



Complex Needs Service Referral Policy

The Centre for Well Being, 501 St Albans Rd, Watford, Herts, WD24 7RQ
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The Complex Needs Service will provide community support to individuals with complex needs and their carers in the Hertford, Cheshunt and Ware areas of East Herts. The service will deliver short term, task orientated and solution focused interventions which will enable individuals and families to improve their quality of life. Support is holistic and will be tailored to the needs of the individual using the service. The service is flexible in its ability to respond effectively to a wide variety of needs, ranging from low level complex needs through to high level needs. This will also apply to the needs of carers and families who are involved.

Referral criteria

- Adults of working age who are identified as having complex needs
- Mental health (including personality disorder)
- Drug and/ or alcohol use
- Dual diagnosis
- Offending behaviour
- Learning disability
- Physical disabilities
- Homelessness
- Self harm
- Psychological problems
- Social issues
- Or any other co-existing needs
- Carers and family of individuals with complex needs

Geographical area

The service will take referrals and work with individuals and services based in the following areas

- Cheshunt
- Ware
- Hertford

Referral routes

- Self referral
- Carers and/or family
- Community Mental Health Teams
- Drug & Alcohol services
- Community Learning Disability Teams
- Any other agencies

Referral process

Self Referrals:

- Please call the service to find out more information or to make a referral, including self referrals. Or ask someone to contact us on your behalf if you would like support with this.
- Alternatively, complete a referral form and send to the service
- Please let us know if there is any other service that is supporting you so that they can be involved in the support package if appropriate.

Referrals from another agency:

- Complete the referral form and fax or post to the above address
- The team will then arrange an assessment meeting so that we can work out the best way to support the individual(s)
- Where multiple agencies are involved in an individual's support package we would like to include these agencies in the referral and assessment process and take a whole systems approach.