

Hillingdon Health and Social Care Committee

CNWL Update – December 2025

Community Services Month

Building on the successes of last years events, we are proud that November is Community Services Month again in CNWL. The month celebrates the fantastic work that our physical health community services do across our organisation and culminates in our Hillingdon open day at Southlands Art Centre on 27th November. The event is open to the public and aims to showcase and raise awareness of our services.

Neighbourhood Developments

CNWL is working with our partners to bring together services in neighbourhoods which can focus on delivering local care to our populations. To promote integrated working we have been realigning our nursing and mental health services around neighbourhoods. Hillingdon is seen as a leading example of partnership and neighbourhood working an we were really pleased to host two visits from national representatives recently. In November the Minister of State for Care, Stephen Kinnock MP and local MP Danny Beales visited and similarly back in September The Right Honourable Baron Lord Victor Adebawale, CBE, NHS Confederation Chair also visited.

From a children's viewpoint we are actively engaged in London Borough of Hillingdon's work on Family Hubs, and how our children's services can support this offer. We are also working with the health system on Child Health Hubs which focus more on a medical offer for complex cases and bringing a multidisciplinary approach to the provision of their care.

Urgent Emergency Care – Additional Funding

We are pleased to have secured additional funding from NWL ICB to support our crisis pathways for physical and mental health. Our new model for Urgent Community Response (UCR) is currently being mobilised for January and will see additional UCR capacity to support patients in a physical health crisis in under two hours to avoid A&E attendance or admission. Furthermore, this expanded model will provide ongoing support, where appropriate, between 3 and 17 days through our new Hospital at Home model.

Furthermore, funding is expanding our model in Hillingdon Hospital (THH) A&E. The Lighthouse is collocated behind THH A&E and aims to provide a therapeutic environment to support patients experiencing a mental health crisis. CNWL and THH have worked together to develop a new model which increases capacity in The Lighthouse. From 17th November capacity has increased so it can support 4 patients at any one time, to 6, and will further expand to 8-10 patients from 17th December. This will reduce the number of patients in A&E experiencing a mental health crisis, and the length of time they are waiting.

Children's Neurodevelopmental Diagnosis

Nationally there has been a significant increase in the number of children being referred for a neurodevelopmental assessment. A recent study by The Nuffield Trust has shown four time as many children are now being referred than there was three years ago. Like many areas nationally, Hillingdon has struggled for capacity to see this volume of children and we currently have just under 2,000 children waiting for a neurodevelopmental assessment for up to two years. NWL ICB have responded in October by providing additional non-recurrent funding in 2025/26 that will enable 50% of the children waiting to be assessed. Schemes to action this have been and are being mobilised. From a longer-term viewpoint, we are

transforming our pathways to ensure we have a safe but optimal process for assessing children which maximises latest digital technology to improve productivity. This includes the roll out of ambient voice technology which helps reduce clinical administrative work which is reinvested into clinical care.

We are also ensuring families referred to ourselves for assessment are signposted to the new ICB wide CAAS (Centre for ADHD and Autism) service which provides families with support pre, and post diagnosis including education, peer support and group sessions.

MHST (Mental Health Support Teams) – Wave 14 Rollout

Our MHST teams work with schools to support children with mental health concerns. We are really pleased to have received additional resources through Wave 14 of the national rollout in Hillingdon which will mean a new MHST team in January further supporting more schools across the borough. We are working with universities who support these schemes through trainees and in the process of implementing.

SEND (Special School Nursing)

Recurrent funding for the additional nurse to support The Eden Academy has been identified by NWL ICB. As of early October 2025, there has been Bank support provided whilst we recruit to the permanent post.