levels of disturbance, violence and mental health problems. Females admitted to the unit are allocated an enhanced care suite to ensure compliance with the single sex requirements. The unit will admit individuals with a learning disability of 18 years or over. The Amber Unit opened in October 2012 and has been rated as ‘Excellent’ by LD AIMS Standards set by the Royal College of Psychiatrists.
Brooklands Hospital, Coleshill Road, Marston Green, B37 7HL
Tel: 0121 329 4901

Gosford Ward
Gosford Ward is a nine bed mixed sex service for people with a learning disability who have additional mental health or behavioural problems.

People come to Gosford to receive assessment and treatment for mental health and behavioural problems. Most people return home within 12 weeks.
Caludon Centre, Clifford Bridge Road, Coventry, CV2 2TE
Tel: 024 7696 8100

Secure services

Most service users have a mild to moderate learning disability and are detained under a Section of Part 3 of the Mental Health Act. As a result, they have restricted access to the community and other activities available on the Brooklands site. Referrals to the service come from a variety of sources, most commonly through the courts, prisons, special hospitals or solicitors via the Midlands and East Specialist Commissioners.

The service, which includes the designated regional medium secure unit, takes referrals from all over the West Midlands and other regions of England and Wales. The service is particularly recognised for its pioneering specialist treatment work with Sex Offenders and Fire Setters with a learning disability.

The Brooklands Sex Offender Treatment Programme and Fire Setter Treatment Programme are cognitive behavioural programmes which incorporate established treatment concepts of the type most effective in reducing the risk of re-offending.

The women’s service, also part of the secure service, is one of only a very few specialist dedicated women’s services for this patient group, in the UK. This also receives a number of national referrals. Many of the women have additional complex needs associated with difficult life experiences and high levels of staffing are required to maintain their emotional and physical stability.

Janet Shaw Clinic
15 bed male medium secure unit.

Malvern Unit
15 bed male low secure unit.

Snowdon Unit
11 bed male low secure unit.

Eden Unit
15 bed female low secure unit.

Brooklands Hospital, Coleshill Road, Marston Green, B37 7HL
Tel: 0121 329 4901
Programme Development Unit (PDU)

Specialist group offender treatment programmes for inpatients and outpatients.

Therapy services

The following services are offered to all inpatients across the Brooklands site:

• Speech and language therapy
• Occupational therapy
• Physiotherapy
• Dietetics
• Therapeutic activities including physical and sensory activities; creative learning and horticulture and animal care.

Psychological services

Inputting into the secure services, the team undertakes a detailed assessment with each new admission to the service. From this, recommendations are made regarding the psychological treatment pathway required for that individual to reduce their risk of re-offending most efficiently. Members of the psychological services team supervise other members of the multidisciplinary team to undertake psychological interventions. In addition, the team undertakes specialist assessments such as those used to assess for psychopathy and risk of re-offending.

Adult community learning disability services

The multidisciplinary teams offer services to adults with a learning disability, and comprise community nurses, social workers and support workers. Teams operate an open referral system and provide continuing health care assessment, help to clients and support to their carers. Teams can arrange help for people who challenge or have other health needs such as epilepsy or incontinence in addition to identifying day services, respite services or long term living options. Referrals are via the Central Booking Service (see below)

Central Booking Service

Anyone can request a referral into our community adult learning disability services in Coventry, Warwickshire and Solihull.
Tel: 0300 200 0011
Fax: 024 7696 1560

Community learning disability teams

These services operate during normal office hours: Monday to Friday from 9am to 5pm.

