

Add a Referral for Rehab and Recovery

The Recovery Centre provide a gatekeeping function for the Rehab and Recovery (R&R) Inpatient Service. All referrals to our Rehab and Recovery Inpatient Services (Asket House and Asket Croft) should be sent to the 'Recovery Centre' for a Gatekeeping assessment first. The Recovery Centre will then assess whether the referral is appropriate for Rehabilitation Inpatient Services.

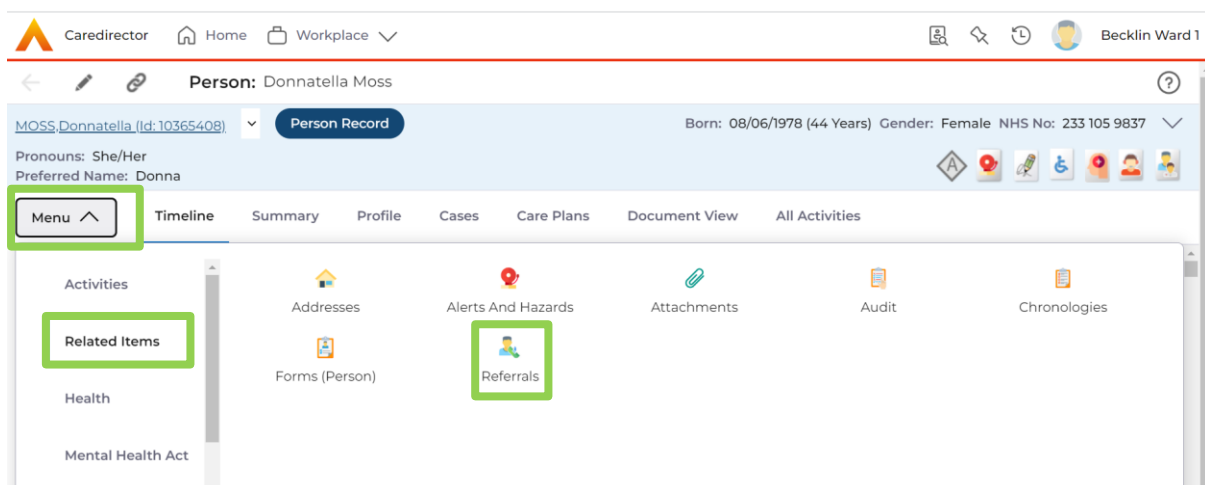
[Click here for further information](#)

If you work in a Care Team and are referring on, see pages 1-3.

If you work in the Recovery Centre and are triaging the case, see pages 4-5.

Scenario: An Inpatient Team have identified the possible need for Rehab & Recovery input.

**1. Add a Referral following the process for referring on, as usual.
From Person Level, click Menu>Related Items>Referrals**



2. Click the + icon to add a new referral and complete the form:

MOSS, Donnatella (id: 10365408) **Person Record** Born: 08/06/1978 (44 Years) Gender: Female NHS No: 233 105 9837

Pronouns: She/Her Preferred Name: Donna

Details

Referral id *

Regarding
Donnatella Moss

Date/Time Referral Received *
07/11/2022 09:00

Referral Source
Internal Referral

Referral Made By
Becklin Ward 1

Responsible Team *
Becklin Ward 1

When referring on, **Referral Source** should always be Internal Referral

Referral Made By can be the referring clinician, or the referring team. If you want to list the team, change the top dropdown to **Look For: Teams**

3. Continue the form as you would to refer on, with the relevant details:

MOSS, Donnatella (id: 10365408) **Person Record** Born: 08/06/1978 (44 Years) Gender: Female NHS No: 233 105 9837

Pronouns: She/Her Preferred Name: Donna

Details

Referral Reason *
Psychosis: Ongoing or Recurrent

Presenting Priority *
Routine

Presenting Need *

Summary of current mental health and rehabilitation and recovery needs.
Recovery Service
Please consider the below questions when making your referral

1. The service user has a primary diagnosis of mental illness which includes psychotic features? Yes or No
2. The service user must currently be under the care of secondary mental health services. (This can be clarified in the Cases section of CareDirector). Yes or No
3. The service user must be between the ages of 16 and 65. (This can be clarified in the service users' profile)

1. The service users' social functioning is so restricted that they have trouble leading a meaningful life.
2. The service users' independent living skills are so restricted that they prevent them from functioning in a community setting without a high level of maintenance.
3. The service user, despite an intense period of active treatment, continues to experience mental health symptoms on a daily basis which causes them significant distress

A service user is unlikely to be appropriate for Rehabilitation and Recovery Service if the service users' current risk profile indicates that the risk of suicide and / or harm to others is judged to be serious or serious and imminent or if they require constant observation and / or physical restraint as part of their current Care Plan.

