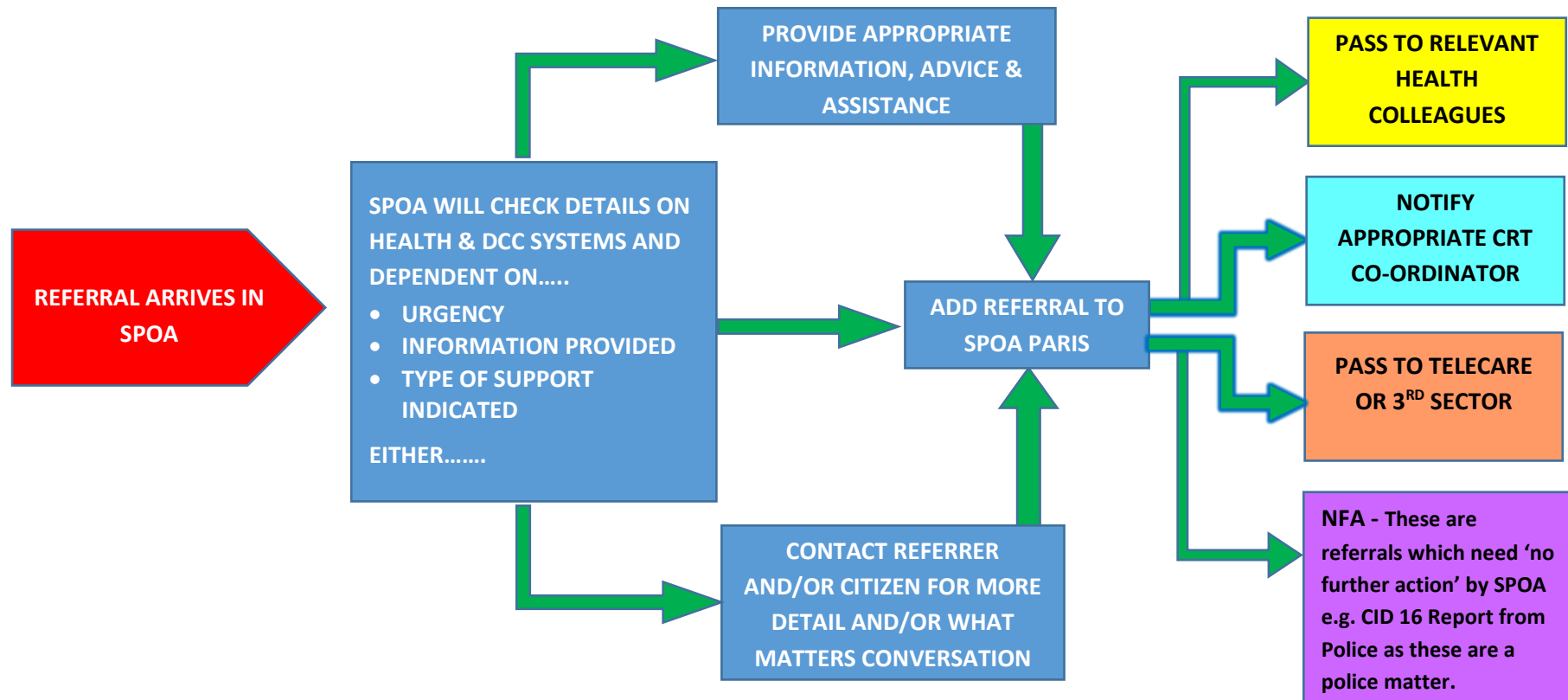


REFERRALS

Referrals for care and support are received by the Single Point of Access (SPOA). These are recorded on a 'What Matters' form. SPOA also receive phone calls directly from citizens or family or friends requesting to make a referral and they will take down the details to record 'What Matters'.



REFERRALS FOR CARERS

New Referral for Carers: SPOA complete Enquiry Referral (ensuring that referral is logged on 'Carers' ID on PARIS and carer registered under 'ADULT - CARER in Service User Client Group)

SPOA send notification to NEWCIS (Carers Needs Assessor). Referrals are checked by NEWCIS Triage.

If agreed, case is then passed to 'Carers Assessor' or NEWCIS (self allocation within NEWCIS)

Open Case: Practitioner sends a notification to SPOA requesting a Carers Referral for citizen's carer.

SPOA complete Enquiry Referral for Carer (ensuring that referral is logged on 'Carers' ID on PARIS and carer registered under 'ADULT - CARER in Service User Client Group).

SPOA send notification to NEWCIS (Carers Needs Assessor). Referrals are checked by NEWCIS Triage.

If agreed, case is then passed to 'Carers Assessor' or NEWCIS (self allocation within NEWCIS).

REFERRAL FOR HEALTHY CARERS WORKER

New referral for Healthy Carers Worker

SPOA complete Enquiry Referral, allocate to 'Healthy Carers Worker'. 'Healthy Carers Worker' receives a notification via PARIS.

