



Referrals to Heart and Soul Listeners

STEP 1

- **Confirm consent with service users to refer to Heart and Soul Listeners service**
- **CPFT staff member makes email referral to heartandsoulteam@cpft.nhs.uk** [to include RIO number and brief outline of the need/frequency of contact etc]

STEP 2

- **Chaplains John Nicholson [JN] in Cambridge and South or Jane Pope [JP] in Peterborough and the North ring the client** for an introductory conversation, which will help them decide which volunteer to match them with.
- JN/JP informs the client that volunteer 'X' will be contacting them within the next 'Y' days, and that they will be supported with a weekly (?) phone call at a set time that can be expected to last up to an hour.
- If they need to cancel, they do so via JN/JP [give number]

STEP 3

- **JN/JP allocates a referral number** [a simple JN001, JN002 etc] and **pass on to an appropriate volunteer**, who will keep any notes they need as an aide memoir under the referral number only.
- These notes to be kept safely and **separately** from client's contact details.
- Contact details to be kept on a mobile phone that is passcode protected in accordance with latest IG guidance.

STEP 4

- **Volunteer rings client [withholding own number by using 141]** within the agreed time period. Introduces self and asks if it's a convenient time to talk, or if client would prefer to make an appointment for another time.
- Future appointments to be agreed either one by one or for a regular day and time.
- **JN/JP records on RIO that a H&S volunteer has been allocated** to the client, the referral number used, and states that notes will be added as and when there is anything to report.
- If more detail is required at any time, CPFT staff to contact JN/JP.
- Complete list of referral numbers/RIO number/volunteer name/date allocated.

STEP 5

- **At first appointment, volunteer to establish** a rapport and cover the following:
 - What they are/are not
 - Limits of confidentiality
 - Supervision and reporting
 - Length and frequency of sessions [suggest up to an hour and one/two weeks apart or guided by what they were receiving from CPFT staff]
 - How to contact [via JN/JP]
- **JN/JP agrees regular supervision** slot with volunteer [frequency might be dependent on volunteer experience, number/complexity of cases etc]

STEP 6

- **Volunteer continues to support client**, reporting to JN/JP via regular supervision sessions and ad hoc as necessary.
- Escalates any issues beyond their abilities to JN/JP asap.
- **JN/JP records brief notes** of the client contacts and any issues on RIO.
- Escalates any serious concerns back to the original referrer.
- Also keeps a record of how many clients each volunteer has and their availability for further referrals.