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| **ELFT Befriending Service Referral Policy** |
| When referring please consider any reasonable adjustments which may help Service Users access the service. SUs should be able to freely engage in conversation. |
| Service boundaries |
| 1. The Befriending Service is not a clinical, counselling, or crisis service.
2. Referral terms are for a fixed three or six month period, at the discretion of the referring Clinician. The Service User can terminate interactions at any time.
3. Service Users may be re-referred once their initial term is complete. They will always be re-assigned to a new Befriender to avoid any dependency issues.
4. We cover all ELFT boroughs and teams (MH,CH and Primary Care).
5. Calls can be set up between 9am to 9pm, Monday to Sunday.
6. Service Users will speak with the same Befriender each week.
7. Anything discussed during the calls is completely confidential.
8. All calls are outgoing from a private number.
9. We operate remotely and do not facilitate any face to face meetings.
10. In instances of crisis, safeguarding or specific clinical concern we advise the SU to follow their crisis or treatment plan. We would then highlight to the Responsible Clinician to follow up with the SU from a clinical point of view as they see fit.
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| Typical interaction |
| 1. Referral Form received via email
2. Service User is contacted to screen their contact preferences
3. Service User is allocated to a Befriender
4. Letter/email is sent to SU, outlining call schedule and name of their Befriender
5. Calls begin
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| details OF responsible clinician |
| **All referrals must include the name and email of a Responsible Clinician, who we can highlight any instances of specific clinical concern to. The referral may not be accepted if this information is not provided. (This can be a GP if the Service User is in Primary Care/Community Health)**  |
| **SERVICE CONTACT DETAILS** |
| Service Line: 0207 655 4019Out of hours: 07557 172803 (voicemail only)Email: ELFT.Befriendingservice@NHS.netWebsite: https://www.elft.nhs.uk/get-involved/befriending-service |