

# Living Well Service



## What is the Living Well Service?

Living Well is a community-based service in Kensington and Chelsea and Westminster for older people with mental health needs including dementia. Our team will work closely with you and your carers to help plan and deliver care that is person-centred and recovery focused. We will assist you to achieve maximum levels of independence in the community.

## Our team

We are a multidisciplinary team, made up of mental health nurses, occupational therapists, community liaison workers, a peer support worker and a dietician. We can also access physiotherapy input.

## How are you referred to the service?

You will be known to CNWL mental health services and have an existing diagnosis at the time of referral to the Living Well Service. Referrals will be expected from: older adults CMHT's; memory services; dementia advisors; inpatient wards; psychiatric liaison services; care managers; and central London community healthcare services.



## What can you expect from the Living Well Service?

You will receive an assessment from a member of the multidisciplinary team and be allocated a key worker.

We will work together with you to carry out a holistic, person-centred assessment of your needs, including your mental health and physical health needs.

We will work together with you to produce your care and support plan.

We can help you to access support available from voluntary and community-based organisations in the area, including meaningful activities and therapeutic groups.

We can refer you, if agreed, to other mental health services and we can liaise with your GP about physical health matters.

We will review your care with you. This may, if agreed, be done jointly with your carer and with other teams that are involved in your care.

## Contact us

### Living Well Service:

2nd Floor Nightingale Building  
St Charles Hospital, Exmoor Road  
Kensington W10 6DZ

Tel: 020 8206 7233

Fax: 020 8206 7289

Email: [cnw-tr.livingwellservice@nhs.net](mailto:cnw-tr.livingwellservice@nhs.net)

### Opening Times:

Monday- Friday, 9am- 5pm

### CNWL Out of Hours Urgent

#### Advice Line:

You can call this number if you need urgent advice or support outside of office hours. 24 hour service at weekends and bank holidays.

Tel: 0800 0234 650

### CNWL Medicines Helpline:

Monday- Friday: 9am- 5pm.

Tel: 020 8206 7270

## Tell us, we're listening

Our staff want to know how we are doing. Tell us what you think at [www.cnwl.nhs.uk/feedback](http://www.cnwl.nhs.uk/feedback) and then we'll know what we have to do.

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 الطباعة 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