

Resurgam Healthy Living Centre (rhlc) Policy of Referral and Signposting

We, at Resurgam Healthy Living Centre (rhlc) are committed to offering the best possible service to all those who are referred/self-refer to our service. We will engage each person with respect, acceptance, and warmth. This will be evidenced by our practice of receiving referrals into rhlc and, when necessary, making referrals to other agencies or services.

Our referral procedures are firmly based on the ethical principles of:

- autonomy – independence, free from control or influence
- resulting in good/doing good (beneficence),
- cause no harm (non-maleficence)
- justice – being fair and reasonable
- being trustworthy

And in line with the community development values¹ of

- Social justice and equality
- Anti-discrimination
- Community empowerment
- Collective action
- Working and learning together

Referral In:

- We will ensure that our information leaflets, websites, social media etc. contain the most current and accurate information as to how to contact us and what service we provide. This will ensure the accuracy of other agencies in making referrals to us.
- We commit to ensuring that our service is the most appropriate for the person by carrying out the appropriate discussion and/or assessment of the persons needs using discussion and appropriate tools as required.
- We will ensure that the person is allocated to the most appropriate staff member to meet their needs.
- Were trainee staff are involved we assure all referring agencies that we will only allocate people whose referral needs are met by the level of training and /or experience of trainee with supervision in place.
- Were volunteers are involved we will assure all referring agencies and individuals receiving the support that their needs are met by the level of training and/or experience of the volunteer with supervision in place.
- We will ensure that all persons referred feel free to accept or change the staff member or volunteer at any stage of the process if they feel it necessary
- We will ensure that all our staff are suitably trained for their role which will include safeguarding children, young people and adults at risk, risk assessment and management to ensure the ongoing wellbeing of those referred. This will be achieved by ongoing review of individuals progress and maintain regular contact as agreed by the contract with the person referred.
- Referral protocols for specific services contain inclusion and exclusion criteria that should be adhered to eg Better Days Pain Support, SE Mind Matters and SPRING Social Prescribing.

Referral Out:

It is always the intention of Resurgam Healthy Living Centre to deliver the necessary support to those who are referred or self-refer. However, at times the needs of the person might exceed or differ from our ability to meet those needs. Accordingly, we will ensure that the person is signposted/referred to

¹ [CDNOS-Standards-2015-FOR-WEB.pdf \(elevateni.org\)](http://www.fcdl.org.uk/) summarised from <http://www.fcdl.org.uk/>

the most suitable and appropriate agency which the person will decide best meets their needs. As a result, all staff will be trained in referral procedures and will be issued with relevant information for signposting, navigating, or engaging in health coaching to enable the individual to access the appropriate support to meet their needs. This can also be alongside us continuing to provide our service.

Making a referral out:

- It is important where the persons need surpasses our limitations and/or an important follow-up is needed and/or in addition to our support it is necessary that a referral is made by the member of staff or volunteer the appropriate pro forma should be used or if by telephone (whichever applies) our electronic records must be updated and kept in the persons case on the rhlc elemental system or contact sheet.
- The person will be given all the relevant information about the agency to which the referral is to be made and agree to the appropriateness of the referral destination. This will include location, accessibility, cost etc. and an agreement of what personal information we can share. This may also include addressing any barriers to engagement for example due to language, culture, transport, or financial constraints. This should be noted on the persons records.
- The relevant staff member will help in any reasonable way to ensure that the client is fully aware of the agency and if possible have a date for their first appointment.

Signposting:

- When the issues that are not being dealt with by us are of low risk or may be varied, then signposting can be the preferred option.
- The staff member/volunteer will give the details of all possible agencies dealing with the issues and encourage the client to make contact for themselves after they have agreed the appropriate support agency.
- It is vital that all information given is checked for currency and accuracy so that the person is not disappointed with out-of-date contact information and details and to make the process as easy as possible for the person who is being signposted.

Emergency Referral:

- Should the person referred, at any stage, exhibit serious risks to their well-being we encourage the person to contact their GP as quickly as possible or we will contact the GP on their behalf.
- We retain the right to access emergency services should the situation call for that level of support.
- We are not a crisis service and therefore should not receive or accept any referrals of any kind for people who need crisis interventions.

Communication:

- If appropriate and necessary, we will inform the initial referrer when the person engages with our service and on discharge.
- Anonymised data can be used to communicate the impact of our services and contributes to monitoring and evaluations purposes. This will never include the individuals name or any identifying information.
- From time-to-time participants of our services may be asked if they would like to share their lived experience of participating in our services. This can be done on an anonymous basis. People engaging in our services are under no obligation to participate in sharing their experience and their engagement in this feedback will have no impact whatsoever on the service they receive. People will always have the option not to participate in sharing their experience.

Signed:  **Adrian Bird, Trust Director**

Approved: March 2019

Reviewed: May 2023

Next Review: May 2025