

What Happens Next?

Once a referral is allocated to a team, the individual will be contacted to attend an appointment to carry out an assessment of needs, discuss options available and agree the best way forward.

How much will the service cost?

There is no charge for any of our services, but if support is required to access activities within the community (eg. swimming, bowling) then the individual will need to pay for those activities.

Monitoring and Evaluation

A performance management system is in place which monitors all aspects of care, ensuring standards are maintained and improved where possible. Performance reports, alongside the views of service users and partners inform managers when there is a need to change. Some of the results from Single Referral Pathway monitoring can be found in the Performance section of our Annual Reports.

Further Information

For more information on the Integrated Mental Health Service and partnership working, please refer to our main service leaflet and other team leaflets or visit the Integrated Mental Health Service webpage on www.clacksweb.org.uk

Alternatively, you can contact us by email, letter or telephone.

Contact us

By email:

integratedmentalhealth@clacks.gov.uk

By letter or telephone:

Carsebridge House

Team Manager
Carsebridge House
3-8 Carsebridge Court
Alloa FK10 3LQ
Tel: 01259 215048

Mental Health Resource Centre

Team Leader
Clackmannanshire Community
Healthcare Centre
Hallpark
Sauchie FK10 3JQ
Tel: 01259 290343

Service Manager Partnership

Integrated Mental Health Service
Social Policy
Kilncraigs
Greenside Street
Alloa FK10 1EB
Tel: 01259 225021/450000

CLACKMANNANSHIRE

Mental Health Services



Single Referral Pathway



Clackmannanshire
Council



Updated 26/2/2015

Establishment of a Single Referral Pathway

The Single Referral Pathway was established in January 2007 following consultation with all parties involved, including service users. This consultation identified the need for a system to efficiently manage all referrals for adult mental health services provided by the Integrated Mental Health Service and other partners within the NHS and the Voluntary Sector. These services include:

Psychiatric Provision

Mental Health Resource Centre

- Community Mental Health Team
- Day Unit
- Outpatients

Mental Health Provision

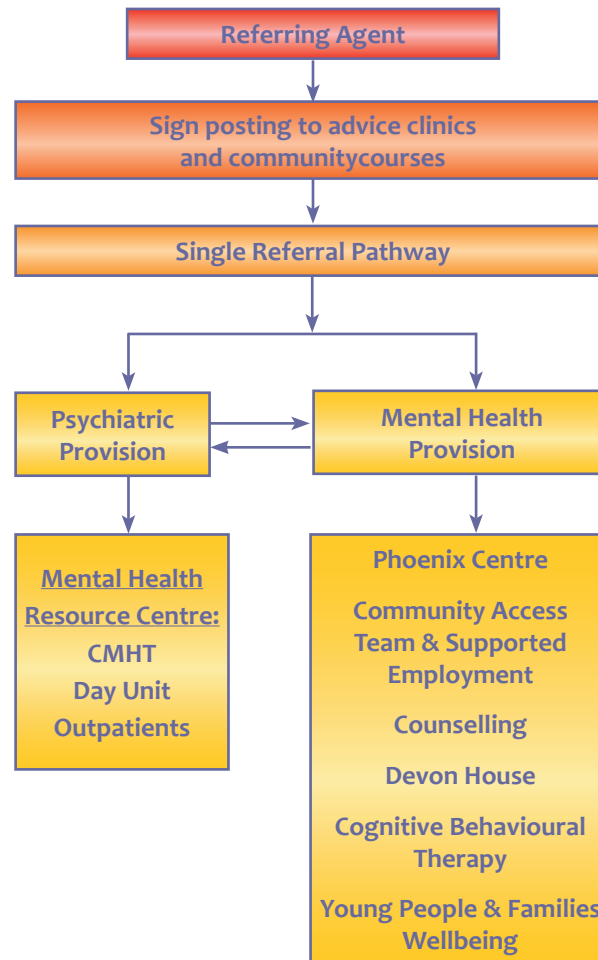
- Phoenix Centre
- Community Access Team & Supported Employment
- Cognitive Behavioural Therapy (CBT)
- Devon House
- Counselling
- Young People & Families Wellbeing

The Benefits

By working in partnership we can share information and resources to provide co-ordinated mental health services to meet the needs of people in Clackmannanshire. The Single Referral Pathway ensures that all mental health referrals are directed to one point. This means that a decision can be made quickly to make sure the person being referred goes directly to the correct team. As a result of working together, we are able to avoid duplication, reduce waiting times, provide a wider choice and see people quicker.

How does the Single Referral Pathway Work?

The diagram below shows how referrals are processed through the Single Referral Pathway:



- The Referring Agent initially considers signposting to advise clinics and community courses (eg. stress control).
- If these are unsuitable, the Referring Agent makes a referral to the Single Referral Pathway.

- The Referring Agent decides if a service is required from the Psychiatric or Mental Health branch and also the time frames required (one week for urgent referrals, 6 weeks for routine referrals/8 weeks for routine Outpatients referrals).
- An Information Sharing Leaflet and a letter is sent to the individual being referred.
- Referrals are discussed at weekly referral meetings and allocated to the team most appropriate to meet the individual's needs.
- If it is unclear which team is best able to meet the individual's needs then a joint assessment is carried out.
- If a referral is mistakenly directed to the wrong service, an informal referral process is in place to transfer the referral from one service to another with minimal disruption and loss of time.

How to make a referral:

If you feel someone would benefit from our services, a referral can be made by a GP, Social Worker or other professional that the individual is in contact with.

Referrals from Primary Care can be done electronically via SCI Gateway. All other referrals can be made via our Single Referral Pathway by completing our standard Referral Form and sending it to:

SRP Administrator
Mental Health Resource Centre
Clackmannanshire Community Healthcare Centre
Hallpark Road
Sauchie FK10 3JQ
Tel: 01259 290343