South Warwickshire
Whitnash Lodge, RLSRH, Heathcote Road, Warwick, CV34 6ED
Tel: 01926 317744

North Warwickshire
(Nuneaton, Bedworth and Polesworth)
The Loft, 60 George Street, Ringway, Bedworth, CV12 8EA
Tel: 024 7631 5867

Rugby
The Railings, Brunel House, Woodside Park, Rugby, CV21 2AW
Tel: 01788 513730

Coventry
Enterprise House, Courtaulds Way, Foleshill, Coventry, CV6 5NX
Tel: 024 7678 5950

Solihull
Oliver House, 4 Ivy Lodge Close, Marston Green, B37 7HJ
Tel: 0121 779 5860

The services operate during normal office hours: Monday to Friday from 9am to 5pm.

Health Facilitation and Acute Liaison service

The team is also part of the community learning disability service. The team ensure that adults with learning disabilities receive the health care they need to live healthy lives and are treated as equal citizens within society.

The team has identified nurses to work and liaise with the local acute hospitals covering University Hospitals of Coventry and Warwickshire, George Eliot Hospital and Warwick General Hospital. The nurses support clients through hospital admissions.
Consultant psychiatry team
The team provides assessment and treatment of mental illness, behaviour disorders, dementia and neuro-psychiatric disorders (including epilepsy) for people with a learning disability. The team offers advice to carers and professionals on other complex issues such as consent to treatment. Referrals are accepted from GPs, Crisis Resolution teams and other consultants.

Psychology service
The learning disability psychology service consists of clinical and counselling psychologists, a challenging behaviour specialist, honorary counsellor and a number of research and clinical assistants. There is an open referral system and the team offers assessment and support to individuals experiencing emotional, behavioural and mental health difficulties and to their families and carers.

Nursing team
The team work with and offer support to people who have a profound, multiple disabilities as well as mild, moderate learning disability and may also have a physical disability as well. The team assesses clients for respite/funding, monitor conditions such as epilepsy and dementia, providing support and advice for clients, carers, providers and other professionals.

The team can provide a service to individuals when support needs are at their most intense, to enable them to continue to be supported by the wider learning disability service and other agencies. The team provides support to suit the individual’s needs, to enable them to continue to live at home (with family, independently, or in residential care) and access existing local services.

Acute liaison nurse
The team has identified nurses to work and liaise with the local acute hospitals covering University Hospitals of Coventry and Warwickshire, George Elliot Hospital and Warwick General Hospital. The nurses support clients through hospital admissions.

Allied Health Professionals (AHP)
The community health professionals service currently comprises of Speech and Language Therapists, Occupational Therapists and Physiotherapists (with some physiotherapy provided by NHS Warwickshire). The AHPs are integrated into the community teams and referrals are made by the Single Point of Entry to each team base.

Adult respite and day services

Admirals Court
Referrals for this five bed Rugby service go to an internal admissions panel. This residential short break service caters for adults with a learning disability and associated health needs. Admirals Court, 37 Nelson Way, Rugby, CV22 7LW Tel: 01788 817586

Ashby House
The community learning disability team assesses all referrals for this service, which is a residential short break service catering for people with a severe learning disability, associated conditions and mental health needs. All referrals to this seven bed service go to an admissions board. Ashby House, Bramcote Hospital, Lutterworth Road, Nuneaton CV11 6QL Tel: 024 7625 4558 Fax: 024 7625 4564

Gilliver Road and Ivy Lodge
Adult respite service for people with a learning disability and complex health needs are provided at Gilliver Road for people who present with complex behaviour.

There are five beds available at each service and care is offered on a rota basis with each family being offered either a weekend stay or Monday to Friday every four to five weeks. The services are staffed 24 hours a day and there is always a qualified nurse on duty. 22 Gilliver Road, Shirley, Solihull Tel: 0121 733 6212

1-3 Ivy Close, Coleshill Road, Marston Green, B37 7HJ Tel: 0121 779 5654
Day service
The Lodge
The Lodge, Bramcote Hospital, Lutterworth Road, Nuneaton, CV11 6QL
Tel: 024 7637 5056

Coventry residential and domiciliary care

Home-based support service
The home-based support service provides housing related support to individuals living in their own homes, through weekly visits by support staff. The highly skilled staff provides high quality care and support to each person to enjoy lifestyles, which reflect individual choice, wishes and interests.
2 Dover Street, Coventry, CV1 3DB
Tel: 024 7663 2362

Development Centre
The Development Centre offers services to adults with learning disabilities, who have additional complex behaviours. Referrals are predominantly for people who have been excluded from more traditional services, due to their behaviours and levels of support needs.

