

# The Coborn Centre

for adolescent mental health

Information for  
Parents & Carers



Your Child's Ward	
Consultant	

East London **NHS**  
NHS Foundation Trust

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# WELCOME

## Welcome to the Coborn Centre for Adolescent Mental Health.

The Coborn Centre is made up of four services: Day Service, the Psychiatric Intensive Care Units (PICU Ward and Galaxy Ward), and the Acute Service. We work with young people (13 – 18 years old) who have a wide variety of mental health needs.

We aim to provide best-quality care to young people from all backgrounds. We provide young people with therapeutic activities to help them learn the skills they need to manage their emotions, their relationships, and the challenging transition through adolescence to adulthood.

We firmly believe in supporting young people to remain part of their families, cultures and communities during their admission. Our team will work in partnership with you to support your child towards their recovery. We will invite you to meetings to jointly help your child with the things that they find challenging.

We understand that hospital admission can be a stressful and confusing time for families. Parents and carers of young people who have been admitted to hospital in the past have highlighted a range of different emotions that can occur when this happens:

**RELIEF**-that finally someone might be able to help

**GUILT**- that maybe I could have done better/something more

**ANXIETY** - is it my fault? Will they be looked after and get better?

**ANGER**- that things have got to this point/not agreeing that my child needs to be in hospital

**EMBARRASSMENT**- what might people think about me as a parent?

**Acute Service:** Has bedrooms for young people to stay in overnight.

**Day service:** Young people come to the Coborn in the day and go home at night.

**Galaxy:** Has bedrooms with extra staff support available.

**PICU:** Is a smaller ward with extra staff support available.

This guide is written by staff and parents to give you information about the Coborn unit and answer some frequently asked questions. Please do not hesitate to speak to a member of staff should you have further questions or support needs.

# TRAVEL INFORMATION

## By Road

The centre is situated in East London on the site of Newham University Hospital. We are close to the A13 junction with Prince Regent Lane. Postcode for Sat Navs: E13 8SP.

Follow signs for Newham University Hospital and then follow signs for Gateway Surgical Centre and Newham Centre for Mental Health (the Coborn Centre is situated behind this building).

## By Rail

The nearest mainline Railway Stations are:

- Liverpool Street
- Custom House
- Stratford
- West Ham.

## By Underground

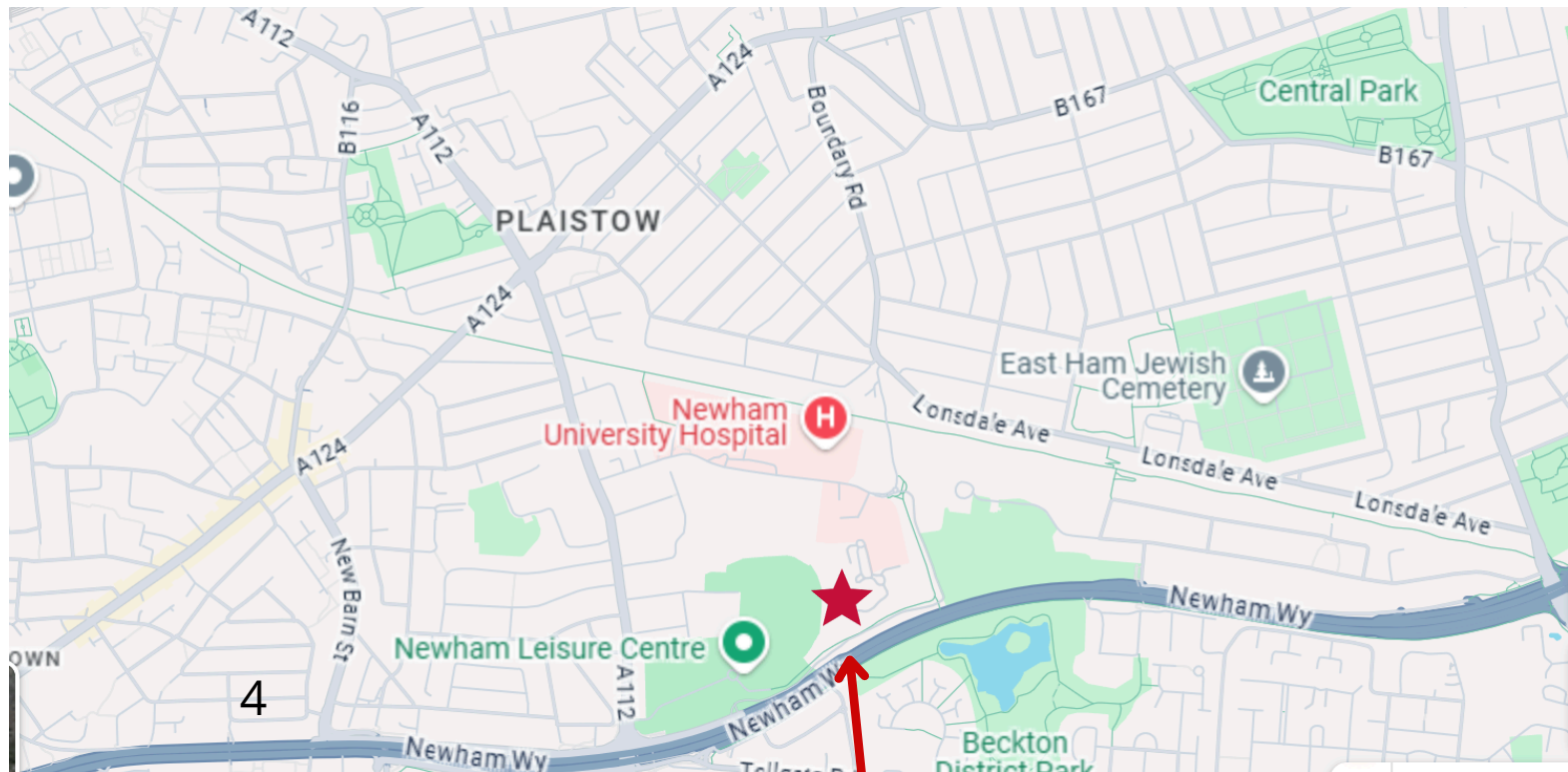
The nearest London Underground Stations are:

