

**REFERRAL FORM**

*Unlocking the past – Surviving the present – Reclaiming the future*

**OFFICE USE ONLY:** Date: Click or tap to enter a date.

Client number: Click or tap here to enter text.

Referral processed by: Click or tap here to enter text.

Area: Choose an item.

Once we have received your completed and signed referral form, our Clinical Lead will need to approve it before we book you an assessment. After the initial assessment has taken place, and if Lifecentre can offer you appropriate help, you will go onto our waiting list. Our Client Support Officers will be in touch about waiting times and with support we can offer whilst you wait for your therapy to start. Please be aware that we currently can only offer therapy to clients living in West Sussex. If you live outside West Sussex, please give us a call to discuss any help we may be able to offer.

**Person completing form:**

[ ] Self-referral

[ ] Parent/carer or family member

[ ] Supporter

[ ] Other agency - Agency contact details: Agency name: Click or tap here to enter text.

Contact name: Role: Click or tap here to enter text.

Email address: Click or tap here to enter text. Telephone number: Click or tap here to enter text.

**OFFICE ONLY:** [ ] Police [ ]  Probation/Prison services [ ] Youth offending team [ ] Social care [ ] SARC [ ] Health services [ ] Mental Health

[ ] CGL [ ] Family Centres [ ] YES team [ ] Housing support [ ] Barnardo’s [ ] Victims Support West Sussex [ ] Worth services [ ] Rape Crisis [ ] Other counselling services [ ] My Sisters House [ ]  Victim hub [ ] Domestic Abuse Outreach services [ ] Survivors Network [ ] Crawley Social prescribing [ ] Schools/EWO [ ] Sussex partnership NHS [ ] Worthing Churches Homeless project [ ] Diocese of Chichester [ ] Churches[ ] Citizens advice bureau [ ] Coastal Mind [ ] Young Crawley [ ] Other voluntary sector services [ ] Other

**ABOUT YOU**

Surname: Click or tap here to enter text. First name (s): Click or tap here to enter text.

Date of birth: Click or tap to enter a date. Age: Click or tap here to enter text.

Address: Click or tap here to enter text. Postcode: Click or tap here to enter text.

Is it ok to write to you at this address? [ ] Yes [ ] No

**CONTACT INFORMATION**

Telephone number: Home: Click or tap here to enter text. Mobile: Click or tap here to enter text.

Is it ok to leave a message? [ ] Yes [ ] No

Email address: Click or tap here to enter text.

Are you happy for Lifecentre to use your email address? [ ] Yes [ ] No

Emergency contact name: Click or tap here to enter text.

Relationship to client: Click or tap here to enter text.

Telephone number: Home: Click or tap here to enter text. Mobile: Click or tap here to enter text.

**Under 18’s only**

Name of Parent/Carer: Click or tap here to enter text.

Telephone number: Click or tap here to enter text. Email address: Click or tap here to enter text.

Is the parent/carer aware of this referral? [ ] Yes [ ] No

**HEALTH AND SUPPORT INFORMATION**

Do you have a good support network around you? [ ] Yes [ ] No

*If yes, please tell us who will be supporting you*; Click or tap here to enter text.

GP details

GP Name: Click or tap here to enter text. GP Practice name: Click or tap here to enter text.

Practice Address: Click or tap here to enter text. Postcode: Click or tap here to enter text.

Practice telephone number: Click or tap here to enter text.

Professional Help & Support

Are you currently receiving any professional help other than from your GP? e.g. Social worker, psychiatrist [ ] Yes [ ] No

Lifecentre works with other healthcare professionals like GPs, mental health care and psychiatrists to ensure we take a holistic approach to your therapy. Please provide details of any professionals supporting you.

Professional Help Contact 1

Job Title: Click or tap here to enter text. Name: Click or tap here to enter text.

Organisation: Click or tap here to enter text. Telephone number: Click or tap here to enter text.

Address: Click or tap here to enter text. Postcode: Click or tap here to enter text.

How often do you have contact? Click or tap here to enter text.

When did you last receive support? Click or tap here to enter text.

Professional Help Contact 2

Job Title: Click or tap here to enter text. Name: Click or tap here to enter text.

Organisation: Click or tap here to enter text. Telephone number: Click or tap here to enter text.

Address: Click or tap here to enter text. Postcode: Click or tap here to enter text.

How often do you have contact?

When did you last receive support? Click or tap here to enter text.