Domiciliary care
Domiciliary care is provided to people who live in supported living tenancies. It provides 24/7 support and also offers an evening and weekend service for people in their own tenancy.

This service is registered with and monitored by the Care Quality Commission and provides hands on support to service users who have their own tenancies.

Registered care homes
There are three registered care homes supporting people with learning disabilities with additional health, sensory and mobility needs which provides 24/7 support and positive technical strategies to support people with complex behaviours.
Baptist Close, St Bartholomew’s, Newfield Lodge and Fenwick Close.

Referrals for the above services are through the Coventry Community Learning Disability Team.
Tel: 024 7678 5950.
Community services

Central Booking Service

The Central Booking Service is responsible for facilitating a smooth process for patients accessing community services in Coventry. The service manages the direct booking of patients' initial appointments.

Central Booking Service
Tel: 0300 200 0011

Integrated Sexual Health services

The service provides contraception advice and provision as well as advice, testing and treatment for all sexually transmitted infections.

Drop in sessions Monday – Friday, registration from 8:00am and from 11:00am on Saturdays. This is on a first come, first served basis until capacity for the day is reached.

Appointments available Monday – Saturday
Tel: 0300 020 0027

Contraception & Sexual Health (CASH)

This service operates a mixture of booked and drop in appointments from Monday to Saturday. Appointments are available at Coventry and Warwickshire Hospital as well as clinical and non-clinical venues across the city.

Fast track sexual health and DIY Chlamydia screening also available via the CASH service alongside the full range of contraceptive methods.

Doctor's appointments should be booked in advance wherever possible.
Tel: 0300 020 0027

Specialist clinics

Psychosexual clinic
Monday at 1:30pm - 4pm (appointment only)

Young Persons clinic – under 25’s only for sexual health screening and contraception advice and provision:
Tuesdays at 4pm – 7pm
Thursdays at 5pm – 8pm
Tel: 0300 020 0027

Got it? Chlamydia screening programme
Chlamydia screening is available at a variety of clinical and non-clinical settings across the week and weekend, by drop in, appointment or postal kit.
Email: gotit@coventrypct.nhs.uk
Website: www.got-it.org.uk
All services are free and confidential
City of Coventry Health Centre, Stoney Stanton Road, Coventry CV1 4FS
Tel: 0300 020 0027

Rehabilitation services

The team offer rehabilitation services and support in Coventry, enabling independence, integration and the best possible quality of life for all.

Community Neurological Rehabilitation team

Aims to provide services and support to individuals with neurological conditions such as strokes, Parkinsons Disease, Multiple Sclerosis and brain injuries.
Tel: 0300 2000 395

Wheelchair service

The wheelchair service manages the needs assessment, procurement, supply, delivery, maintenance, collection, storage, decontamination and disposal of wheelchairs and associated equipment.
Newfield House, Kingfield Road, Foleshill, Coventry CV1 4NZ
Tel: 024 7623 7055 Fax: 024 7623 7052

Adult speech and language therapy service

The role of the speech and language therapy service is to assess and treat swallowing, speech, language and communication problems in adults to enable them to communicate to the best of their ability.

The team works with individuals who may have one or more of the following difficulties: producing and using speech; stammer; understanding language; using language; other voice problems; feeding/swallowing difficulties; those requiring augmentative/alternative communication.
Another key function of the service is the training of care home staff to manage feeding and swallowing issues that residents may have. A significant proportion of referrals come from the ENT specialty regarding voice problems.

