



**Dedicated to giving practical and emotional support to all in the Debenham area who care for those with dementia.**

## Referrals Policy

The policy and system are needed to facilitate access to the activities and services provided by the Project, and for the smooth, reliable, safe, confidential and fair handling of anyone to whom the project may provide any form of support.

It is the referral policy of the project that:

- a) Referrals to the project may be accepted for consideration from local GP practices, Social Services, NSFT, Dementia Together, Ipswich and West Suffolk Hospitals, and other appropriate professional agencies with the consent of the individuals concerned.
- b) In addition, the project will consider self-referrals from family carers, and those they care for with symptoms consistent with those of dementia – a formal diagnosis is not required.
- c) The project will prioritise referrals of those who are resident within a radius of 4 miles from the centre of Debenham (or within the catchment area of the Debenham GP practice).
- d) The Project will not accept referrals from other relatives and individuals, but will note their concerns.
- e) The project will not directly contact any families living with dementia unless they clearly wish to receive information, advice and support.
- f) The Project will promote its activities and services locally in order to encourage those living with dementia to consider self-referring.

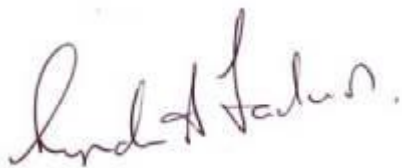
The system for implementing the policy is as follows:

- a) Anyone who is concerned and feels that the Project could help someone who needs information & advice, and/or practical support should make contact with the chairman for advice and information.
- b) On the basis of this the chairman will consider how best the Project can help,

- c) If appropriate, the chairman will contact one or more task leaders with a view to offering specific practical support.
- d) All personal information will be treated in confidence and information distributed on a “need to know” basis only, and with the permission of the individual concerned.
- e) The contact details, their involvement with the Project, and limited other data e.g. family relationships of carers and cared-for, who seek to participate in the services of the project (other than purely for information and signposting) may be recorded, with the agreement of the individuals concerned, in the Project’s database.
- f) This data will be managed consistent with the Project’s Data Protection Policy.
- g) Contact details may be held (consistent with the permission granted as above (d)) by the project for the purposes of providing newsletters, information about services and events, invitations, etc.
- h) The project will primarily seek to help carers of those with dementia\* and those that they care for residing within a radius of 4 miles from the centre of Debenham (or alternatively within the catchment area of the Debenham Group GP Practice). However, where these criteria are not fully met the project will attempt to provide support on a “case by case” basis, and especially where there is a particular need for support which cannot be met by other organisations and services.

\* The term “dementia” used here is intended to cover a range of symptoms which would normally be associated with the disease. It does not imply a requirement for a formal diagnosis.

Both the policy and the system have been reviewed by the Trustees (February 2025) and agreed in the light of experience of use.



26<sup>th</sup> February 2025

(Chairman)