

## <Creative Academy>

# < Wellbeing Referral Process >

### Overview

A wellbeing referral process connects individuals to mental health or support services, often through self-referral via online forms, GP referrals, or professional referrals (e.g., teachers, employers). Following submission, an assessment is conducted to determine appropriate support, such as therapy, workshops, or community services, with a focus on informed consent.

### Key Aspects of the Referral Process:

- **Self-Referral:** Many NHS Talking Therapies and local wellbeing services allow individuals to contact them directly, avoiding the need for a GP appointment.
- **Professional Referrals:** GPs, social workers, or employers can make referrals for more specialised or urgent care.
- **Assessment Stage:** Once a referral is received, the service typically contacts the individual to schedule an assessment or first appointment, often within a few working days.
- **Types of Support:** Services offered can include one-to-one therapy, group sessions, workshops for anxiety/depression, or peer support groups.
- **Data Usage & Consent:** Referrals generally require consent from the individual. Information provided is used to assess suitability for the service and may be shared with relevant partners for care.
- **Where to Refer:** Individuals can often find, complete, and submit referral forms on specific local healthcare trust websites (e.g., [Berkshire Healthcare NHS Foundation Trust](#)) or using local community wellbeing websites (e.g., [Community Living Well](#)).

## Wellbeing Referral Process

In all referral processes, please only use email as the referral method in order to ensure clarity between all parties involved. Please include the following information in each referral:

Full name of Student:

Student Year:

Personal Tutor Name:

Brief outline of issue:

Explanation of how the student has agreed that the information can be shared. Please tick as appropriate:

Head of Wellbeing:

Core staff team:

All staff:

Wellbeing List: (the wellbeing list consists of people who have declared that they are struggling with an issue e.g. a bereavement, mental health issue, physical health issue but the issue is not explicitly shared with the entire staff team but rather a Whatsapp message in the staff group which states 'STUDENT NAME is currently experiencing a difficult personal issue. Therefore, please be aware that they may behave out of character in class.')

Any other information which you think might be relevant:

## Referral Process for Mental Health issues/Emotional Support

First Point of Contact writes an email referral to Head of Wellbeing.

There is a three tier system for support for mental health issues. The Head of Wellbeing will meet with the student within seven working days and write an Extended Individual Support Plan (EISP) placing the student on one of three possible pathways:

*Mild (1) – short term in-house interventions*

*Medium (2) – long term in-house interventions but not intensive*

*Acute – (3) intensive in-house interventions and possible external interventions*

- 1) Referral to listening service or counsellor – meeting with a member of the WB team weekly for period of time to explore self-help resources and make use of the listening service/counsellor. Expected number of sessions: three.
- 2) Referral to counsellor for four to six paid sessions – meeting with a member of the WB team weekly for set period of time to explore self-help resources, access listening service and possibly support making GP appointments if appropriate.
- 3) Referral to counsellor for intensive paid sessions for up to 8 weeks. Meeting with a member of the WB team weekly to monitor safety and support working with Adult Mental Health Services if appropriate.

The pathway can be adjusted at any point according to need. The wider staff team will be made aware of any necessary adjustments with the student's consent.

### Referral Process for Physical Health issues

First Point of Contact writes an email referral to Cassia Rudge and CCs in Head of Wellbeing.

Two possible pathways:

- 1) Cassia gives contact information for support needed. Asks student for a follow up email in specified period of time. Cassia fills out Standard Individual Support Plan (SISP) and sends a copy to Head of Wellbeing.
- 2) Cassia organises meeting with Head of Wellbeing, George and student to discuss long term intervention plan dependent on severity of issue. Head of Wellbeing fills out Extended Individual Support Plan (EISP).

### Referral Process for Financial Issues

First Point of Contact writes an email referral to Jagdev Khatkar and CCs in Head of Wellbeing. Jag gives appropriate advice including application to Hardship Fund if appropriate. Asks student for a follow up email in specified period of time. Jag fills out Standard Individual Support Plan (SISP) and sends a copy to Head of Wellbeing. Student is advised to seek support from Wellbeing Team if necessary.

### Referral Process for Learning Differences Support / Disability Support

First Point of Contact writes an email referral to Head of Wellbeing. Head of Wellbeing organises EISP with student. EISP recommendations for learning support needs shared with appropriate staff with student's consent. Student is added to database for weekly Academic Support sessions. Student is supported in writing application for Disabled Students Allowance if appropriate. EISP is updated every six months or as needed.

### Referral Process for Academic Skills Support

First Point of Contact writes an email referral to Head of Wellbeing or books a 1:1 slot on Tuesday's Academic Skills sessions. Head of Wellbeing meets with student as and when needed. With student's consent, their Personal Tutor is made aware of any academic difficulties. A SISP can be created if needed.

Reviewing this statement or policy

This policy or statement will be annually reviewed to ensure it is fit for purpose, up to date and effective. Student representation will be part of the process to ensure that it is fair and clear.

Any changes will be uploaded to the website, ensuring that it is accessible to prospective and current students. For general enquiries and/or complaints regarding this statement, please contact the Creative Academy using the information below:

- By phone - 01753 875400

- By email - [info@creativeacademy.org](mailto:info@creativeacademy.org)
- By post - Creative Academy, 73a Stoke Poges Lane, Slough, Berkshire, SL1 3NY
- By website - using the contact us page on [www.creativeacademy.ac.uk](http://www.creativeacademy.ac.uk)
- For complaints - please see the complaints process on the website