

Referral Flow Process

Referred via website by:

- Health care
- Churches
- Family/Individuals
- Care Homes

Referral Form received by (CCT)

Automatic Receipt Email sent

Referral Form completed

Initial Phonecall/s from CCT
Aim to reply within 7 days of IC

Initial decision made by CCT

Within 7 days of phonecall

No

Within 7 days of LC

- CCT informs Older Person and Referrer with explanation of why.
- Signposts to appropriate services given where possible.

Yes

Within 7 days of LC

CCT emails case to appropriate Chaplains and asks if have capacity.

Within 48 hrs of IC

- CCT informs Older Person and Referrer.
- Offered a Holding List place if appropriate.
- Signposts to appropriate services given where possible.

No

Yes

Within 7 days of IC

Chaplain to make Phone call to gather own information and makes decision whether to accept case.

Yes

No

Contact Feedback is completed in the middle and at end of service. Case is then archived.

Within 7 days of LC

Chaplaincy Happens!

Chaplain determines best Service Package to proceed with, agrees terms and dates with the Older Person and/or Referrer. Informs CCT.

End of Life	Loneliness
Spiritual Well-being	Re-connection with Faith
Bereavement and Loss	Transition/Change

Feedback to Referrer and CCT

Service Offering

End of Life

What is offered:

Listening, conversation and encouragement, acts of Christian worship and prayer where appropriate.

Who it is for:

For an individual, usually aged 70 and over, who lives within SO14-19, who may be approaching the end of their life.

Type of chaplaincy contact:

Telephone and/or in person visits to the individual at their home.

Length of chaplaincy contact:

Number of visits to be appropriate to individual circumstances.

Further help:

If carers, family members in need of support beyond an expected amount - refer to Bereavement and Loss at discretion of Chaplain and/or signpost/connect to different services where appropriate.

Spiritual Well-being

What is offered:

Listening, conversation and encouragement, acts of Christian worship and prayer where appropriate.

Who it is for:

For an individual, aged 70 and over, who lives within SO14-19.

Type of chaplaincy contact:

Telephone and/or in person visits to the individual at their home or at a pre-arranged group/location.

Length of chaplaincy contact:

Time limit of 6 months after which a re-assessment will be made.

Further help:

For further support beyond the chaplaincy contact, chaplains will look to signpost and connect to different services where appropriate.

Re-connection with Faith

What is offered:

Listening, conversation and encouragement, acts of Christian worship and prayer where appropriate.

Opportunities explored to meet a group or join a place of worship locally.

Who it is for:

For an individual, aged 70 and over, who lives within SO14-19.

Type of chaplaincy contact:

Telephone and/or in person visits to the individual at their home or at a pre-arranged group/location.

Length of chaplaincy contact:

Time limit of 3 months after which a re-assessment will be made.

Further help:

For further support beyond the chaplaincy contact, chaplains will look to signpost and connect to different services where appropriate.

Service Offering

Bereavement and Loss

What is offered:

Listening, conversation and encouragement, acts of Christian worship and prayer where appropriate.

Who it is for:

For an individual, aged 65 or over, who lives within SO14-19.

Type of chaplaincy contact:

Telephone and/or in person visits to the individual at their home or at a pre-arranged group/location.

Length of chaplaincy contact:

Time limit of 6 months after which a re-assessment will be made.

Further help:

For further support beyond the chaplaincy contact, chaplains will look to signpost and connect where appropriate. Referral to Bereavement Counselling if needed.

Transition/Change

What is offered:

Listening, conversation and encouragement, acts of Christian worship and prayer where appropriate.

Who it is for:

For an individual, aged 65 or over, who lives within SO14-19.

Type of chaplaincy contact:

Telephone and/or in person visits to the individual at their home or at a pre-arranged group/location.

Length of chaplaincy contact:

Time limit of 3 months after which a re-assessment will be made.

Further help:

For further support beyond the chaplaincy contact, chaplains will look to signpost and connect where appropriate.

