

REFERRAL FORM FOR SERVICES

Headway East London (HEL) is a charity which supports people affected by brain injury. This includes provision of specialist services for brain injury survivors, their friends, families and carers. For full information about our services please call the office on 0207 749 7790 or visit our website: headwayeastlondon.org or request a copy of our service specification.

REFERRAL CRITERIA

- Anyone can make a referral.
- Referrals must be for someone who has had an acquired brain injury (ABI) and is over 16 years old.
- Headway East London does not offer services to people who have a progressive illness or who have had a brain injury at birth.
- Headway East London is only able to offer placements/services to people with high care needs if we are confident we will be able to meet those needs.

To be referred you must live in our catchment area which includes the following London Boroughs:

- Barking & Dagenham
- Camden
- Enfield
- Hackney
- Haringey
- Havering
- Islington
- Newham
- Redbridge
- The City
- Tower Hamlets
- Waltham Forest
- Westminster

REFERRAL CHECKLIST

We cannot accept incomplete referrals. Please ensure that you have completed all sections including the consent to process & share information form.

- Referral Form
- Discharge Report/Neuropsychology Assessment
- Social Services Care Needs Assessment
- Social Services Care Plan
- Diversity Monitoring Form
- Consent to Process & Share Information Form

If you are self-referring or referring someone else in a non-professional capacity i.e. family member, you do not have to have all of these details and or documents. Provided your referral includes consent to share information, we can find out these details at a later stage.

FUNDING FOR HEADWAY SERVICES

Day Service	£113.82 per day placement (excluding transport)
Evening Service	£91.00 per evening placement (excluding transport)
Community Support Worker Service	Standard rate - £29.33 p/h (inclusive of reasonable expenses) Minimum service provided, 4 hours per week.
Casework Service	Short term pieces of information, advice, advocacy & support groups
Neurological Therapy Service	Price on application

Referrals for the Enfield Brain Injury Service require a different form. Please see our website for more information headwayeastlondon.org/services/neurological-therapy-service/

REFERRAL INFORMATION

Please tick the service(s) required:

- Day Service
- Evening Service
- Community Support Worker Service
- Neurological Therapy Service (Fees apply for all therapy services)
- Physiotherapy
- Occupational Therapy
- Psychotherapy
- Neuropsychology
- Craniosacral
- Casework Service

Presenting issues: (i.e. housing, benefits, legal advice, accessing health & social care)

Is funding in place Yes No

If yes, who will be paying:

REFERRAL FORM

Date of referral	
Name of person being referred	
Date of birth	
Address	
Phone	
Email	
Local Authority	
National Insurance Number	

Referred by (name)	
Relationship/role	
Address	
Phone	
Email	

Name of main carer/next of kin	
Relationship	

Address	
Phone	
Email	

Name of GP	
GP practice name	
Address	
Phone	
Email	

Date of injury	
Nature/diagnosis of injury	
Name of hospital attended	
Dr/Consultant/Neurosurgeon	

Transport

Will they require transport to attend? Yes No

If yes, please state their needs:

Wheelchair can transfer

Wheelchair cannot transfer

Walking stick

Frame

Please mark any of the following areas of function the person is having difficulty with as a consequence of their injury:

- Epilepsy
- Movement/Mobility
- Vision
- Hearing
- Taste/Smell
- Speech and language
- Behaviour
- Emotions
- Memory
- Attention/concentration
- Self-awareness/Insight
- Problem solving
- Pain
- Transfers
- Fatigue
- Other difficulties

Please give details:

- Other medical conditions

Please specify:

RISKS

History of self-harm

Please give details:

Current self-harm

Please give details:

Suicidal ideation

Please give details:

Previous suicide attempt

Please give details:

Forensic History

Please give details:

Previous harm to others

Please give details:

Current risk to others

Please give details:

Risk of absconding

Please give details:

DIVERSITY AND EQUALITY

Headway East London is committed to promoting equality of opportunity for all and welcomes members from all sections of the community.

We collect information about ethnicity, age, religion, gender and sexuality so we can monitor Equality and Diversity across our community.

We occasionally provide statistical anonymous data to local authorities when requested, however we assure you that the information you have provided us remains confidential.

If you do not wish to answer a question you can select 'prefer not to say'.

What is your ethnic group? Choose ONE section from A to E, then tick the appropriate box to indicate your cultural background.

A White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- European
- Any other White background, please write in

B Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background, please write in

C Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background, please write in

D Black or Black British

- African
- Caribbean
- Any other Black background, please write in

E Other ethnic group

- Arab
- Any other background, please write in
- Prefer not to say

What was your age group on your last birthday?

- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 and over
- I prefer not to say

What do you consider to be your religion?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religious belief / atheist
- Other (please specify)
- Prefer not to say

What do you consider to be your gender?

- Male
- Female
- Non - binary
- I self – identify as
- Prefer not to say

What do you consider to be your sexual orientation?

- Bisexual
- Gay or lesbian
- Heterosexual
- Asexual
- Questioning / Unsure
- Other (please specify)
- I prefer not to say

How did you find out about Headway East London?

