



# 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 offer immediate crisis-escalation and emergency planning if you access the service via the crisis pathway (foodbank, Safe Space)
- Client's housing/cost of living/welfare crisis will be assessed, along with onboarding and pre-questionnaire
- 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

- Client will have an initial assessment to determine what the crisis is and a co-created plan with the client will be devised
- The action plan will target a maximum of three issues.
- 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

- Upon case closure, client will receive a 'discharge plan' detailing what has been achieved and next steps, along with self-help guidance
- Further signposting and referrals to other services will be provided, where appropriate.
- Should client require further casework, they will be referred to Pathways
- Case closure will be clearly communicated to the client