- Upton Park (District Line & Hammersmith and City Line) Then catch Bus 376.
- Plaistow (District Line & Hammersmith and City Line). Then catch either Bus 473 or 262.
- Prince Regent (Docklands Light Railway). Then catch Bus 147 or 473.
- Custom House (Elizabeth Line). Then catch Bus 304.



## By bus

- 262, 473, and 147 stop at “Newham University Hospital”. It is then a 5-10 minute walk along Glen Road following signs to the Coborn Centre for Adolescent Mental Health.
- 376 and 304 stop at “Newham University Hospital Emergency Department”. It is then a 3 minute walk to the Coborn.
- 276 stops at “Gateway Surgical Centre” (the bus terminates here). It is then a 1 minute walk to the Coborn.



We are here

# WHAT TO BRING

## What does my child need to bring?

- Toiletries
- At least one change of clothes (but no more than five or six)
- Pyjamas
- Comfortable footwear
- A coat (in winter)

## Is there anything else my child can bring?

We want your child to be comfortable during their stay so you may want to encourage them to bring some personal items with them. These could include:

- A mobile phone (see our policy surrounding mobile phone use on page 17).
- Posters or photos
- An Mp3 player and headphones
- A small amount of money (£10-£15)
- Books/magazines
- An oyster card
- A pencil case
- A hairdryer or straighteners
- Snacks (to be kept in a cupboard in the kitchen)  
Please do not bring snacks with too much sugar, and no cans

We will provide fresh bed linen and towels throughout your child's stay so there is no need to bring these. Your child will be assisted by staff to use our washing machine to keep their clothes clean.

If your child arrives at the Coborn without any of these items this is not a problem. We are able to provide emergency supplies for a short time until you are able to bring in these items for your child.



## Are there any rules about my child's belongings

- Staff are required to look through a young person's belongings when they first arrive at the Coborn. We understand that this practice may feel like an invasion of privacy; however it is an essential part of keeping the ward safe.
- We would encourage your child to leave valuable items at home.
- If your child brings valuable items to the Coborn, they will be kept in the safe (e.g. mobile phones, money). Staff will come to an arrangement with your child about appropriate times and places when they may use these items.
- Sharp items (e.g. a shaving razor) and some electrical items (e.g. a hairdryer/hair straightener) will also need to be handed in and kept in a contraband locker. These items will be supervised when used on the ward
- To make sure we keep the wards safe, when your young person returns to the ward from leave (with staff or with parents/carers), they will be searched. This will include a metal detector and a pat down search.
- On the Acute Ward chargers may be permitted in your young person's bedroom, provided they are no longer than 5cm long. This will always be risk assessed first.

## Is there anything my child must not bring?

- Expensive electrical equipment
- Drugs or alcohol
- Weapons of any kind
- Chewing gum
- Plastic bags (paper bags are available at reception to transfer items into if required)
- Cans of drink (please hand these to staff before you enter the ward. Staff will pour these drinks into a plastic cup for your child when appropriate)
- Anything else that staff feel may be harmful for your child



Some young people need to take medication to help them. Doctors and our pharmacist will help you understand why medication might be helpful. Medication is regularly reviewed.

## MEDICAL TEAM

**Consultant Psychiatrists:** the most senior doctors. They have overall responsibility for young people's care and make decisions about treatment, leave, and discharge. Please speak to your child's care manager about any further meetings with the medical team.

**Higher Trainees Doctors:** experienced psychiatrists who are working towards becoming consultants.

**Ward Doctors:** training to become psychiatrists or GPs.

**Pharmacist:** can talk with you about medication and any worries you may have about this.

## THERAPISTS

**Clinical Psychologists:** provide talking therapies to help young people make sense of their difficulties and develop positive skills.

**Occupational Therapists:** help young people get back into or discover new activities of daily living (ADLs) to support recovery.

**Art and Drama Therapists:** offer a creative way of communicating and exploring life experiences.

Each young person is given the opportunity to talk about what therapies might be suitable for them. As well as individual therapy, many of the therapists run groups to help young people express themselves and learn skills.

**Your  
child**

**Family Therapists:** offer families a supportive space to talk about their experiences.

**Social Workers:** make sure young people and their families have the right support to keep safe and well.

**Sports therapists:** offer group and one-to-one sessions, help with using the gym and making activity plans.



# NURSES

Modern Matron: in charge of managing all the nursing staff in the centre.

Clinical Nurse Managers: manage the Acute and PICU services.

Clinical Team Leaders: senior nurses on the ward.