2nd floor, City of Coventry Health Centre, Stoney Stanton Road, Coventry CV1 4FS
Tel: 024 7696 1335

**Physiotherapy**

**Coventry Musculoskeletal service (CMS)**

This is a community based clinical assessment service designed to avoid unnecessary Musculoskeletal secondary care referrals.

Following assessment the clinicians working within the service can refer to a primary care service such as Physiotherapy, Podiatry and Continence, refer for diagnostic investigations, provide joint injections, refer onto secondary care or discharge back to the referring GP.

Coventry Musculoskeletal Service
City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS
Tel: 024 7696 1335

**Community physiotherapy**

The community physiotherapy team provides assessment and treatment for adults over the age of 18 living in Coventry, in their own homes or other residential housing.

Newfield House, Kingfield Road, Coventry, CV1 4NZ
Tel: 0300 2000 396 Fax: 024 7623 7026

**Coventry adult community physiotherapy service**

The team of specialist physiotherapists provides assessment and treatment and rehabilitation for a wide variety of conditions including neurological, respiratory, musculoskeletal problems, mobility and falls.

**Coventry falls physiotherapy service**

The team provides a specialist physiotherapy service to people aged 65 or over who have fallen, or are at risk of falling. Physiotherapy treatment is delivered in a group setting which is aimed at reducing the risk of falling and increasing physical abilities.

**Coventry Community Adult Learning Disability Physiotherapy service**

The team provides an inclusive, equitable and specialist physiotherapy service to clients with a learning disability.

**Specialist services**

**Improving Access to Psychological Therapies (IAPT) service**

It is an advice, information and therapy service for people living in Coventry, Warwickshire or Solihull aged 16 and above, who are feeling stressed, anxious, low in mood or depressed. All staff are trained in the use of psychological therapies.

You may have contact with one of the following: a PWP (Psychological Wellbeing Practitioner), a Practice Therapist or a Counsellor.

You may be offered more than one type of support including telephone support, group or individual therapy.

Tel: 0845 521 6100

**Podiatry service**

This is specialist service providing assessment/diagnosis and treatment of foot problems for patients at risk living in Coventry.

These can be people of any age that have a foot problem combined with an underlying medical condition that is affecting the circulation and sensation in their lower leg or foot and may put their foot health and mobility at risk. Ingrown toenails can be treated according to severity.

Referrals are by letter only, from GPs, Allied Health Professionals and registered nurses.
Treatment locations:
City of Coventry Health Centre, Longford
Primary Care Centre, Wood End Health
Centre, Tile Hill Primary Care Centre,
Willenhall Primary Care Centre.

Home visits are strictly for patients who are
completely housebound.
City of Coventry Health Centre, Stoney
Stanton Road, Coventry
CV1 4FS
Tel: 024 7696 1335

Community dental service

Coventry community dental service is a
specialised service providing dental care and
advice for patients who, because of disability,
are unable to access general dental services.
The service also delivers oral health promotion
across the city.

The service offers treatment for people with:
learning difficulties; mental health problems;
physical disability; older people who are
housebound or receive domiciliary care;
severe or complex medical problems; social,
emotional or behavioural problems; patients
with dental phobias who are prepared to follow
a psychological programme.
NHS dental charges apply unless patients are
exempt from payment.

Access to services is through written referral
from a registered health or social care
practitioner.
Coventry Community Dental Service,
2nd floor, City of Coventry Health Centre,
Stoney Stanton Road, Coventry, CV1 4FS
Tel: 024 7696 1375
Oral health promotion team: 024 7696 1327

Domiciliary phlebotomy

The team attend patients’ homes to take blood
samples and deliver samples to University
Hospital Coventry and Warwickshire (UHCW).
Patients must be housebound and registered
with a Coventry GP. Referrals can come from
GPs, UHCW or District Nurses.
Tel: 024 7668 2241

