

Request for Support Pathway

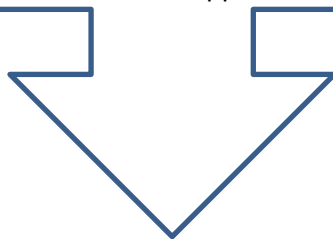
Step 1: Initial Phone Call

Professional contacts Specialist Administrator by telephone (**01609 777662**) to make a Request for Support (RFS). Specialist administrator sends professional consent that must be returned before details will be stored and a log number will be given. If consent is already stored on the system this can move straight to log number being issued and appointment being made.

The Specialist Administrator takes professionals details, provides them with a log number for their enquiry whilst scheduling an appointment for their consultation.

Specialist administrator adds details of the referral to the RFS spreadsheet and emails professional with confirmation of log number and scheduled appointment with details of procedure for no contact been able to be reached.

The Specialist Administrator will schedule all appointments within the shared calendar.



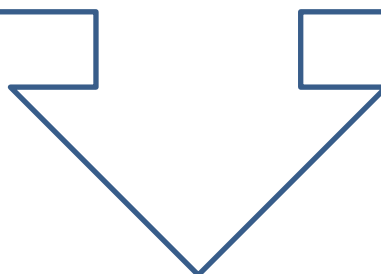
Step 2: Consultation

The duty Wellbeing worker will contact all scheduled appointments each day and provide anonymous consultation, offering support, information, resources or advice. If not appropriate for support the professional will be signposted to the appropriate service.

The specialist administrator will contact all appointments that were not able to be contacted by email to ask them to contact the central office to reschedule their appointment. They will also be informed that if we have not heard from them within one week their RFS will be closed. Once the professional has rescheduled their appointment they will receive email confirmation of their appointment.

If a rescheduled appointment is missed the professional will be emailed to inform them that they had been unsuccessful in being contacted and that their RFS will be closed.

Specialist administrator adds details of consultation and missed appointments to the RFS spreadsheet.



Step 3: Email confirmation

Wellbeing Worker will email the professional with details of the consultation, including anonymised case details, support, information, resources, advice or recommendations given on a request for support consultation form. This will also be subsequently saved under the log number in the shared drive.

Specialist administrator adds details of consultation to the RFS spreadsheet.

All correspondence will be sent through the school mental health project email account