Shift Co-ordinator (Nurse in Charge): co-ordinates and manages each nursing shift.

Primary Nurse: a named primary nurse is responsible for each young person's care on the ward. They are a key contact and you can speak to them if you have any questions or concerns.

Associate Nurse: provides practical assistance and supports the primary nurse.

Support Workers: support the day to day running of the ward.

## Who is going to be looking after my child?

A multi-disciplinary team approach is taken to young peoples' care whilst they are at the Coborn. There are many professionals who work together. Every young person is assigned a case manager. This person is a member of the team who ensures that everyone involved in the young person's care is working together.

# EDUCATION

Teacher in charge: manages the daily running of the Coborn school.

Teachers: experienced in teaching young people with mental health difficulties.

Learning mentors: work with young people to help them get back into school or college.

The education team support young people to get back into school/college/training when they are ready. They also provide daily education throughout young people's stay at the Coborn.

# AFTER ADMISSION

## What happens after my child has been admitted?

Every young person's journey through the Coborn is different as it reflects their individual progress and needs. This is a guide to some of the key stages in an admission:

**Admission process:** On the first day a doctor will meet with the young person and complete a physical and mental health assessment. The nursing team will show young people and their family around the unit and help them to settle in. Soon after the admission you will receive invitations to meet members of the team.

**Assessment:** Within the first 2-3 weeks the team will use a combination of face-to-face meetings with your child, family meetings, information about your child's life and development, and observations of how your child manages on the unit to make sense of their difficulties.

**Care plan:** The care plan is a document that explains how our team is working to support your child. We use Dialog+ in this hospital. You and your child will be involved in developing this plan. The initial care plan is written within the first three days, and will then develop over time as we learn more about your child. The care plan will include medication, therapeutic interventions, education, daily activities, and the day-to-day management of the young person's emotional and behavioural needs.



**CPA meetings:** These are held every four to six weeks and involve the Coborn team, external professionals, and families coming together to think how things are going and plan ahead.

**Clinical review meetings:** Clinical review meetings—also known as ward rounds—take place every other week. These are larger meetings where the full multidisciplinary team (MDT) comes together to review progress and update care plans. The MDT includes psychiatrists, psychologists, medical doctors, social workers, pharmacists, nurses, family therapists, drama therapists, education staff, the young person, their family, and, when relevant, community teams.

Ward rounds happen every second week:  
Acute Ward and Day Service hold theirs on Tuesdays, while Galaxy Ward and PICU Ward have theirs on Thursdays. These meetings last 30 minutes.

On alternate weeks, a consultant clinic takes place. This is a shorter, more focused meeting — a mini ward round— where only the young person (and their family), the consultant, a medical doctor, the ward manager, and the care manager are present. Consultant clinics happen on Wednesday mornings for Acute Ward and Day Service, and Friday mornings for Galaxy Ward and PICU Ward, lasting 15 minutes.

Families and carers are invited to attend each week, either in person or virtually via Microsoft Teams. If joining online, a link will be sent the week before.



Meeting Type	Day	Wards	Duration	Who Attends
Ward Round	Tuesday (bi-weekly)	Acute Ward, Day Service	30 minutes	MDT, young person and family
Ward Round	Thursday (bi-weekly)	Galaxy Ward, PICU Ward	30 minutes	MDT, young person and family
Consultant Clinic	Wednesday (in between weeks)	Acute Ward, Day Service	15 minutes	Young person, consultant, care manager, ward manager and family
Consultant Clinic	Friday (in between weeks)	Galaxy Ward, PICU Ward	15 minutes	Young person, consultant, care manager, ward manager and family

# STAYING AT THE COBORN

## How long do young people stay at the Coborn?

The length of time young people stay depends on their individual situation and needs. We do not like to keep young people in hospital longer than they need and aim to help young people to feel ready to move on with life outside hospital as soon as possible.

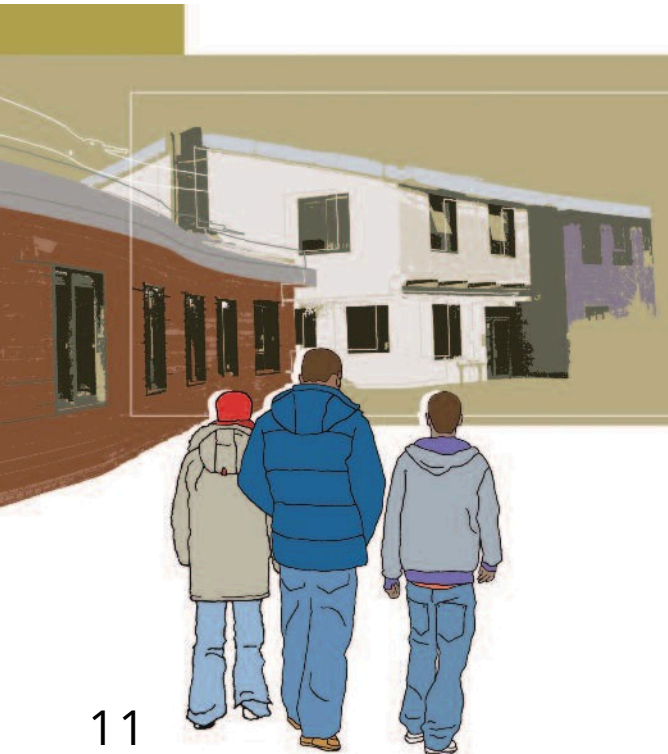
How long a young person stays in hospital can also be relate to how willing or able parents/carers are to engage in the work undertaken. For the majority of young people a change is required not just in them but also in the environment around them.