Specialist palliative care

The service provides direct assessment,
advice and support for patients and carers with
complex palliative care needs. Referrals come
from GPs, hospitals, patients and carers.
Tel: 024 7623 7001  Fax: 024 7623 7047

Family Support Service (FSS)

The service offers a single point of access for the
co-ordination of end of life supportive care.
Referrals can be taken from hospices, District
Nurses, GPs, CHAAT and End of Life
Facilitators.
Tel: 024 7623 7056/7  Fax: 024 7623 7050
Mobile: 07956 913142

Community Heart Failure Nurse service
(HFNS)

The service aims to reduce unnecessary
hospital admissions for heart failure; increase
patients’ quality of life and reduce the
symptoms of heart failure. Consultants, GPs,
nursing staff and Community Matrons can all
make referrals.
Tel: 024 7636 7015

Parkinson’s Disease nursing service

The service works to combine clinics with
consultants and provide assessment at home
or in a nurse led clinic environment as
appropriate. The service also provides a
dedicated telephone helpline for patients and
carers. Referrals can be made by medical staff
including consultants and GPs. Community
Matrons and nursing staff can also refer.
Tel: 024 7623 7007

Complex Care service

The service provides direct assessment,
advice and support for patients and carers with
complex care needs. Referrals are made by
District Nurses, CHAAT, hospital wards and
Social Services.
Tel: 024 7623 7014  Fax: 024 7623 7010
**Tissue Viability team**

The service provides both wound clinics and home visits. The team respond to referrals within 24 hours (with the exception of weekends and Bank Holidays). The service can be accessed by Coventry GPs, nurses, children's services, care homes, intermediate care services, mental health and community nursing.

Tel: 024 7664 6717  
Fax: 024 7664 6718  
Email: tissue.viability@covwarkpt.nhs.uk

**Continence**

The service provides assessment, treatment, management and clinic and home visits for people with bladder and bowel symptoms and bowel and urine incontinence. Most service users are referred by their GP and other health care professionals. Referrals can also be made by carers and the service user themselves.

Tel: 024 7696 1427

**Clinical Assessment Service (CAS)**

The Clinical Assessment Service has been established to provide services closer to home through the relocation of appropriate hospital services into the community and to offer increased patient choices.

Services cover a wide range of specialities including: Dermatology, Diabetes, Ear Nose and Throat (ENT), Gynaecology, Minor Surgery, Ophthalmology and Urea Breath Testing (UBT). The services are delivered from the City of Coventry Health Centre and some community venues and GP practices.

**Community dermatology**

The community dermatology team consists of specialised dermatology clinicians including GPs with Specialist Interest and specialist nurses providing advice, assessment and treatment for patients with skin conditions. The service provides minor surgery, cautery and cryo therapy treatments and manages a range of dermatological conditions.

Central Booking Service  
Tel: 0300 200 0011

**Community diabetes**

The community diabetes service consists of a team of General Practitioners with Specialist Interests each having an area of particular interest: diabetes in ethnic populations, obesity, and cardiovascular risk. The service supports patients with diabetes management problems such as poor glycaemic control and high lipids.

Central Booking Service  
Tel: 0300 200 0011

**Community urea breath clinic**

Urea Breath Testing – a simple test to identify the Helicobacter Pylori bacteria, and undertaken prior to referral for gastroscopy, appointments are available and patients can be offered phone support to self-administer the test.

Central Booking Service  
Tel: 0300 200 0011

**Community ear, nose & throat team**

The community ear, nose and throat team provides nasal cautery, hearing tests, nasal endoscopy and assessment and treatment of a range of ear, nose and throat conditions.

Central Booking Service  
Tel: 0300 200 0011

**Community gynaecology**

The community gynaecology team is led by Gynaecology Consultants and GPs with Specialist Interest and Specialist Nurses providing minor surgery and diagnostic ultrasound and assessing and treating a range of gynaecological conditions.