Loneliness

What is offered:

Listening, conversation and encouragement, acts of Christian worship and prayer where appropriate.

Opportunities explored to connect to other people in their community, social groups, social events and other services.

Who it is for:

For an individual, aged 65 or over, who lives within SO14-19.

Type of chaplaincy contact:

Telephone and/or in person visits to the individual at their home or at a pre-arranged group/location.

Length of chaplaincy contact:

Time limit of 6 months after which a re-assessment will be made.

Further help:

For further support beyond the chaplaincy contact, chaplains will look to signpost and connect to different services where appropriate.

Service Offering Summary

End of Life

- Listening and conversation.
- Acts of Christian worship and prayer where appropriate.
- For the individual who is at the end of their life.
- End of Life expected within a few months.
- Number of visits/calls to be appropriate to individual case.
- If carers/family members in need of support beyond an expected amount-refer to Bereavement and Loss at discretion of Chaplain and/or signpost/connect where appropriate
- Follow up of card/note, 1 week/1 month/1 year etc at Chaplain's discretion.

Spiritual Well-being

- Listening and conversation.
- Acts of Christian worship and prayer where appropriate.
- Number of visits/calls to be appropriate to individual case, but no more than once a week.
- Time limit of 6 months after which a re-assessment will be made.
- Will look to signpost/connect where appropriate.
- Follow up at discretion of Chaplain.

Re-connection with Faith

- Listening, conversation and encouragement.
- Acts of Christian worship and prayer where appropriate.
- Number of visits/calls to be appropriate to individual case, but no more than once a week.
- Time limit of 3 months after which a re-assessment will be made.
- Will make efforts to integrate/connect to faith in the community.
- Will look to signpost where appropriate.
- Follow up at discretion of Chaplain.

Bereavement and Loss

- Listening, conversation and prayer where appropriate.
- Acts of Christian worship and prayer where appropriate.
- Number of visits/calls to be appropriate to individual case, but no more than once a week.
- Time limit of 6 months after which a re-assessment will be made.
- Will look to signpost/connect where appropriate.
- Follow up at discretion of Chaplain.

Transition/Change

- Listening, conversation and encouragement.
- Acts of Christian worship and prayer where appropriate.
- Number of visits/calls to be appropriate to individual case, but no more than once a week.
- Time limit of 3 months after which a re-assessment will be made.
- Will look to signpost/connect where appropriate.
- Follow up at discretion of Chaplain.

Loneliness

- Listening, conversation and encouragement.
- Acts of Christian worship and prayer where appropriate.
- Number of visits/calls to be appropriate to individual case, but no more than once a week.
- Time limit of 6 months after which a re-assessment will be made.
- Will make efforts to integrate/connect to community.
- Will look to signpost where appropriate.
- Follow up at discretion of Chaplain.

Chaplaincy Services Referral Process

Contact Guidelines

- ★ **Referral Process and all Contact with Referrer and Applicant overseen and administered by the Chaplaincy Services Coordinator.**
 - ★ **All contact and decisions throughout the Referral Process to be duly logged in the Chaplaincy Services Referral Spreadsheet.**
1. Referrer to receive an automated email response to sending the form acknowledging the receipt and detailing that the Coordinator will be in touch by email or phone over the next 48 hours.
 2. Referrer to receive an update on progress from CCT within 48 hours of each Latest Contact throughout the Referral Process.
 3. CCT only to contact Applicant once agreed with Referrer.
 4. If Chaplaincy is arranged, the Chaplain needs to make Initial Contact with Referrer or Applicant within 7 days of receipt of case details.
 5. Referrer and/or Applicant to receive a phone-call from the CCT if Chaplaincy is not possible at this point for whatever reason.
 6. Waiting list management
 7. Signposting guidelines
 8. Once Chaplaincy package agreed by Chaplain and Referrer/Applicant - CCT to be informed and entered onto spreadsheet.