Sometimes you or your child might not agree with the decision that they should stay here. In these situations you can request that an independent person assesses your child's need to staying hospital. If you want to know more about this, speak with a nurse or see the 'Your Rights' section in this booklet.

## Will I be involved in decisions about my child?

Yes, we always aim to work closely with parents and carers and will involve you in decisions. We will talk to you on the telephone and also invite you to regular meetings.

In certain situations, children may not wish for their parents to know information or be involved with aspects of their treatment. We are guided by the law on giving consent to treatment. This tells us:



- 16-18 year olds - Once children reach the age of 16, they can consent to examination or medical treatment just like adults.
- Under 16s - The rules say that children under 16 may still be able to give consent for themselves, provided they are mature enough to understand fully what is involved.

If a young person is able to consent independently, our team will still encourage them to involve their parents/carer in their decision-making.

## Who can visit my child?

Visitors are welcome during visiting hours but please be aware:

- Generally no more than three visitors are allowed at a time.
- Only family members are allowed in bedrooms, during a tour of the ward, which can be provided upon request.
- Children under 12 years are not allowed onto the ward so the visit will need to take place in the day service area.

## VISITING HOURS

Monday-Friday 4pm – 8.00pm

Weekends 12.30pm – 8.00pm

If you have a reason that you need to visit outside of these times, please let us know.

Dinner is at 5 - 6pm every day. We ask that parents do not accompany their child in the dining room during this time. Parents are welcome to wait on the unit for their child to return from dinner.

Parents are welcome to bring meals from home to the ward for your young person to eat at meal times, which you may eat together in a visiting room.

## Can my child spend time with us at home or outside the hospital?

- Spending time with family and going out of hospital (“leave”) is an important part of recovery. Unless the risk of harm is assessed to be high, young people will have this opportunity.
- You can contact the nurse in charge if you have any questions or require support when your child is on leave.
- Being under the Mental Health Act (MHA) means a person can be legally detained in hospital for assessment or treatment of a mental health condition. Section 2 allows detention for up to 28 days for assessment, possibly with treatment. Section 3 allows for detention for up to 6 months for treatment, and it can be renewed. Being under either section means the person does not have the right to leave the hospital without permission.





# EDUCATION

## What will happen about my child's education?

- Keeping up to date with education and training is often a concern for both young people and their parents/carers, and the team will do their utmost to help with this.
- The Coborn Centre has an education department that supports young people with their educational needs and provides lessons during the week.
- The Coborn Education team is able to support your child to sit their GCSE's/exams where appropriate.
- If you and your child are happy for the education team to contact school or college, they will ensure their absence is explained and that work can be sent.
- When your child is ready to return to school or college the education team will help with this process. The education team can also help young people find courses and training programmes that are of interest to them.



