

Cork Kerry - Referral Protocol

When to use: This protocol should be used when making referrals to agencies to access services for a service user.

Protocol Outcomes

1. Service user accesses appropriate services in line with agreed interagency care plan goals/needs
2. Agreement and clarity among service providers and service user regarding referral to another service, including steps and timeframe involved
3. The service user is supported throughout the process as required and appropriate follow-up takes place
4. Service user will be tracked and supported to minimise disengagement from services.

Key Steps

Step 1: A referral to a different agency should be made when a service user's need is identified following an assessment and some form of service outside of the assessing agency is required.

Step 2: In this context, all services should ensure the availability of clear information and staff knowledge concerning criteria for access, current waiting times and referral process.

Step 3: The service user should be supported in the referral by the referring service with regards to needs identified in the assessment and/or care plan. Written consent (see Release of information form pg 68) should be obtained prior to any contact with other services. If a service user does not consent to their information being shared, then this should be respected.

Step 4: The Case Manager should provide a new agency with the Cork/Kerry referral form¹ (see Referral form pg 47) together with a cover letter (see appendix 2) outlining their role and the signed Interagency Consent for Release of Information Form (see pg 68)

Step 5: Following referral, the person making the referral should follow up with the service user and the service to ensure that the service user has engaged with the new service, and share the assessment form and care plan as appropriate.

Step 6: If there is likely to be a significant wait in a service or programme, then a plan should be put in place by the Case Manager for the interim period, which may focus on preparatory activities or maintaining motivation. If there are problems in engaging other services, then the Case Manager should refer to the Gaps and Blocks Protocol (see pg 70).

Step 7: If disengagement occurs following referral, then the referring agent and Case Manager should be notified by the agency to which the service user was referred.

¹ If the service you are referring to require their own agency specific referral form to be completed then proceed as requested.

Referral Form

| Steps for Referral | |
|---------------------------|---|
| 1 | Obtain service user's agreement (Interagency Consent for Release of Information form completed and signed and sent with referral form) |
| 2 | Make telephone call to receiving agency to agree appointment details |
| 3 | Fill out and send form directly to the individual who took the appointment |
| 4 | For services with walk-in facilities where an appointment is not required, give the service user the contact details of the service i.e. the contact telephone number, the address and the opening times of the service and forward as above. |

| Checklist | |
|--------------------------|---|
| <input type="checkbox"/> | Interagency Consent for Release of Information Form signed and attached |
| <input type="checkbox"/> | Assessment Completed |

