

### **Cork Kerry - Gaps and Blocks Protocol**

If the worker encounters a barrier or block to progression in a service users care plan that relates to the provision of service they should undertake the following steps:

- In the first instance raise it with colleagues for informal advice, as appropriate.
- Request advice from the supervisor / manager.

If the issue can not be resolved within the service then the issue should be recorded on a Gaps and Blocks form and will be sent to the rehabilitation co-ordinator.

At this point the rehabilitation co-ordinator will work with members of the treatment and rehabilitation group, the advisory group and the national co-ordinator to resolve the issue.

If it cannot be resolved at this level, the Gaps and Blocks form will be delivered to the National Rehabilitation Co-ordinator: HSE.