# WHAT'S AN AVERAGE DAY LIKE?

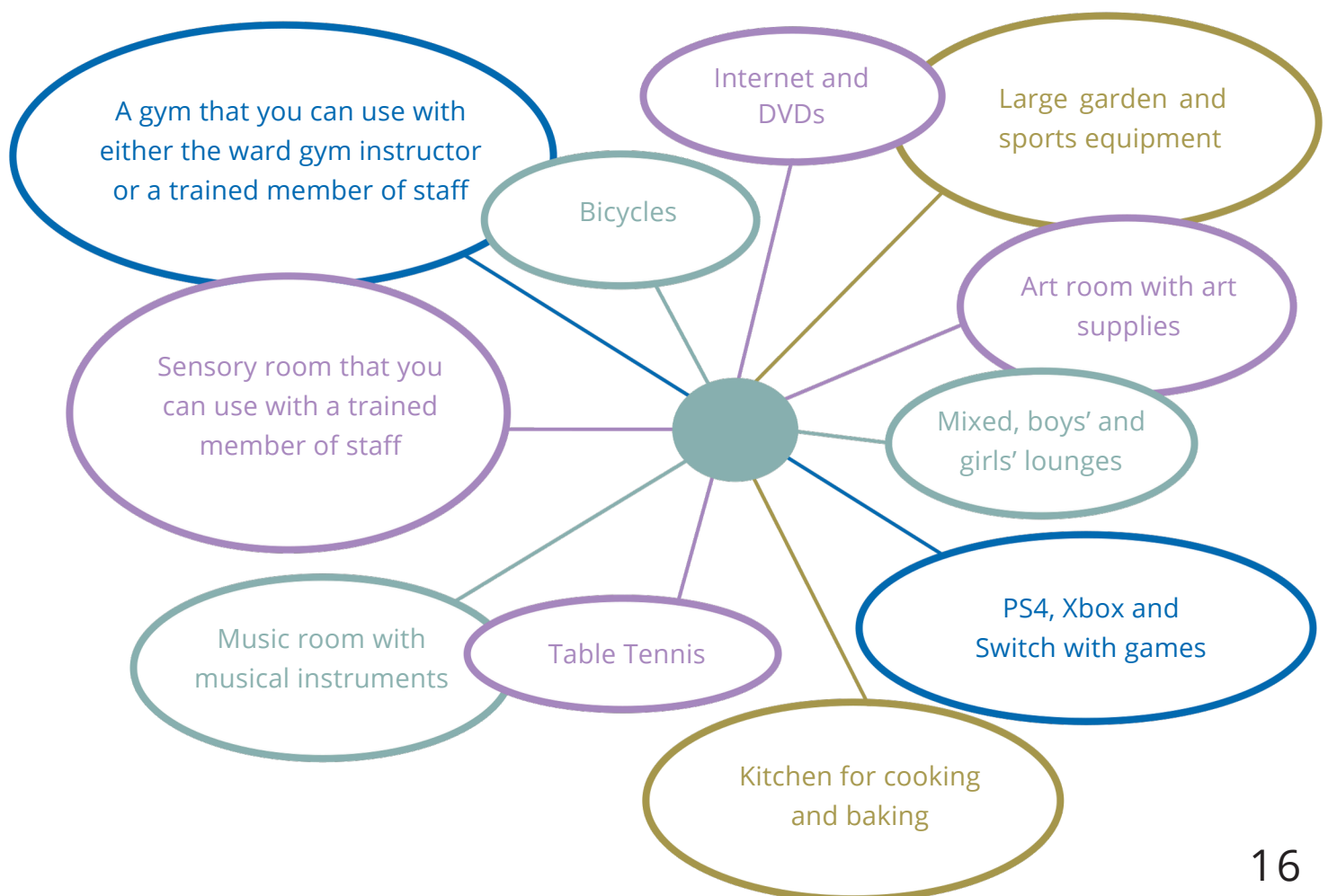
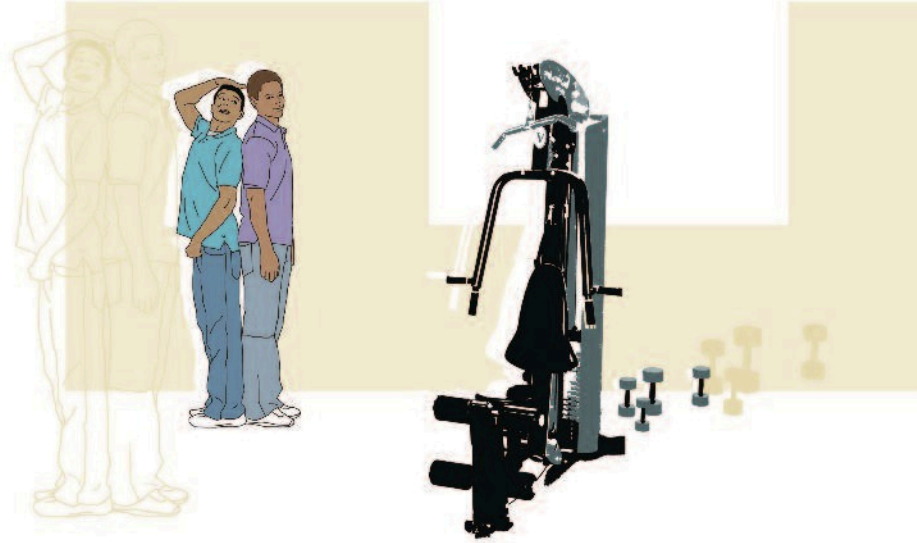
## What's an average day like?

Each day at the Coborn Centre will be different; however, weekdays follow a similar structure. Young people do different therapeutic activities depending on their needs. Below is an example of what a weekday might look like. Weekends are free for young people to spend time with their families or for leisure time.

TIME	Example of activities
08:00	Breakfast time and getting ready for the day
09:00	Education session
10:30	Snack Break
11:00	Education session
11:30	Community meeting
12:00	Lunch time
12:30	Free time
13:00	OT group
14:00	Sports group
15:00	Therapies group
15:45	Snack Break
16:00	Free time e.g. watching a film/visits from friends or family
17:30	Dinner time
18:00	Free time
23:00-00:00	Bedtime

## What things are there for young people to do in their free time?

There are many resources and activities available for young people to take part in during their free time. Not all resources are available all of the time, and the leisure facilities cannot be used when education or therapeutic activities are taking place.



# OUR RULES AND EXPECTATIONS

We expect all young people and adults who come into the Coborn to behave with respect for each other, our staff, and our property. We expect young people to engage in the activities that are part of their care plan, as these form the basis of their treatment and recovery.

