

Adult Services and Wellbeing
Calderdale Metropolitan Borough Council

People's Journey: How we work with new and known people when they initially reach out to us.

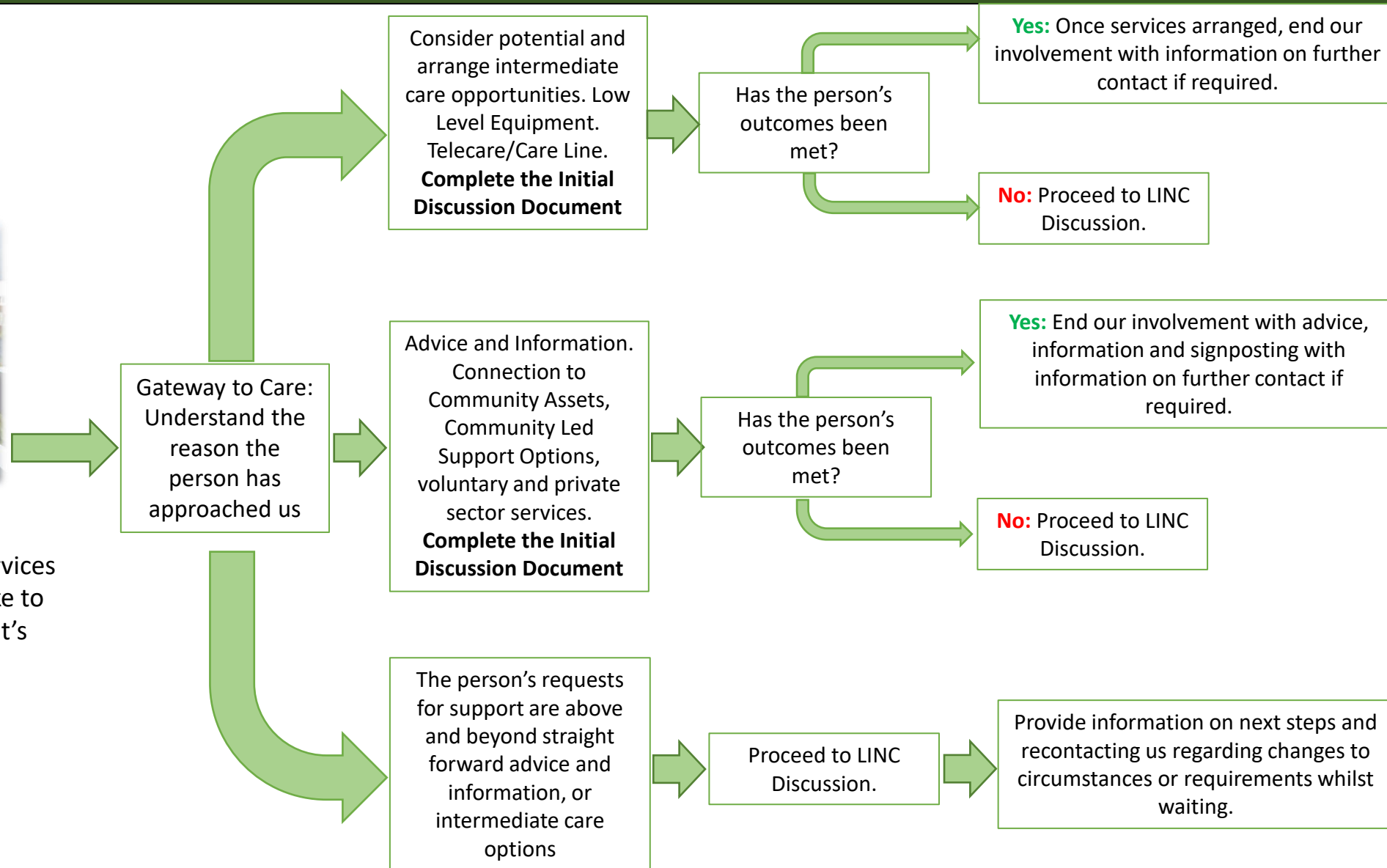
Adult Services & Wellbeing

How we work together with the people who reach out to us : New People



I am new to social care.

I do not have any ongoing social care services (other than low level equipment). I'd like to discuss my requirements and see what's available.



