partnership quest East Norfolk

EAST NORFOLK QUEST SERVICE

Referral → Who is eligible? → People who are on CPA or are eligible via FAC

How do I refer? → Referral Form (RFI) → Send by post to Quest Welcome Team:

Holmes Wharf
225 Southtown Road
Great Yarmouth
NR31 0JJ

→ By email to:

equestwelcometeam
@meridian-east.org

By telephone (followed by hard copy)

01493 440443
(Temporary number)

How do I know the referral is accepted?

The Welcome Team meets weekly on a Tuesday and will make contact within 5 working days. The appointment will be with the person referred and the care co-ordinator.

At the first appointment, the CPA plan and risk assessment must be shared - otherwise no service.

The appointment will be organised at a mutually convienent time and place.

What happens at a first meeting?

A Quest team member will meet with you and explore what you might like to gain by coming to Quest. Depending on this meeting, the worker allocated to work with you may change to be more appropriate to your interests.

The Care Plan and Risk Assessment is important supporting information but we will spend our time focusing on social activites.If the person referred has a Recovery Plan, they are encouraged to bring it.

Quest use their own paperwork, which will be shared at the first meetng. Copies will be given if the person referred wishes (development plans)

What happens following the first meeting?

→ A Quest team member will agree with the referred person how often and where they will meet to work on the development plan and to review progress.

→ At every review meeting, a Progress Form will be completed so we understand what is working well and what may be stopping progress (Action Plan and Review).

→ At regular intervals, a formal review meeting will be held with the person referred, their Care Co-orindator and Quest (this will be a minimum of 6 months).

What happens when goals have been reached?

→ A meeting will be held with the Quest Worker and the Care Co-ordinator, to agree a moving on plan. An invitation to a moving on Celebration will be issued.

→ Quest Worker and referred person will complete outcome measure form.

→ Closure letter sent to Care Co-Ordinator, GP and referred person.

What if more support is needed after moving on?

→ If more support is needed within 6 months and the person remains on CPA, immediate engagement with Quest is available. The Care Co-ordinator would be contacted.

→ If contact is over 6 months, a referal to Quest must come from the Care Co-ordinator

---