**Referrals at the Haven**

1. **Who can be referred to the Haven?**

We are now taking *new* referrals from people who have not been registered with us before and who have not been on our waiting list which has been cleared.

The requirement is the person has the diagnosis of Personality Disorder and that this is evidenced in writing by a competent person, most likely a psychiatrist.

In addition, we do a risk assessment. This is based on the client’s application form as well as the interview that follows in person with the client.

The prospective client can self-refer or be referred by any agency, family or carer. We will need contact details for the client (name, address, email and/ or telephone number).

1. **What happens once a referral is made?**

Following the referral, we send out a letter to the prospective client with an application form. When we have received this we will contact the clients and set up an interview aiming to register him or her for a month’s trial.

The trial period helps to ensure that we are meeting the client’s needs, that they are happy with the services, and comfortable with the Haven Community. The community is engaged in all Aspects of the service including sanctioning individual behaviour.

The Acceptable Behaviour Agreement has to be signed.

The registration includes an assessment tool (the Mental health Recovery Star) which helps to validate our work to funders . More importantly it gives the client a clear understanding of the progress they make.

At the end of the trial period we interview the client and reflect on progress, service use and the community.

Once conversion to full registration has been made the new client can take part fully in all aspects of the Haven Community’s activities.

**Ring 01206 572215.**

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