Central Booking Service  
Tel: 0300 200 0011

**Community lipids service**

The community lipids service manages patients with high cholesterol and an increased risk of heart attacks and strokes.

Central Booking Service  
Tel: 0300 200 0011
Community Ophthalmology service
The community ophthalmology service is led by a primary care ophthalmologist providing assessment, treatment and minor operations for a range of eye conditions.
Central Booking Service
Tel: 0300 200 0011

Community General Surgery clinic
The community General Surgery clinic is led by a consultant providing assessment and treatment for patients who require minor surgery for skin conditions.
Central Booking Service
Tel: 0300 200 0011

Long Term Conditions

District Nursing service
Referrals to the District Nursing service are accepted by GPs only, using the Single Point of Access.
Tel: 0300 200 0011

District Nursing teams are based at Willenhall Primary Care Centre; Tile Hill Health Centre; Longford Primary Care Centre and Broad Street Health Centre.

Fast Response Team

The Fast Response Service is based at Newfield Annex and provides clinical care to patients who are in need of enablement, re-enablement or rehabilitation following an injury, operation or crisis in the home. The service is provided in conjunction with the Social Services Department at Coventry City Council.

Contacts with patients are the result of referrals from GPs, district nurses, social workers, acute hospital staff, other healthcare professionals and relatives. Referrals are dealt with by the Single Point of Entry (SPE) team based at the City of Coventry Health Centre.
Tel: 0300 200 0011

GP Out of Hours service
Coventry GP Out of Hours service provides urgent medical care when the GP practice with which you are registered is closed. To access this service in Coventry, please dial 111 for the NHS 111 service. You will speak to a NHS 111 call handler.

Once they have assessed your condition, they will direct you to the most appropriate service. If they think you need to be seen by the Coventry GP Out of Hours Service, you will be invited to attend the Out of Hours clinic, at the City of Coventry Health Centre on Stoney Stanton Road, or receive a Telephone Advice Call from a Doctor or Nurse.

Lifestyle services

These services provide interventions to clients to support behaviour change in relation to lifestyle risk behaviours. The services are made up of:

- Stop smoking service
- Stop smoking in pregnancy service
- Health trainer service (including Counterweight)
- Health and Work

Lifestyle Services Building, City of Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS
Appointments: 0300 200 0011
Tel: 024 7696 1590 Fax: 024 7696 1591

Stop smoking service

The stop smoking service offers support to stop smoking over a 12 week intervention. The intervention is individually tailored and delivered mainly 1:1, face to face on a weekly basis initially and then fortnightly.

The intervention and behavioural support is often accompanied and supported with stop smoking medication; including nicotine replacement therapy and prescription only medication. Progress is assessed at four weeks and 12 weeks (once medication is completed).
The stop smoking service is delivered from the City of Coventry Health Centre, GP practices and health centres across Coventry. The service is open to any smoker (although the majority of clients are aged over 18) who lives, works or is registered with a GP in Coventry and wishes to stop smoking.

The team also work with and train a number of GPs and pharmacies city-wide to ensure they can also offer a stop smoking service. This increases access points, provision of service and extended time slots. Smokers can self-refer or a health professional referral can be received.

Tel: 0300 200 0011

Stop smoking in pregnancy service

Individual, specialised support is available to pregnant women to stop smoking throughout pregnancy. The intervention is individually tailored and delivered mainly 1:1, face to face in the mother’s home. Weekly support is offered initially and then fortnightly contact right through to delivery. The stop smoking in pregnancy service is delivered from the City of Coventry Health Centre and other venues across Coventry although most pregnant women prefer to be seen in their home. The service is open to any pregnant smoker (the majority of clients are aged 18 and over) who lives, works or is registered with a GP in Coventry and wishes to stop smoking. The service also works with a support worker for stop smoking in pregnancy to provide additional support post-delivery up to one year and pre-quitting to prepare for quitting and with particular focus on certain groups such as teenage mothers.

