

## Newport Mind Referral Guidelines

Please read these guidelines and familiarise yourself with the services that we provide before making a [referral](#). Our services are suitable for people experiencing mild to moderate mental health problems. Clients with more severe or complex mental health needs should be referred for specialist support through their GP. Newport Mind is not a crisis service. If you have concerns about an individual's safety and believe that they are at risk to themselves or others, they can present at A&E or call 999 for crisis intervention. Crisis lines such as [Samaritans](#) or the [C.A.L.L helpline](#) will be able to offer signposting and listening services 24/7.

We can only accept referrals for clients residing within the Newport City area. Please use [this tool](#) to find out what the individual's local Mind is before making a referral. Please ensure that explicit consent has been gained from any individuals you are referring to Newport Mind.

### Referral Process

Our Reception team aim to process all referrals received through the enquiries inbox within 3 weeks. If the referral is accepted, we will contact the individual to let them know that we have received the referral and talk them through the next steps. We will attempt to contact the individual a maximum of 3 times by phone. If we are not able to make contact, we will update the referrer to let them know. After this, the individual is still welcome to contact us to request support at any point. We will always update the referrer to let them know what our response to the referral is and what action has been taken.

During the initial call, we will schedule an Information, Advice & Assistance call (IAA) with a wellbeing worker. This is an opportunity for the client to tell the wellbeing worker what they are experiencing. The worker will discuss the options available to them and assess the individual's suitability for our services. Varying waiting times apply depending on which service(s) is deemed to be most suitable.

Please click [here](#) to see all of the services that we are currently offering for adults in the Newport area. Please note that we do not provide home visits within our adult's wellbeing services. If you would like some more information on the services that we offer for Children & Young People, please email [enquiries@newportmind.org](mailto:enquiries@newportmind.org) There is a separate referral form for CYPF services.

### Reasons we may not be able to accept a referral

If the individual's needs are deemed to be more complex, it may be the case that our services are not suitable. We may provide details for other organisations if we feel that a different service may be more suitable for the individual concerned. This is assessed on a case by case basis.

We cannot accept referrals for individuals who are actively misusing substances or alcohol. We would recommend that a referral is made to a specialist service such as GDAS for intervention for the individual's substance misuse. A referral can be made to Newport Mind for mental health support once this has been managed effectively for at least 3 months. This is to ensure that any support we offer is not conflicting with specialist support being offered by other organisations during early stages of intervention.

With regards to language interpretation services: if your referral is for housing and tenancy support for an EU migrant, we have some language skills available to support people in their preferred language however this is very limited. Unfortunately our mental health & wellbeing services are not currently able to provide interpretation services for clients. The Multi-lingual Helpline Wales may be able to help with signposting clients to services in their preferred language ([helpline@evst.org.uk](mailto:helpline@evst.org.uk) / 07537432416)