Presenting Priority* is for the Referring team to decide

R&R Referrals are typically 'Routine'

Presenting Need* to describe requirement for R&R input

Consider the criteria above

Caredirector Home Workplace Becklin Ward 1

Referral: New MOSS,Donnatella (Id:10365408) Person Record Born: 08/06/1978 (44 Years) Gender: Female NHS No: 233 105 9837

Pronouns: She/Her Preferred Name: Donna

Details

Referral Status and Outcomes

Referral Status*
Accepted for Community Triage or Inpatient Admission

Referral Outcome*
For Triage: Community Referral

Community/Clinic Team Required*
Recovery Centre

Referral Status* Accepted for Community Triage or I/P Admission

Referral Outcome* For Triage: Community Referral

Community/Clinic Team Required* is the receiving team – Recovery Centre

MHA Stage (Bed Management Use Only)

Other Actions

Date/Time Referral Assigned*
07/11/2022 09:00

4. Complete the Referral and Save and Return:

Caredirector Home Workplace Becklin Ward 1

Referral: New MOSS,Donnatella (Id:10365408) Person Record Born: 08/06/1978 (44 Years) Gender: Female NHS No: 233 105 9837

Pronouns: She/Her Preferred Name: Donna

Details

Referral Status*
Accepted for Community Triage or Inpatient Admission

Referral Outcome*
For Triage: Community Referral

Priority Of Referral

MHA Stage (Bed Management Use Only)

Other Actions

Community/Clinic Team Required*
Recovery Centre

Date/Time Referral Assigned*
07/11/2022 09:00

The referral is now being turned into a case and will be on the Duty Desk for the Recovery Centre to triage and accept.

Recovery Centre Workers Triage and Accept the Case from the Duty Desk:

1. Select the Service User from Awaiting Triage to enter the case.

The screenshot shows the 'Awaiting Triage' section of the Caredirector interface. A table lists service users with columns for Last Name, First Name, DOB, Age, Stated Gender, Case Date/Time, Referral Reason, and Secondary Case Reason. The entry for 'Moss, Donnatella' is highlighted in green. Below the table, the text 'Not Real Service User Data' is displayed.

Last Name [Pers...]	First Name [Pers...]	DOB [Person]	Age [Person]	Stated Gender [L...	Case Date/Time	Referral Reason	Secondary Case Reason	Ca...
Moss	Donnatella	08/06/1978	44	Female	07/11/2022 09:00:00	Psychosis: Ongoing or Recurrent		Wa

2. Scroll down to Case Triage/Screening and Accept the case, choosing Case Priority, then Save and Return.

The screenshot shows the 'Case Triage/Screening' form in the Caredirector interface. The form includes several fields: 'Community/Clinic Team Required*' (set to 'Recovery Centre'), 'Duration of waiting list' (set to '01:14:31'), 'Waiting Time Start Date', 'Date/Time Case Accepted*' (set to '08/11/2022' at '23:31'), and 'Case Priority' (set to 'Routine'). The 'Case Accepted' dropdown is highlighted in green and set to 'Yes'.

3. Refresh the dashboard to see the service user now Awaiting Initial Contact (an appointment to be booked in the Health Diary)

The screenshot shows the CareDirector interface. At the top, there are navigation links for 'Home' and 'Workplace'. The main navigation bar includes 'Health Diary', 'My Caseload', 'Appointments Overview', 'Duty Desk' (which is active), 'Tasks', and 'More Dashboards'. A user profile for 'Recovery Centre' is visible in the top right. Below the navigation, a blue header bar reads 'Awaiting Initial Contact'. Underneath, there are four icons and a table of cases. The table has columns for 'Last Name (Pers...)', 'First Name (Pers...)', 'Case Date/Ti...', 'Responsible Team', 'Presenting Need', 'Secondary Case Reason', 'Case Priority', and 'Case Status'. One row is visible with the following data: Last Name: Moss, First Name: Donnatella, Case Date/Time: 07/11/2022 09:00..., Responsible Team: Recovery Centre, Presenting Need: Summary of current mental h..., Secondary Case Reason: Recovery Centre, Case Priority: Routine, Case Status: Waiting List - First Appointmen

<input type="checkbox"/>	Last Name (Pers...	First Name (Pers...	Case Date/Ti...	Responsible Team	Presenting Need	Secondary Case Reason	Case Priority	Case Status
<input type="checkbox"/>	Moss	Donnatella	07/11/2022 09:00...	Recovery Centre	Summary of current mental h...	Recovery Centre	Routine	Waiting List - First Appointmen

4. For Recovery Centre workers, full details on How to [Book a Community Appointment using the Health Diary](#) and [How to Add an Involvement](#)