Please send the completed form to:

Headway East London
Bradbury House
Timber Wharf, Block B
238-240 Kingsland Road
London E2 8AX

Tel: 020 7749 7790

Fax: 020 3582 4688

Email: info@headwayeastlondon.org

HEL is committed to protecting all personal information collected and is transparent about why we do so and what we do with it.

For full details please see the Privacy Policy section on our website <http://headwayeastlondon.org/page/privacy-policy/> or request specific information about our Data Protection procedures by emailing info@headwayeastlondon.org

CONSENT TO PROCESS & SHARE INFORMATION

Headway East London needs to store and use the personal information you give us. We do this so that we can keep records and support you. We keep your personal information data securely on our systems which are data protection compliant. Data is kept in confidence and is only available to our staff and volunteers.

We may need to share your personal information with other parties who support you or receive information about you from them. Examples include local authority, GP, hospital, and benefits agency. We will ask permission from you about this wherever possible. Please tell us if there is anyone you do not want us to share information with. If the police or court ask for data we are legally obliged to provide this.

We occasionally provide statistical anonymous data about ethnicity, age, religion, gender and sexuality to local authorities when requested, however we assure you that the information you have provided us remains confidential.

More information about what data we store, how long for, and where it is kept are in our Privacy Policy Information Sheet (please ask a member of staff if you want to read it).

We need your consent to use your personal information, given by agreeing and signing below.

- You can withdraw consent at any time by contacting us to request this.
- If we do not have your consent to store and process your personal data we may not be able to support you in the best way, or at all. We will talk to you about this.
- You can request to see the personal data we hold about you at any time by contacting us to request this.
- We keep your data for 6 years after the last time you were in contact with us.

I consent to Headway East London storing and processing my personal data to assist with my support.

Signature:

Name:

Date:

(Or signed on behalf of if someone is assisting with completing this form)

Information Sheet

Headway East London's Data Protection & Privacy Policy

Personal data is information that is about you. Personal data collection, storage and processing is legally covered by the General Data Protection Regulation – GDPR, which has now passed into UK Law as the Data Protection Act 2018 - and this information sheet explains how that works and what it means for you.

What basis does Headway East London use to collect, store and process your personal data?

Headway East London uses the lawful basis Consent (you have given us permission), Contract (you have signed a contract with us to provide a service to you) and Legitimate Interest (we need to keep and use the information you have given us so that we can support you effectively).

- Personal data collected relating to non-funded members (Casework, Family Support) is based on the lawful basis of Legitimate Interests and/or Consent
- Personal data collected relating to funded members (Day Service, Support Work, Therapies) is based on the lawful basis of Contract

Our work involves medically related conditions, so we process information that is special category data (health records). This means we meet the additional condition (h) required under article 9 of GDPR for processing this data - it is necessary for us to use this information to support you.

We collect information about ethnicity, age, religion, gender, and sexuality so we can monitor Equality and Diversity across our community. This data is only used anonymously and for statistical purposes.

What personal data does Headway East London collect and how is it used?

The personal data we need to collect from you will depend on which service, project, or information you receive or access from Headway East London. The information requested on our referral form includes most of the data we collect. We will ask you for more data if it is needed – examples of this are social services for care plans, GP for your medical history, hospital for your discharge summary.

Examples of how we may use your personal data: To check that you are living in our catchment area, that your medical condition is within our remit, assessing risks to yourself and others, recording your contact details, having information about your support needs and specific situation.

Where does Headway East London store your personal data and who has access?

We store your information in secure paper systems, as images usually on display with your consent, and mainly on our IT systems. We use databases, Office 365, Sharepoint. These software programmes are legally data protection compliant and store information securely on cloud-based servers.

Staff have access to your personal data as needed to do their work, with tiered security level access and password clearance for different work roles. Staff are trained in keeping data safe and secure. The data is regularly backed up, so we have a reliable secure record.

Is this data being shared by Headway East London with other external organisations?

There may be situations when it is necessary to share or receive your personal information with other organisations. This may be for us to support you, or to involve other organisations to support you. We will seek your written consent and talk to you when this needs to happen.

We occasionally provide statistical anonymous data about ethnicity, age, religion, gender and sexuality to local authorities when requested, however we assure you that the information you have provided us remains confidential.

How long does Headway East London keep your personal data?

We retain and process your personal data information while a service contract for you is in place, and if we are providing you with ongoing support. We will keep your personal data for 6 years after your last contact with us, in case we need to follow up, share or check any of this information. After 6 years we will anonymise or delete your personal data and we will only keep non-identifiable statistical information.

Your Data Protection Rights

We take our data protection responsibilities seriously. We want to be clear and give you full information about all the ways we manage data. We are committed to GDPR personal data rights for individuals: to be informed, of access, to rectification, to erasure, to restrict processing, to data portability, to object.

I have questions! I'm not clear! How can I find out more?

Our full Privacy Policy and Data Map are available on our website
<https://headwayeastlondon.org/page/privacy-policy/>

This shows details of all the information we collect, how, why, and where it is stored.

If you want more information, to ask to see your data, or to change your preferences, please email info@headwayeastlondon.org phone us, or ask any member of staff.