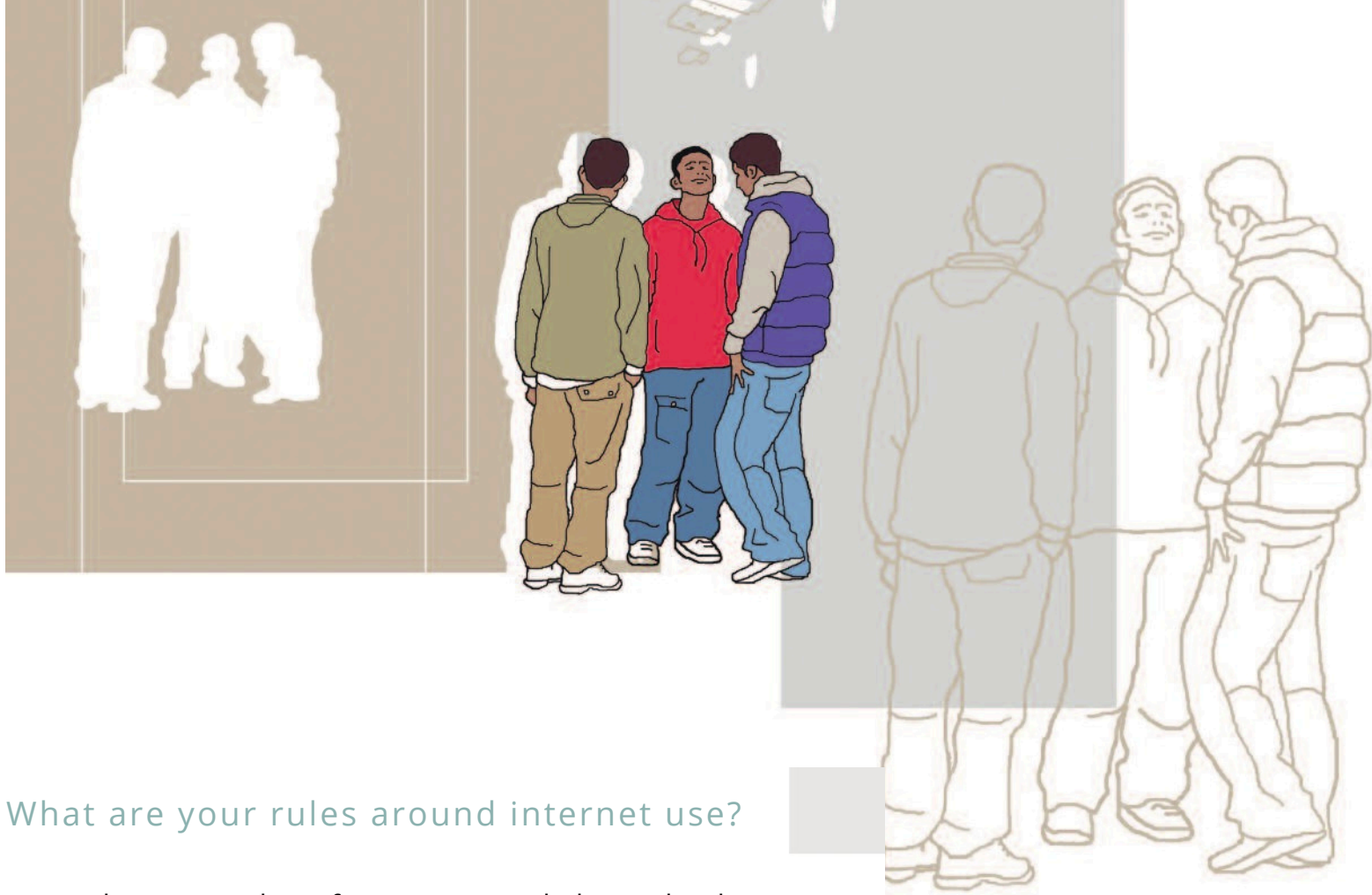
## Can my child smoke?

- Smoking and vaping is not allowed in the hospital. There are lots of ways we can help young people to stop smoking at the Coborn and we will talk to any young person who smokes about these.
- If a young person requests to smoke we will consider their age, parental wishes, and whether it is appropriate to facilitate smoking as part of leave from the hospital.

## Can my child keep their mobile phone?

- If your child has a phone, they will be asked to hand it in to staff to put in the safe.
- Dependent on the ward your child is on and what their care plan says, your child may be able to use their mobile phone in the quiet room at specific times. These times will be outside of education and activity groups. Your child will always be given their phone back when they go on leave.
- Your child is not permitted to take photos using their phone or other device at any time on the unit. This is to safeguard the rights and privacy of all young people and staff at the Coborn.
- We have telephones available for young people to keep in touch with their families.





## What are your rules around internet use?

- We have a number of computers and Chromebooks which are available for young people to use to do their school work.
- If your child wishes to use the internet and computers outside of education time, a support worker or nurse will supervise their usage as part of our rules for safe internet use. A nurse will speak with you about whether you are happy for your child to use social networking sites at the Coborn. It is our priority to make sure your child remains safe whilst using the internet. If staff have any concerns about what is happening in your child's online world, you will be contacted about this.
- Young people will only be supervised while using their phones if there are concerns about their safety.

## Violence and Agression

- Just like most hospitals, we do not tolerate any violence, aggression (verbal or physical) or racism towards members of our staff. This will be escalated further if it occurs. Please ask a member of the nursing team or your child's care manager for the full policy.

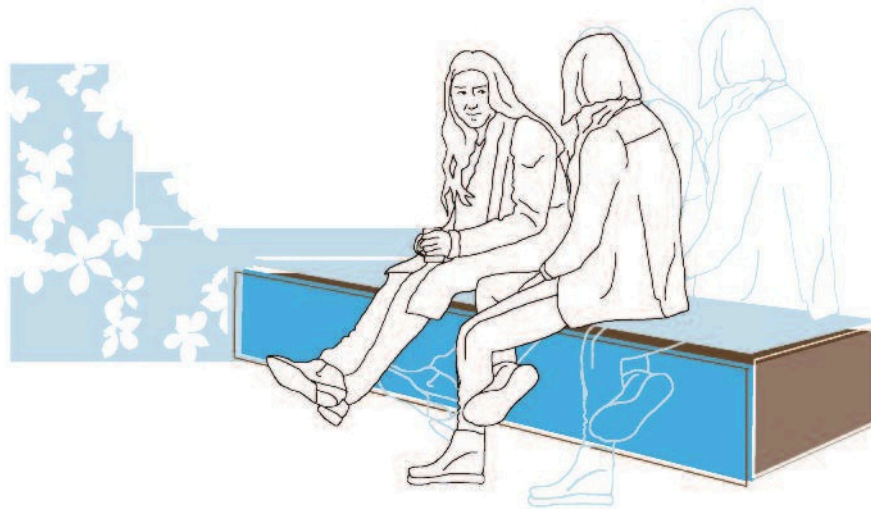


# INFORMATION ON YOUR RIGHTS

What rights do young people and their parents/carers have once they have been admitted to the Coborn centre?