Pregnant smokers can self-refer or a health professional, usually midwife or health visitor referral can be received by contacting: 0300 200 0011.

Health trainer service

The health trainer service offers support to clients to make small but significant lifestyle behaviour changes including:

- reducing smoking
- becoming more active
- losing weight
- drinking sensibly/reducing alcohol intake

The service is delivered from the City of Coventry Health Centre, GP practices, health centres and community centres across Coventry.

The service is open to any client aged 16 and above (although majority of clients are aged 18 and over) who is registered with a GP in Coventry and wishes to make a lifestyle behaviour change. Clients can self-refer or a health professional referral can be received.

Tel: 0300 200 0011

Counterweight

Health trainers deliver a Counterweight programme, a weight management education intervention. The service offers support fortnightly mainly 1:1 or in a group setting face to face over a 12 week intervention with regular weight checks. The service also invites clients back to the service 3, 6 and 12 months after the end of the intervention to support clients to maintain their weight loss.

The service is delivered from the City of Coventry Health Centre, GP practices, health centres and community centres across Coventry. The service is open to any client aged 18 and above with a BMI of >30 or >28 with health related issues. Clients can self-refer or a health professional referral can be made by contacting 0300 200 0011.

Health and Work

This is a lifestyle screening service offered to the employed and unemployed population of Coventry. It is a service delivered in partnership with Coventry City Council, Chamber of Commerce and Coventry Health Improvement Programme.

Screenings are conducted and answers relating to lifestyle choices are obtained, including alcohol unit consumption, smoking status, physical activity, healthy eating, mood and depression. Musculoskeletal assessments followed by biochemical markers including CO readings are also taken to check smoking status, BMI, glucose, cholesterol, blood pressure.
The aim of the service is to conduct screening with clients who do not usually access services in order to identify poor health and refer into an appropriate service or work to prevent ill health by accessing services to change lifestyle behaviour.
Tel: 024 7684 4112

NHS Health Check

A free Lifestyle Health Check is available to all adults over the age of 18 years who live in Coventry and are registered with a Coventry GP. It will provide you with a picture of your current state of health and personal advice on how to stay healthy for longer.

A health check will take around 45 minutes and will include questions about you (gender, ethnicity, age, etc), measuring your height, weight and waist measurement, taking your blood pressure, a simple blood test to check your cholesterol and blood glucose levels and the calculation of your Body Mass Index to see whether you are a healthy weight for your height.
Tel: 0300 200 0011
**Corporate services**

**Headquarters**  
Wayside House, Wilsons Lane,  
Coventry, CV6 6NY  
Tel: 024 7636 2100  
Fax: 024 7636 8949

**Chaplaincy**  
Co-ordinator: 024 7696 7878  
Coventry and the Caludon Centre: 024 7696 7514  
North Warwickshire and Brooklands: 024 7696 7878  
St Michael’s Hospital and South Warwickshire: 01926 406757

**Complaints & Compliments**  
Tel: 024 7653 6800  
Fax: 024 7653 8949

**Communications and Marketing**  
Wayside House, Wilsons Lane,  
Coventry, CV6 6NY  
Tel: 024 7658 8857  
Email: enquiries@covwarkpt.nhs.uk

**Counter Fraud**  
NHS National Fraud Reporting Line on  
0800 028 40 60  
Fax: 024 7636 8949

**Engagement Team**  
Wayside House, Wilsons Lane,  
Coventry CV6 6NY  
Involvement: 024 7653 6801  
Patient Experience: 024 7658 8823

**Equality and Diversity**  
Wayside House, Wilsons Lane,  
Coventry CV6 6NY  
Tel: 024 7636 6802

**Estate and Facilities**  
Wayside House, Wilsons Lane, Coventry CV6 6NY  
Tel: 024 7653 6782  
Estate Helpdesk: 0300 200 2001

