

Dun Laoghaire/Rathdown Referral Guidelines

6.6 Referral to other services

6.6.1 Referral to another agency should be made when a service user's need is identified following initial or comprehensive assessment which requires some form of service from outside of the assessing agency.

6.6.2 The worker referring should enquire about criteria for access, referral process and current waiting times for the new service.

6.6.3 The worker making the referral should ensure that written consent to share information with the new service has been obtained, if not already obtained.

6.6.4 The worker who undertook the assessment or case management as appropriate, should send the new agency and referral documents and a cover letter outlining their role and the importance of the agreed inter-agency care plan.

6.6.5 Following referral the worker who made the referral should follow up with both the service user and the service to ensure contact has been made and the service user is engaged with the service.

6.9 Onward Referral

6.9.1 As a general principle once a service user has a care plan and case manager this service should be continued until no longer required or wanted by the service user: in general this will require a number of interventions / treatments which can take place over a significant period of time.

6.9.2 Onward referrals of case management are appropriate when the service users needs change and should be conducted in a handover meeting.