Professional Help Contact 3

Job Title: Click or tap here to enter text. Name: Click or tap here to enter text.

Organisation: Click or tap here to enter text. Telephone number: Click or tap here to enter text.

Address: Click or tap here to enter text. Postcode: Click or tap here to enter text.

How often do you have contact? Click or tap here to enter text.

When did you last receive support? Click or tap here to enter text.

Drug/Alcohol Support Services

Have you had support from the drug/alcohol services? [ ] Yes [ ] No

*If yes, when did you receive support?* Click or tap here to enter text.

Is it ongoing? [ ] Yes [ ] No

Which organisation did you receive support from? Click or tap here to enter text.

**Why would you like support from Lifecentre?**

Please give a brief description of why you are referring to Lifecentre **(*This must include some form of sexual abuse, and must be completed if we are to process your referral*);**

 Click or tap here to enter text.

When did this abuse happen? Click or tap here to enter text.

 [ ] Happened recently (within 12 months)

[ ] Happened in the past (over 12 months ago)

 [ ] **(Adult only)** Happened in childhood.

[ ] Unable to answer

Was the offender known to you? [ ] Yes [ ] No

Did the abuse happen in the context of a relationship? [ ] Yes [ ] No

Has it ever been reported to the police? [ ] Yes [ ] No

If yes, please state whether the case is active or closed [ ] Active [ ] Closed

Health History

Do you have a history of mental health problems? E.g. Anxiety or depression [ ] Yes [ ] No

*If yes, please provide details and when you were diagnosed;* Click or tap here to enter text.

Have you ever been prescribed medication for mental health issues? [ ] Yes [ ] No

*If yes, please provide details of the medication and dosage;* Click or tap here to enter text.

Are you still taking the medication? [ ] Yes [ ] No

*If no, please provide reason for stopping medication*; Click or tap here to enter text.

Have you ever been diagnosed with paranoia or psychosis? [ ] Yes [ ] No

Have you experienced any paranoia or psychosis in the last 12 months? [ ] Yes [ ] No

Have you ever had any suicidal thoughts? [ ] Yes [ ] No

*If yes, when was this?* Click or tap here to enter text.

Have you ever attempted suicide? [ ] Yes [ ] No

*If yes, when was this?*  Click or tap here to enter text.

Do you have a history of self-harm? [ ] Yes [ ] No

*If yes, please give details, including when you last harmed yourself*;

 Click or tap here to enter text.

Do you have any significant physical health challenges or disabilities that we need to take into consideration (E.g. hearing disability, mobility) [ ] Yes [ ] No

Please let us know how we can make sure your sessions are as accessible as possible;

Click or tap here to enter text.

**FURTHER INFORMATION**

The reason we ask for this information is to ensure Lifecentre can provide the most inclusive and specialised service to best serve our clients.

Which of the following best describes your ethnicity? Choose an item.

Which of the following best describes your gender? Choose an item.

Or, I prefer to self-describe as: Click or tap here to enter text.

Which pronoun would you like us to use? Choose an item.

Which of the following best describes your sexuality? Choose an item.

Or, I prefer to self-describe as: Click or tap here to enter text.

Which of the following best describes your relationship status? Choose an item.

Which of the following faith backgrounds do you identify with? Choose an item.

Or, I prefer to self-describe as: Click or tap here to enter text.

Are you in care or a care leaver? [ ] Yes [ ] No

Are you currently in education? [ ] Yes [ ] No

If yes, which of the following best describes the education you are in? Choose an item.

Are you currently employed? [ ] Yes [ ] No

If yes, which of the following best describes your employment? Choose an item.

Do you have any criminal convictions? [ ] Yes [ ] No

*If yes, please provide details of the conviction(s);* Click or tap here to enter text.

Have you ever been aggressive towards others? [ ] Yes [ ] No

If yes, what kind of aggression? [ ] Verbal [ ] Physical [ ] Sexual

**Therapy preferences**

Once we have received your referral form, our Clinical Lead and team of assessors will make a recommendation for what kind of therapy they feel would be best to support you. However, it would be helpful to know what your preferences are so we can take them into consideration.

What would be your preferred location for therapy? Choose an item.

**Adults only:** What would be your preferred type of therapy? Choose an item.

What is your preference for the gender of your counsellor? Choose an item.

What is your availability for therapy sessions (E.g. preferred day and time);

Click or tap here to enter text.

