

# mind

## Hammersmith, Fulham, Ealing and Hounslow

### COMPASS SERVICE

Client placed on waiting list

#### Onboarding Process

- After receiving a referral from an NHS professional, we aim to onboard clients within a week and a half.
- We will attempt to contact the client on three separate occasions. If contact cannot be made, the client will need to be re-referred to the service.
- We will obtain the client's consent and authority to act on their behalf

#### Support

- We will listen to the client and explore how best we can support them.
- An action plan (maximum of three issues) will be created with the client.
- Clients have access to 8–10 sessions with their assigned caseworker to work through their issues.

#### Follow-Up

- Once the main body of work has been completed, the client will be placed on hold.
- If any applications have been completed, the caseworker will follow up with the client regularly for an outcome.
- If there is a need for an appeal or if the client is unhappy with the outcome, the caseworker can reopen the case and complete an appeal

#### Discharge/Case Closure

- The service will look to close the case once an outcome has been achieved.
- Further signposting and referrals to other services will be provided, where appropriate.
- Case closure will be clearly communicated to the client