- **The right to meet with an advocate** - Young people have access to the services of an independent advocate who works for the charity MIND. The advocate visits the ward each week and it is up to the young person whether they want to talk to them. They can discuss their care, attend meetings with the young person, and speak on their behalf if necessary.
- **The right to read notes and access records** - If a young person or their parents/carers wish to read their notes and records about their care they are entitled to do so under The Data Protection Act 1998. If a young person is over the age of 16 they need to agree for their parent/carer to access their records. To request access to records you should write a letter to the Lead Consultant.
- **The right to raise concerns about the care received** - If there are concerns then this should be raised as soon as possible with the Nurse in Charge who may be able to sort out the problem. The senior nursing team including the Ward Manager, Modern Matron or Service Manager may also be able to help. If the issue cannot be resolved or is of a more serious nature then a member of staff can support the parent or the young person to make a formal complaint (see page 26). If you make a complaint, you and your child will not be discriminated against and the care of you and your child will not be compromised.
- **The right to give consent** - If your child is under 16 you will be asked to consent to their treatment and for permission to share information with other agencies. If you require further information please speak to a member of staff.





- **The right to confidentiality** - Parents/carers and young people over 16 will be asked to sign a 'Consent to Sharing Information Form' on admission. Information regarding a young person's care and treatment is confidential and will only be shared with certain people. These people are the staff at the Coborn centre and our colleagues working in the community, such as your GP and community CAMHS team. There may be exceptional circumstances when we need to share information with Social Care or the Police without the permission of parents or the young person, but this will only be if either their own or another person's safety is at risk.
- **The right to request a second opinion** - Parents and young people can request a second opinion regarding the care that they have received; this can be discussed with the senior nursing team or with their consultant.

## Specific rights under The Mental Health Act 1983

Young people who are detained in hospital under the Mental Health Act 1983 have specific rights, which they will regularly be informed of by a member of the nursing team. This includes being detained under Section 2 or Section 3. These rights include: the right to an Independent Mental Health Advocate, nearest relative discharge and the right to appeal their section. For more detailed information relating to the Mental Health Act 1983 and how it relates to your child, please ask to speak with a member of the nursing team.

# Your child's CULTURE & BELIEFS

How will my religious or cultural views be considered in the care of my child?

We are experienced in providing care to young people from a wide variety of religious and cultural backgrounds. We support young people to continue the cultural or religious practices that are important to them, for example providing special food (e.g. halal, kosher, or any other specific dietary requirements) or time and a space to pray, including the use of our spiritual room. We also have a team of spiritual advisors who we are able to refer your young person to, upon request. If you would like to discuss any considerations relating to your child's religious, cultural or more general spiritual needs, we would be very happy to meet with you to talk about these.



# FREQUENTLY ASKED QUESTIONS

What if work commitments make it difficult for me to attend meetings at the Coborn?

We understand that it can be difficult to take time off work, particularly at short notice. We aim to be as flexible as possible when arranging meetings; however, the majority of our professionals work between 9am and 5pm, Monday to Friday.

To make things easier, we can send a Microsoft Teams link so that you can join meetings remotely if that works better for you. We will always try to plan meetings with you in advance to help you make any necessary arrangements, and if needed, we are happy to provide a letter of support for your workplace.

What if travel costs are an issue for me?

If travelling to and from the Coborn for meetings or to visit your child is causing serious financial concern, please let us know. In certain circumstances, there may be financial support available. Financial support is usually given in circumstances where there is concern relating to the impact that a parent or carers' difficulties getting to the Coborn are having on a young person's recovery.

My child is due to sit their GCSE exams, can this be supported?

We've got a wonderful education team who are committed to making sure every young person can sit their exams while they're with us—so long as it's appropriate for them. The team will do an assessment and check in with the MDT to make sure the young person is well enough to take their exams, and if they are, we'll support them through it. If your child isn't well enough at the time, the education team will get in touch with their school and help arrange for the exams to be taken at a later date.

What if I need childcare to attend meetings at the Coborn?

We advise that young children do not attend meetings in which your child's care is discussed. Wherever possible, we recommend that you arrange childcare outside of the Coborn before coming to a meeting. If you have particular difficulties with childcare please speak to us and we will work with you to come up with solutions.

## What if I live a long distance from The Coborn?

Unfortunately, many families of young people at the Coborn live a long distance away. We understand this can add complications to visiting your child and attending meetings. As much as possible, we will work with you to arrange meetings that consider your travel arrangements. If meeting at the Coborn is particularly difficult due to distance, one of the doctors will arrange to speak with you on the phone. If a place becomes available at a similar unit closer to your home we will discuss a transfer for your child.