**Further Help & Support**

As an organisation, Lifecentre offers other forms of support which you are welcome to use, and you can find further details on our website https://lifecentre.uk.com:

* **Telephone Helpline** - Freephone: **0808 802 0808** (see our website for opening hours)
* **Text Helpline** - **07717 989 022** (see our website for opening hours)
* The **Resource** pages includes helpful articles and videos
* **Thrive App** - Thrive is an NHS approved mental health mobile app full of wellbeing advice. It includes 100+ hours of content around mindfulness, CBT, relaxation techniques, screening tools, risk assessments, and more. Download Thrive from the Helpful Resources page of our website.
* **Legal advice** - solicitors Irwin Mitchell help survivors bring civil compensation claims for abuse they suffered either as a child or as an adult and there are a number of different types of cases that they can assist with. These also include claims against Local Authorities for failing to remove and protect a child from an abusive and harmful family environment. Local Authorities can also be held liable for abuse perpetrated by foster carers. Please contact the office separately on info@lifecentre.uk.com or 01243 786349 if you would like more details about this.
* **Support Group** - We are running a pilot **Support Group** for clients on our waiting list. Please indicate if this is something that you might be interested in [ ] Yes [ ] No
* **Social Media** – follow us on Instagram (@lifecentre\_uk) and Facebook (@lifecentresussex) for information and advice

**Lifecentre**

**Terms and Agreement**

Lifecentre has one aim: to be there for all survivors who have experienced unwanted sexual trauma and who need our help.

Before submitting your referral form, please read Lifecentre terms and agreement.

By accessing or engaging in Lifecentre therapy you agree to these terms and agreement. These terms and agreement govern your access and use of Lifecentre therapy. You may contact Lifecentre by email at info@lifecentre.uk.com or call on 01243 786349 if you have any questions about these terms and agreement.

You need to agree to these terms and agreement to enter our therapy services.

**Who can we offer counselling to?**

Lifecentre currently provides their therapy service across the whole of West Sussex.  Due to the funding we receive, in order to offer free therapy, we need our clients to live within that area.  If you live outside West Sussex, we can offer you therapy with the proviso that you pay the full cost of each session which is currently £82.  If you are particularly wanting a Christian therapist and are unable to find one where you live, please give us a call on 01243 786349 and we can discuss any help we may be able to offer.  If, for whatever reason, we are unable to offer you counselling, we will be able to signpost you to other therapy services in your area or additional services we provide.

**What happens in Counselling?**

Our therapists aim to come alongside you and support you through whatever you are facing. This is your time, and we are here for you. Sometime therapists use creative ways to help you express how you are feeling. Sometimes you may need help to cope with going to court. You can book extra sessions before and after your court case, if you have one, to support you through this.

We belong to a professional body called the British Association for Counsellors and Psychotherapists (BACP). We will work to a remarkably high standard in caring for the safety of all the people who come to us.

**What is confidentiality?**

Confidentiality means that anything you tell your therapist will stay strictly within the Lifecentre team, which includes your therapist and their supervisor. Our therapists regularly attend supervision with a qualified supervisor to make sure they are giving you the best support they can.

There are exceptions in breaking confidentiality during counselling such as;

* If you tell us information about a child who is at risk or being abused (this child/teen may be yourself).
* Any planned harm to yourself or others.
* Offences under the Terrorism or Data Protection Acts.
* In the event of a course case, the Judge has the power to subpoena your counselling notes or request a report as evidence for the case.

In all these cases we want to work with you and have your agreement. We never want to go behind your back as your wellbeing matters to us. Lifecentre therapists are required to report any risk management issues (harm to yourself or a child/vulnerable adult) and seek further advice. This might be referring or contacting other agencies e.g. Children’s Social Care, your GP and /or mental health services.

**We ask you….**

Please keep our address strictly to yourself. We keep it confidential to protect the privacy of all our clients. If you get upset during counselling, please do not just end sessions suddenly. Please come back and talk about it with your counsellor. Safety is important. We will not allow you wilfully to damage our staff, counsellors, our premises, or our equipment. Please keep us and yourself safe!

**What happens after I have sent my referral in?**

Once we have processed your referral, our Clinical Lead will need to determine whether we require any other information from other professionals supporting you. Once that has been gathered, you will be booked an Initial Assessment where the Assessor will talk with you and determine whether Lifecentre can offer you the help you need. If, for any reason, it is decided that Lifecentre cannot offer therapy sessions, we will let you know via letter and signpost you to other services that can help. If Lifecentre is the right avenue, you will be put on our waiting list, and we will be in touch as soon as a session is available. We will keep you updated about where you are on the waiting list, and you are welcome to ring the office for information.