**Executive Office**  
Wayside House, Wilsons Lane,  
Coventry CV6 6NY  
Tel: 024 7636 2100

**Finance**  
Wayside House, Wilsons Lane,  
Coventry, CV6 6NY  
Tel: 024 7653 6847

**Freedom of Information**  
Wayside House, Wilsons Lane,  
Coventry CV6 6NY  
Tel: 024 7653 6804 / 0800 212 445

**Human Resources**  
Wayside House, Wilsons Lane,  
Coventry, CV6 6NY  
**Corporate / Mental Health Learning Disability Services**  
024 7684 4003  
Fax: 024 7658 8858  
**Community Services**  
Calls will be transferred to the relevant HR Manager/Officer.  
Tel: 024 7684 4002  
Fax: 024 7658 8858  
**Medical Staffing**  
Tel: 024 7684 4004  
Fax: 024 7658 8858

**Information Governance**  
Wayside House, Wilsons Lane,  
Coventry CV6 6NY  
Tel: 024 7653 6887  
Fax: 024 7653 6809

**Library service**

Caludon Centre  
Tel: 024 7696 7928  
[caludon.library@covwarkpt.nhs.uk](mailto:caludon.library@covwarkpt.nhs.uk)

Jepson House  
Tel: 024 7632 1561  
[manorcourt.library@covwarkpt.nhs.uk](mailto:manorcourt.library@covwarkpt.nhs.uk)

St Michael’s Hospital  
[stmichaels.library@covwarkpt.nhs.uk](mailto:stmichaels.library@covwarkpt.nhs.uk)

Brooklands  
Tel: 0121 329 4923  
[brooklands.library@covwarkpt.nhs.uk](mailto:brooklands.library@covwarkpt.nhs.uk)

**Medicines Management Team**  
The Trust is committed to ensuring that service users and patients receive the same standard of care with respect to medicines as they would in an acute or specialist trust, although delivered in a way that meets their specific needs.

The Medicines Management Team provides expert pharmaceutical advice and support to the Trust’s clinical staff.

The team of pharmacists and pharmacy technicians undertake regular ward rounds; provide specialist input to the Trust’s clinical services; supports the Trust’s safety and
quality agenda and undertake a regular
programme of medicines-related audit.
Wayside House, Wilsons, Lane,
Coventry, CV6 6NY
Tel: 024 7653 6836    Fax: 024 7636 8963

**Occupational Health**
Argyle House, 1 Manor Court Avenue,
Nuneaton CV11 5HX
Tel: 024 7632 1569

**PALS (Patient Advice and Liaison Service)**
024 7653 6804 / 0800 212445

**Recruitment**
Wayside House, Wilsons Lane,
Coventry CV6 6NY
Tel: 024 7653 6717
Temporary Staffing
Tel: 024 7636 6768
Bank Recruitment
Tel: 024 7636 8959

**Research and Development**
The department review and approve all
research being undertaken across the Trust.
As part of this they provide support to
researchers in obtaining approvals, act as
point of contact for all R&D related queries,
and provide costing support for grant
applications. They also offer access to
research training, along with liaising with
external organisations in negotiating research
agreements.
West Midlands South Comprehensive Local
Research Network, CLRN Office, Fourth Floor,
University Hospitals Coventry & Warwickshire
NHS Trust, University Hospital, Clifford Bridge
Road, Coventry, CV2 2DX
Telephone: 024 7696 5031

**Safeguarding**
Wayside House, Wilsons Lane,
Coventry, CV6 6NY
Tel: 024 7658 8816

**Safety and Quality**
Wayside House, Wilsons Lane,
Coventry, CV6 6NY
Tel: 024 7653 6887
Headquarters address:

Coventry and Warwickshire Partnership NHS Trust
Wayside House
Wilsons Lane
Coventry
CV6 6NY

Email: enquiries@covwarkpt.nhs.uk

www.covwarkpt.nhs.uk