

# mind

## Hammersmith, Fulham, Ealing and Hounslow

### OPEN PATH SERVICE

#### Onboarding Process

-After receiving your referral, 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