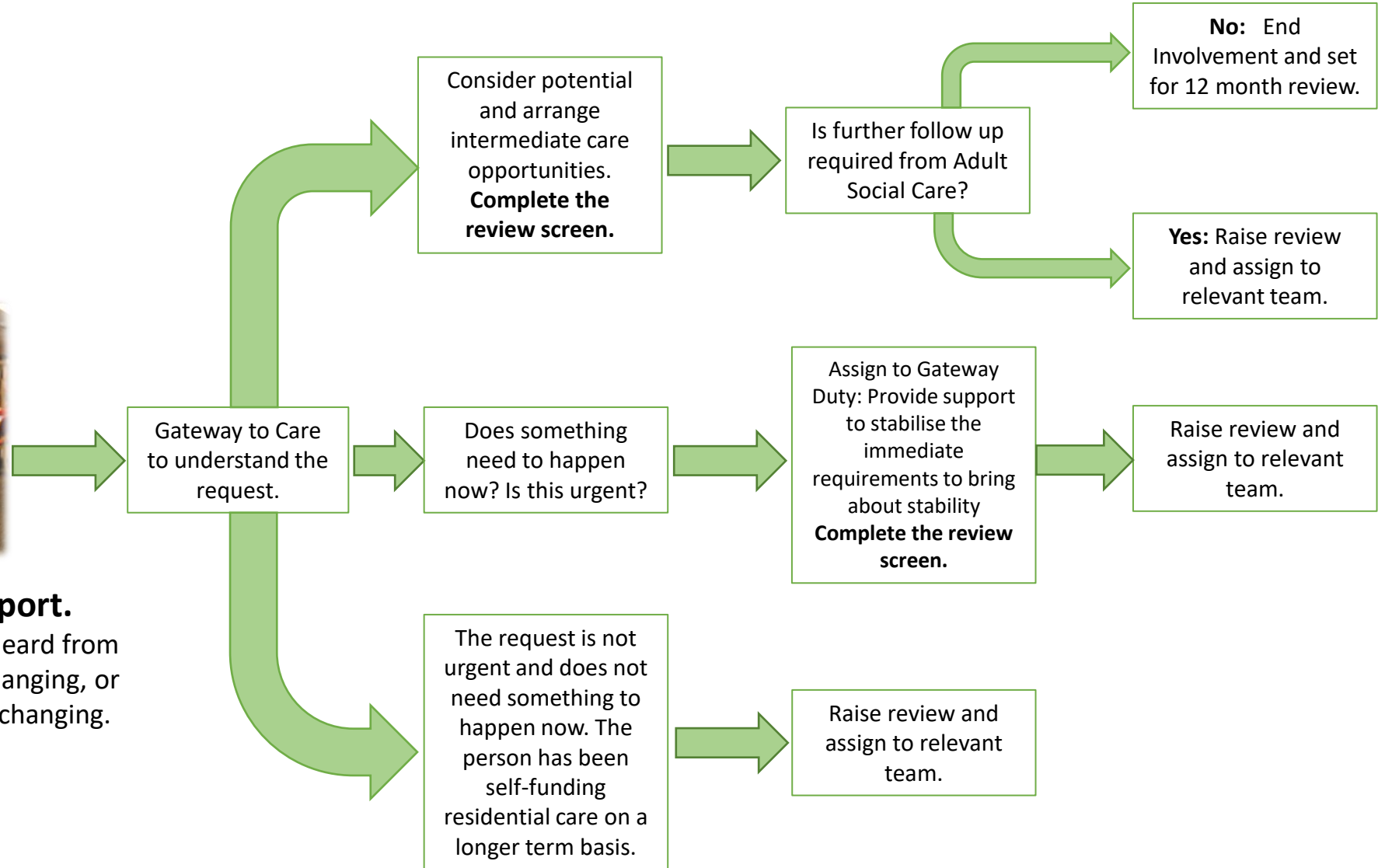
Adult Services & Wellbeing

How we work together with the people who reach out to us : Known People



I am living with care and support.

I'm expecting a check in soon as I've not heard from you in a while. Or my requirements are changing, or my support plan is not working or needs changing.



General Flow to Incoming Work:

Incoming Work:
New & Known People



Listen and understand the reason why the person has approached us. Gather more information if required.



Make a decision as to the right response, this could be a number of options.



Can the person's outcome be achieved at first point of contact with advice, information or linking into community assets?

Can the person's outcome be achieved with low level equipment or care line?

Is this a crisis situation?
(Check prioritisation document)

Is this a new person without care and support and the query can not be resolved at the first point of contact?
(And not a crisis)

Is this a person with existing care and support in place?
(And not a crisis)

Is the person presenting with a potential health need?
E.g. Pain, mobility problems, urinary issues, new illness?

Consider GWTC Nurses to ensure the person is considered for community health services. If the person is presenting with 'Red Flags' always consult the nurses. The nurses must always consider intermediate care options and arrange those services before proceeding.

If Not...

GWTC Duty Social Worker should be assigned to assess, plan and stabilise accordingly.

Assign as a new assessment to Link Into Calderdale Team or All Age Disability Learning Disability / Mental Health Team.

Assign as a review to the relevant community team.

Arrange the reablement or community health or intermediate care service as per SIT Process.