

Protocol 1

Initial assessment & matching the service user to the most appropriate service

Outcomes

- A. Identification of main presenting issues and any services, key workers or case manager already engaging with the service user.
- B. Indication, upon initial assessment completion, of whether comprehensive assessment/case management is necessary at this point in time.
- C. The service user is referred to the most appropriate service or continues to work with the service they initially presented to - in either case a key worker will be assigned to the service user.

Key Processes

1. An initial assessment should be undertaken when a service user presents or is referred to a service expressing a desire for help with their problem drug use.
2. The initial assessment should be carried out by a trained and competent person. Training levels and competencies to be agreed by NDRIC.
3. Before starting, the person undertaking the assessment should ensure the service user has an understanding of the assessment process and matters relating to confidentiality.
4. The initial assessment should be completed in line with the common assessment guidelines, and it should determine the most appropriate service or support to meet the service user's presenting needs.
5. The person undertaking the assessment should explain and seek written consent to share information that the service user has provided in the initial assessment for purposes of referral or making contact with other services.
6. The person undertaking the assessment should explore what services, if any, the client is already linked to, along with whether the client is ready for referral to other services at this stage following which a care plan should be developed.
7. Any referral or interagency meeting at this stage should be carried out in line with the Referral Protocol or the Interagency Care Plan Meeting Protocol.