



Referral Pathway

Referral Management

1. All referrals received to be passed to the Registered Manager **1 working day of receiving.**
2. Registered Manager to coordinate all referrals & is responsible for feedback to Referrers.

Referral Screening

3. Registered Manager to gather the basic information required to complete the Referral Screening Assessment & share with Company Director.
4. Registered Manager & Company Director to review the Referral Screening Assessment & decide if referral is to progress to a referral assessment **within 5 days.**
5. Consideration to include compatibility between the referred person and existing tenants, for shared tenancies.
6. Registered Manager to inform the Referrer of the outcome of the Referral Screening Assessment **within 2 days of decision.**

Referral Assessment

7. Registered Manager to receive information on the person referred, including Single Shared Assessment & other relevant documents & share with the Company Directors **within 5 days.**
8. Registered Manager/Company Director/Team Leader to complete the part 2 of the Referral Assessment & provide the Referral Report **within 10 days** of assessment.
9. If there is a delay in completing the assessment, the Registered Manager to discuss the delay with the referrer and provide a revised timescale for completion.
10. The decision to provide a supported living service to the person to be made jointly by the Registered Manager and Company Director(s), **within 5 days of receipt of report.**
11. The Registered Manager to inform the Referrer of the assessment outcome **within 2 days of the decision.**
12. If placement offered:
 - Registered Manager to complete the Supported Living Service Fee Agreement and Health & Social Care Service Provision form and share these with the Referrer.
 - On receipt of signed Supported Living Service Fee Agreement and Health & Social Care Service Provision form from the Referrer, the Registered Manager to commence the transition process for the person to receive a supported living service from the Company.