

Pathway-Mental Health Social Care Team

Gateway to Care/Referred direct to Team

Mental Health Social Care Team

START: Referrals are generated by gateway to care

START: Professional refers direct to the Mental Health Social Care Team Duty



Review and Triage of Referral

Referral received by duty work who screens for urgency and RAG Rates Low, Medium or High Risk. All referrals screened within 3 working days upon receipt.



Outcome of Screening

- Referral allocated.
- Placed on a waiting list.
- Pended for further information or action.
- Redirected to another service with rationale and notification to respective managers.



Team Manager assigns tasks to workers with clear deadlines and outcomes.

Allocated Worker makes initial contact with the person or their representative within 2 working days and schedules initial visit discuss needs, support options, and desired outcomes.



Waiting Safe and Well

For those RAG rated as Low to medium and awaiting allocation duty will make fortnightly check-ins with person/carers awaiting assessment and re-RAG rate if situation changes.



Living Well Conversation (Assessment) takes place and coproduction of support plan along with financial assessment



Where a carer has been identified offer of carers assessment



Regular reviews



END