



The Referral, Assessment and Treatment journey

FOR PROFESSIONALS

How to make a referral:

You can download or complete the referral form on our website [Bromley Y](#) . If you wish to complete it offline, you can send it by email to broccg.bromley@nhs.net

It is important that you give us all the details about the boxes you have ticked on the form - especially about current or previous self-harm or suicidal thoughts. Make sure that you include how these difficulties affect everyday life.

If your referral is emailed to us, you will receive an automated response email confirming that we have received it.

If by any chance you do not receive the confirmation email, please call us on: 020 3770 8848 and we can check that your referral came through ok.

Read more about the next steps after you have made a referral:

What happens when we receive your referral? – Contact Officers' support

- Your incoming referral will be looked at by our contact officers who will check that we have enough information to help us understand what the main mental health difficulties are. We may contact you or parent/carer to confirm consent at this stage and to check we have the correct contact details.
- All referrals are screened daily to see if there is anything we need to talk to the young person or parent/carer about. This is our first part of triage and helps us to ensure that the referral is prioritised properly.
- If we need to talk to the young person or parent/carer about any of the harming information provided they will receive a call from one of our Risk Support Team. We will find out more about how they are feeling and be given some information about how to keep the young person safe and other professionals may be involved if there is a safeguarding concern.
- If it is felt that **Bromley Y** would be unable to help, the parent/carer or young person will receive a call or email from a member of our team explaining why this is and suggesting who would be a better source of support.

What happens next? – Allocation of a Navigator and Information Gathering

- Once the referral has been screened the young person will be allocated a navigator who is also a wellbeing practitioner. The navigator will make an **initial contact call** to the parent/carer or young person to obtain more detailed information to think together about a pathway plan of support.
- Our navigators will help the parent/carer or young person on their journey through our service and will be their first point of contact during this stage and whilst they are waiting to be allocated to one of our treatment team practitioners.
- Please be aware that our contacts will be on the phone or video call. This call should take no longer than 45 minutes – 1 hour.
- The **initial contact call** will help us think together with the young person or parent/carer about alternatives for treatment. These options may also include a discussion with our colleagues from Child and Adolescent Mental Health Service (CAMHS) who we meet with on a daily basis, to discuss referrals that we think may benefit from their service.
- The referral is then passed to our practitioner teams and a pathway plan for the young person is agreed.

Occasionally there might be a more suitable service, other than **Bromley Y**, to meet the young person's needs and we will discuss these other options with them and help them get in touch with those services.

What happens next? – Treatment Plan and allocation of a Wellbeing Practitioner

The practitioner teams will consider the best treatment plan and the young person will be added to a wellbeing practitioner's waiting list for treatment.

- We offer short term, goal-focused treatment of between 2 to 8 sessions.
- The treatment we offer will be agreed with the young person and might be one of the following:
 - group work
 - 1:1 support
 - online therapeutic game called Lumi Nova for children and young people aged 7-11 years. To read more about Lumi Nova go to our [Website](#).
- Sessions are delivered remotely in most cases (via phone or video call), but if face to face support is required, for any reason, this will be discussed and mutually agreed with the practitioner.
- Support will continue, with the same practitioner (unless this is not possible) and the young person will be asked to complete a final questionnaire so that we can check how the young

person is feeling at the end of treatment. We will also ask for a service feedback form to be completed so that we can make improvements to the service by listening to their feedback.

- When the support finishes, the referral will be closed and you will be notified that the young person has been discharged from our service.
- It is usually suggested that strategies learnt are used for at least 3-6 months before any further referrals are made to our service.