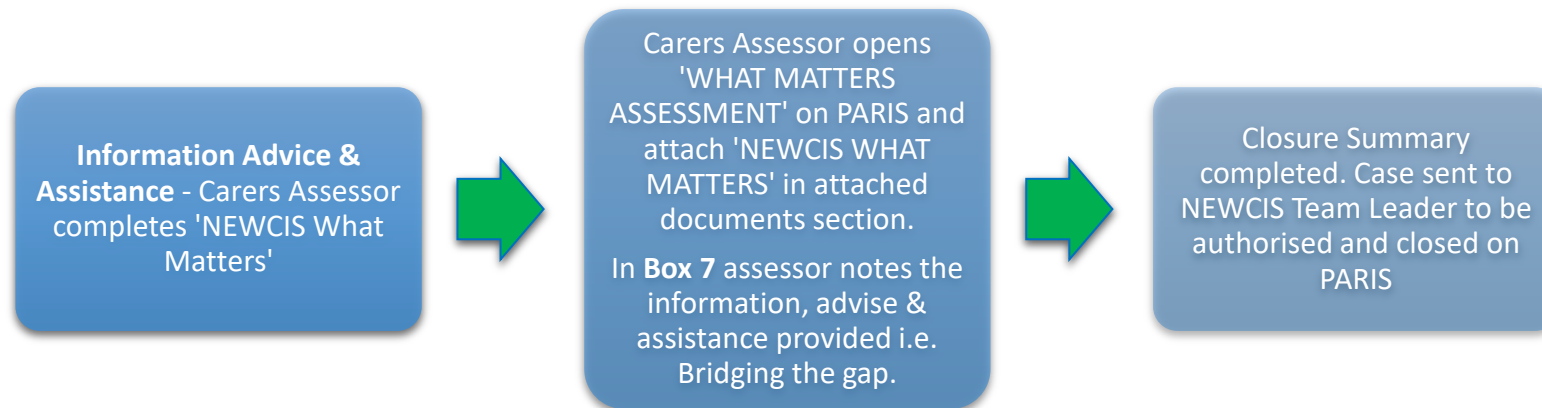
Open Case: Practitioner discusses case with Healthy Carers Worker

Update What Matter's and notify SPOA to request a referral for Healthy Carers Worker.

SPOA complete Enquiry Referral, allocate to 'Healthy Carers Worker'. 'Healthy Carers Worker' receives a notification via PARIS.

CARER'S ASSESSMENTS

REFERRAL FOR INFORMATION ADVICE & ASSISTANCE: (SIGNPOSTING TO OTHER 3RD SECTOR AGENCIES)



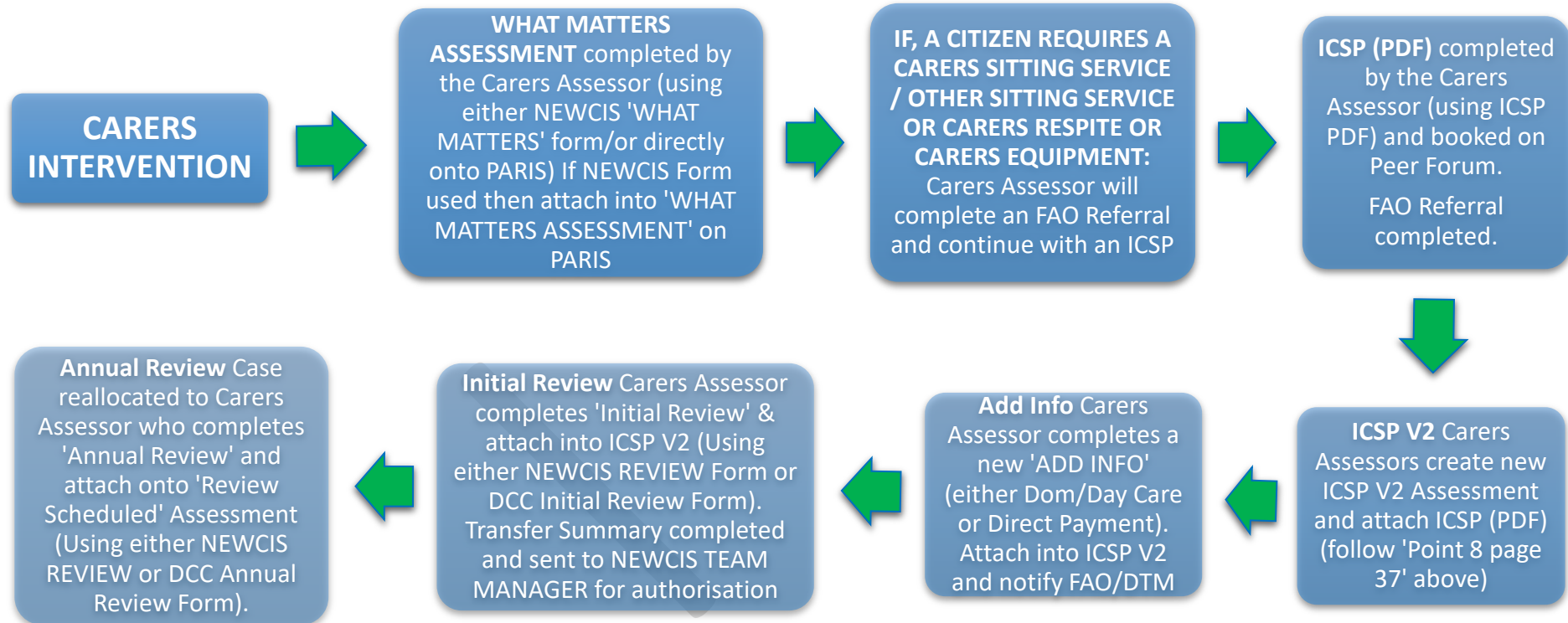
CARERS INTERVENTIONS

For all carers interventions which are classed as payable services the Carers Assessor will proceed from the 'WHAT MATTERS ASSESSMENT' onto the INTEGRATED CARE & SUPPORT PLAN (PDF).

These carers interventions are:

- Carers Needs Assessment
- Carers Sitting Service
- Carers Respite
- Carers Equipment e.g. new washing machine

CARERS INTERVENTION PROCESS: For further in depth areas of the process see sections above.



IMPORTANT NOTE: ALL CARERS CLOSURES / TRANSFERS ARE TO BE SENT TO NEWCIS TEAM LEADER FOR AUTHORISATION.