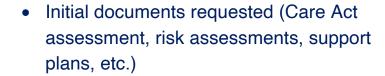


Referral and Assessment Process

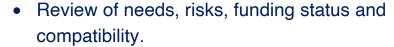
1. Referral Received

Referral received via email, phone or professional's introduction



2. Referral Acknowledged

Acknowledgement sent within 2 working days



 Referral declined if clearly incompatible (with rationale provided)

3. Initial screening / Desk-Based Review

Referral declined if clearly incompatible (with documented rationale)

- Introductory conversation with referrer, family and/or individual (where possible).
- Offer of visit

4. Needs and Compatibility Assessment

Face-to-face assessment conducted

- Face-to-face assessment conducted
- Compatibility with existing service users assessed.
- Review of clinical and social needs, routines, communication, risks and

5. Internal Panel Review

Multidisciplinary discussion with senior team

- Multidisciplinary discussion with senior team
- Decision to proceed, request more information or decline

6. Transition Planning

Step-by-step plan co-produced with individual, family and professionals

- Step-by-step plan co-produced with individual and professionals
- Includes visits, key worker allocation, environmental adaption