## What if I don't agree with the treatment plan?

We want to hear your views about the care plan. Should a situation arise in which you are concerned, or do not agree with the plan, we will meet with you to discuss your views and consider how to proceed. Our team is guided by the principle of acting in the best interests of each young person. Although we aim to avoid it, there may be situations in which the need for medical intervention overrides the wishes of a young person or family.

## What help will my child get when they are discharged from Hospital?

Discharge can be a stressful experience for young people as it involves a change and the ending of relationships. We take a planned, and often gradual approach to discharge, to help everyone feel as prepared as possible. We work with local mental health, social services and education teams to make sure that your child has the follow-up support that they need.

## What help can I get when my child is discharged from Hospital?

Parents or carers of young people who require additional levels of support at home can approach their local social services team and request a Carer's Assessment. This will look at what additional practical and financial help you might need to help you continue to care for your child at home. If you feel you need additional support for you and your child on discharge, please ask to speak with the Social Worker at the Coborn who can complete a referral to social care on your behalf, or advise you about how to self-refer and sign post you to other areas of support for Carers.



I want my child to come spend the night at home, can this be facilitated?

Safety is really important to us. Every young person and their family who come to the Coborn Centre are unique, so their care plans will always look a little different—but in most cases, we follow a typical leave progression.

For young people who are under Section 2 or 3 of the Mental Health Act, they'll need something called Section 17 leave. This allows them to leave the hospital for set periods of time. If a young person is informal, they don't need Section 17, but they will still need to be risk assessed—mainly by the nursing team, and sometimes by the wider MDT or doctors—to make sure it's safe for them to go out.

When Section 17 leave is used, it'll either be *escorted* (with nursing or Coborn staff) or *accompanied* (with parents or family members who are over 18). Leave is reviewed and agreed each week during ward rounds or consultant clinics.

The usual leave pathway looks like this: starting with grounds leave (walks around the hospital grounds), then moving to community leave (a few hours out, gradually increasing), followed by overnight leave (sleepovers at home), and finally, discharge.

# INFORMATION & ADVICE

## Websites:

Young Minds: [www.youngminds.org.uk](http://www.youngminds.org.uk) (0808 8025544) Provides information and advice to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

Carers UK: [www.carersuk.org](http://www.carersuk.org) (0808 808 7777) Advice, information, and support for carers.

Contact a Family: [www.cafamily.org.uk](http://www.cafamily.org.uk) (08088 083555) Advice on benefits, rights and local support for families.

Turn to Us: [www.turn2us.org.uk](http://www.turn2us.org.uk) (0808 8022000) A free service that helps people in financial need to access welfare benefits, charitable grants and other financial help.

Florid: [www.florid.org.uk](http://www.florid.org.uk) A website run by mental health service users for people who have experienced mental health difficulties. Includes information on medication and the mental health act.





# INFORMATION & ADVICE

continued

## **Patient Advice and Liaison Service (PALS)** FREEPHONE 0800 783 4839

Monday to Friday, or e-mail [palsandcomplaints@eastlondon.nhs.uk](mailto:palsandcomplaints@eastlondon.nhs.uk).

PALS aims to negotiate quick solutions to problems or questions.

It also holds information about local and national support organisations.

PALS does not replace the Trust's formal complaints procedure.

## Comments or complaints:

To make a comment or complaint, begin by speaking to any member of staff. We will make every attempt to resolve your concerns immediately.

However, if you prefer you can contact:

Complaints Team: **FREEPHONE 0800 085 8354.**

Consumer Relations and Legal Affairs

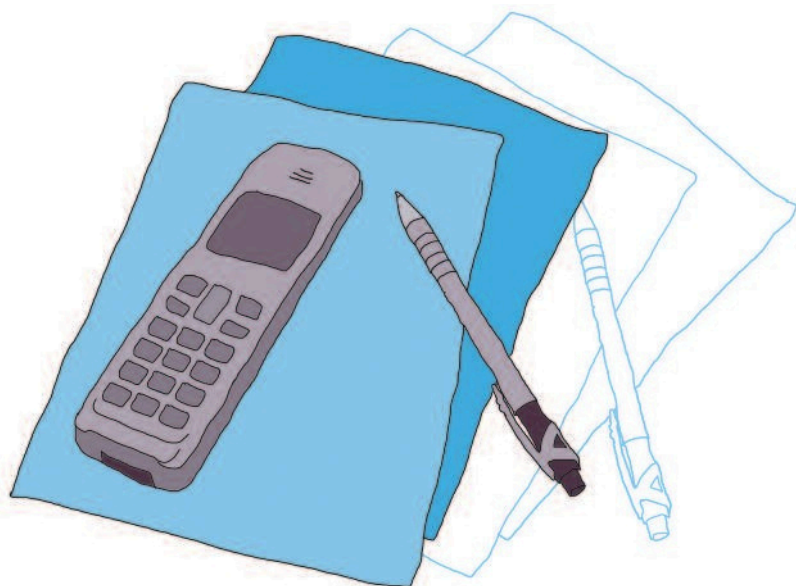
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Trust Head Quarters

9 Alie Street

London

E1 8DE





The Coborn Centre for Adolescent Mental Health Cherry Tree Way  
Glen Road Plaistow Newham London E13 8SP

Reception: 020 7540 6789

Acute Ward: 020 7540 6794

PICU Ward: 020 7540 6792

Galaxy ward: 020 7540 5078

Day service: 020 7540 6790