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| **ELFT Befriending Service Step Together 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 accompaniment to a maximum of three instances per Service User. 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. Interactions will **only** be at a public event or group. Meeting places will **only** be at a public transport location (bus stop/train station) or at the event/group venue. We **NEVER** go to a Service Users home address. 6. Travel, food, drink and any group membership or fees for Service Users are at their own expense. 7. Anything discussed during the interactions is completely confidential. 8. 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. |
| Typical interaction |
| 1. Referral Form received via email. 2. Service User is contacted to screen their preferences. 3. Service User is allocated to a Befriender. 4. Befriender contacts SU to find a suitable group and arrange meet up. 5. Befriender and SU attend group/even together in a supported structure. |
| 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 4019  Out of hours: 07557 172803 (voicemail only)  Email: ELFT.Befriendingservice@NHS.net  Website: https://www.elft.nhs.uk/get-involved/befriending-service |