

The Referral, Assessment and Treatment journey

FOR PROFESSIONALS

How to make a referral:

You can download and complete the referral form below. Once completed you can send it by email to broccg.bromleyy@nhs.net

If you email your referral to us, you will receive an automated confirmation letting you know that we have received it. If by any chance you do not receive the confirmation email, please call us on:

020 3 770 8848 and we can check that your referral came through ok.

What happens next? – Triage:

- Your incoming referral will enter a triage list for that day, and you may receive a call if there is critical information missing on the form or if it is felt that there needs to be further clarification.
- Referrals are prioritised for assessment depending on the contents of the referral form. It is therefore very important that all relevant and current information is on the form – particularly detail around harming behaviours to self or others. As much detail about specific current difficulties and any safeguarding concerns must be raised.
- We are a Single Point of Access (SPA) in Bromley and from time to time referrals it is felt that referrals are not appropriate for us and they are not accepted. If this is the case, a member of staff will be in touch with the family or professional to discuss it and suggest signposting to other services.

What happens next? – Waiting for Assessment:

- Once triaged and accepted, the referral will be added to a waiting list for assessment.
- When the referral comes near to the top of the list, the (young person or parent/carer) will be contacted via the indicated preferred method of communication inviting them to attend an assessment appointment.

What happens next? – Assessment:

- The assessment appointment will be held either remotely, over the 'phone or at one of a number of places around Bromley. Not all assessments are held at our Ethelbert Road building in central Bromley.
- The assessment is an information gathering exercise to be sure that we fully understand the circumstances surrounding the referral and the reason for the referral, such as; the young person's history, friendships and relationships at school and at home, emotional difficulties being experienced and things that trigger these and the way they are affecting the young person's everyday life, sleep, eating, social life and general wellbeing.

- Parents and young people will be shown to the waiting room where they will be given a short form to complete so that we can check that essential contact details are correct on our system.
- The young person will then be collected by the practitioner they are due to see. Photographs of all our practitioners are on our website. Parents can ask to speak to the practitioner alone if they wish to.

How long is the assessment and what happens?

- The assessment itself is about 1 hour long.
- The parent/carer or young person will be asked to give their written consent for us to store personal details and to share them with other professional third parties such as GPs, schools, social services, CAMHS or other medical professionals involved with the young person.
- The practitioner carrying out the assessment will discuss treatment options with the parent/carer or young person. Occasionally, it is felt that our service is not the right one to support the family/young person at this time and in those circumstances an onward referral will be made, or they will be signposted to the most appropriate service instead.

What happens next? – post-assessment treatment plan

- Once the assessment has taken place, the assessor will make a judgement about the best type of support for the young person which may include any one of the following, but may also involve a referral to another service if it is felt that the therapies we offer would not be helpful. If it is felt that the young person would benefit from group work instead of 1:1 support, this will be considered.
- The number of weeks of treatment depends on the type of therapy offered and the progress made.
- **We offer remote and face to face, evidence-based therapies for young people with three main types of one-to-one support.**
 - **Guided Self Help (GSH), low-intensity interventions for low mood, anxiety and behavioural problems delivered by Child Wellbeing Practitioners.**
 - **Cognitive behavioural therapy (CBT), mostly for anxiety, low mood, phobias and panic.**
 - **Interpersonal Psychotherapy (IPT-A), for low mood that may be impacted on by relationship difficulties**
- Once a treatment plan has been decided upon, the young person will be added to a 'waiting for treatment' list and a practitioner from that discipline will be in touch with the parent/carer or young person as soon as a treatment slot becomes available.
- The support will continue, with the same practitioner (unless this is not possible) and parent/carer or young person will be asked to complete final questionnaires and a service feedback form at the end. This is so that we can check how the young person is feeling at the end of treatment and so that we can make improvements to the service by listening to the feedback.
- When the support finishes, the referral will be closed. The referrer will be notified that the young person has been discharged from our service.
- It is usually suggested that the young person or parent/carer to use the strategies learnt for at least 3-6 months before any further referrals are made to our service.