

Guidance for Professionals Making referrals into Norfolk 0-19 Healthy Child Programme

To make a referral to Norfolk 0-19 Healthy Child Programme we have moved over to a system of telephone referrals only. This is to ensure we have all the required information at the point of the referral being made. This ensures:-

- The referral is appropriate for our service. If it is not then there will be a discussion on more appropriate services to consider and how to access them.
- We have the necessary consents to move forward with the referral
- We can triage accurately and ensure the referral is forwarded to the most appropriate pathway /practitioner as soon as possible

What to expect when you phone into Just One Number

- When you first call into Just One Number 0300 300 0123 your call will be answered by an administrator. Please state you wish to make a referral for a child/young person.
- You will not be required to give significant detail at this point but just asked to briefly state what the issue is that has prompted the referral.
- If a clinician is available your call will be transferred so you can give the full details of your referral
- If a clinician is not free then the administrator will book an appointment slot with a clinician who will call you back at the agreed time.
- At times our service reaches a very high demand level. In these cases, please do leave us a voice mail. Please leave your name, contact number and brief details. If you are ringing to discuss a specific child, please also leave their name, address and date of birth and state that you have appropriate consent to make the call. Please also indicate when good times to call you back are and we will endeavour to make contact with you.

What information is required to make a referral?

In order for us to effectively triage we use the “5P framework” to make our analysis. It would therefore be helpful for you to consider the following 7 areas taking this framework into consideration

- Presenting Problem** – reason for referral, description of the difficulties
- Predisposing Factors** – what may have contributed to the child/young person’s vulnerability?
- Precipitating factors** – what are the triggers for the child/young person ?
- Perpetuating Factors** – what could be maintaining the problem?
- Protective factors** – what is helpful for the child/young person ?

1. Reason for referral

- *Description of the difficulties/worries*
- *How long has this been an issue*
- *What else was going on for them at the time?*
- *It is helpful to have an example regarding the most recent difficulty*

2. Previous and current management

- *Who else is currently involved with the family*

- *What has already been tried*
- *What needs to happen*
- *How might HCP support*

3.Views of Child/Young Person

4.Views of Parent/Carer

5.Supporting Background Information

- *Active safeguarding/LAC/EarlyHelp/FSP etc,*
- *Young Carer,*
- *Education and Health care plan/SEND.*
 - *Known adverse childhood experiences*
 - *Family composition*
 - *School life – learning, peers, absence, behaviour, transition & settling in.*

6. Is the child/young person at risk of harm

- *If you have safeguarding concerns these should be escalated through your own routes/consultation with CADS*
- *If there are serious mental health concerns (suicidal ideation/severe self harm) the family should be signposted to their GP for an immediate response/referral*

7. Consent

- In order for us to action the referral we must have consent.
- We prefer to work with the whole family as this has the best outcomes for the child/young person. Therefore where ever possible please have a conversation with parents./carers so we are able to make contact with them.
- If you have a young person who is Gillick competent to consent to a referral to our service but does not wish their parents to be informed you might like to consider them making direct contact with us through our Chat Health text messaging service on 07480 635060

What happens now you have made the referral?

- We will make contact with the family/young person as agreed
- We will listen to the parents/carers/young person and help them articulate what the issues are. We can offer brief advice and guidance to promote self care where possible. This will include signposting to our website <https://www.justonenorfolk.nhs.uk/>
- We often ask the family /young person to try out suggested strategies for an agreed period of time. Sometimes this is all that is required. If the family feel they need more they are invited to phone back into Just One Number for further support
- We can offer a more detailed health assessment to further explore the issues
- If ongoing work is required with one of our 5-19 practitioners then the referral will be forwarded onto appropriate staff within the locality to plan interventions. This will include access to our specialist pathways.

Consultations/Advice

If you are not sure what support might be required or you just want some advice to provide support yourselves then please contact Just One Number in the same way to have a discussion with one of our Clinicians. You do not need to name the family but just talk us through the situation. If we agree a referral would be beneficial then we would need you to go and discuss this with the family and seek the necessary consents and call back into Just One Number to make the referral.