**Can you offer me support whilst I am on the waiting list?**

We work hard to ensure your wait for ongoing therapy is as short as possible. Whilst you wait, we encourage you to access the telephone and text helplines which operate each week. These have been a valuable source of support before, during and after many of our client’s journeys. You will also be offered a free app resource called ‘Thrive’ which has helpful ways of tracking how you are feeling and offers videos and tips for keeping grounded and healthy. We would also encourage you to use our website which has lots of excellent resources and is updated regularly.

**Drug and alcohol use**

We understand it is not unusual for our clients to turn to drugs or alcohol as a way of coping with their trauma.  To make sure you can get the best from your therapy, we would ask that you do not attend sessions whilst under the influence of drugs or alcohol. Ask your counsellor about making the timings of your sessions suit your needs.  If this becomes impossible for you, we may suggest that we pause your sessions whilst you get some support from a local drug and alcohol team.

**How often do I have counselling?**

You will see your therapist on the same day and time each week. You can have up to 18 sessions and they last for up to 1 hour.

**Who do I tell if I am unhappy with anything about my counselling?**

If possible, start by talking it through with your therapist. They want you to be honest, so please do not be embarrassed. If you want someone else to go to, you can chat it through with our Clinical Lead, DJ Holman. Please call the office on 01243 786349 or email info@lifecentre.uk.com to get in touch with her. The office can give you a Service Users Complaints Procedure if you want more information.

**Who pays?**

Our therapy service is provided free to all clients. As we are an independent charity, we rely on donations and fundraising to ensure that we can continue to offer a free service.

Each therapy session costs Lifecentre £82 so if you are able to contribute to your ongoing therapy, this would be gratefully received. We recommend a contribution of £34. However, if this is too much, please consider another amount as your donation, no matter how small makes a big difference. You could also consider setting up a long-term standing order or fundraising for us in other creative ways. There will be an opportunity for you to discuss this further with the Assessor if you are invited for an Initial Assessment.

**What if I can’t make a session?**

* Please let your therapist know as soon as possible.
* Call 01243 786349
* **If you do not attend 2 counselling sessions** throughout the duration of your therapy, without giving us any warning, we will assume you do not wish to continue with therapy. You are welcome to use our helplines or re-refer in 6 months’ time.

**Ending Counselling**

If you are planning to end your sessions, please make this known to your therapist to facilitate a positive planned ending. Alternatively contact Lifecentre on info@lifecentre.uk.com or ring the office on 01243 786349.

**Complaints**

Your therapist welcomes you to discuss any difficulties that may arise about your sessions and will work with you to resolve this. If your situation is unresolved, please put your concerns in writing to info@lifecentre.uk.com or ring the office on 01243 786349.

We understand that raising concerns about therapy is not always easy and we can assure you of a sympathetic response. If you are dissatisfied with our response you can seek advice from the British Association for Counselling and Psychotherapy (BACP) of whom Lifecentre is an organisational member

Complaints must be submitted within 2 years of the issue that is being raised.

**GDPR and Privacy Policy**

We take your privacy very seriously, we do not share information with anyone outside the charity, and it is only used for the purpose it was collected. We keep client records for 7 years.

**Lifecentre Client Consent Form**

**Declaration:**

I am

 [ ]  The client

 [ ]  Parent or carer (if client is under 18 or a vulnerable adult)

In signing this, I am declaring that;

* I have read and understand the contents of the Lifecentre Terms & Agreement and consent form.
* That I grant permission for Lifecentre to contact my GP or MH clinician or any of the other professionals about whom I have given information, to discuss my mental health/other needs and to form an overall care plan.

Signature: Date:

Print name:

Are you happy for us to contact you with information related to our services? [ ] Yes [ ] No

Are you happy for us to ask for your feedback on our general services? [ ] Yes [ ] No

Do you want to be added to our newsletter mailing list? [ ] Yes [ ] No

**How did you hear about Lifecentre? Click or tap here to enter text.**

[ ] **Website** [ ] **Social media** [ ] **Friend/family** [ ] **Professional or agency** [ ] **Other**

Please send the completed form to lifecentre.uk@nhs.net and we will process your referral and be in touch about the next step.