

Supporting Document 1 – Q1 and Q7 – Assessment Form

Cambridgeshire Counting Every Adult (CEA) Service - Referral Process

Referral to the Counting Every Adult Service

Section 1 – Identification of CEA Client and Details

CEA clients experience several problems at the same time, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown. They may have one main need complicated by others, or a combination of lower level issues which together are a cause for concern. They have ineffective contact with services and are 'hard to reach'. They face multiple problems that exacerbate each other and lacking effective support easily end up in a downward spiral of mental ill health, drug and alcohol problems, crime and homelessness. They become trapped, living chaotic lives where escape seems impossible, with no one offering a way out.

When assessing referrals, the individual will be tested against the following criteria and the score on their chaos assessment. Strong emphasis is placed on those who are hard to engage with services. Referrals will usually need to meet 3 criteria in each category. Please tick where appropriate.

| | | |
|---------------------|---|--------------------------|
| Category One | Poor Engagement - <i>(Does not keep to regular or scheduled appointments. Inconsistent contact with services)</i> | <input type="checkbox"/> |
| | Repeat Returner to Services - <i>(Returner to multiple services over a prolonged period of time. Has moved forward in past but unable to sustain change)</i> | <input type="checkbox"/> |
| | Unable to Protect Self - <i>(Facing harm or risk of harm from others or from self (including neglect). Reduced ability to effectively manage these risks)</i> | <input type="checkbox"/> |
| | Facing Exclusions/Barriers to Accessing Services - <i>(Past event(s)/ behaviours / issues that are preventing access to services currently)</i> | <input type="checkbox"/> |
| Category Two | Current / recent Offending Behaviour | <input type="checkbox"/> |
| | Homeless or at Risk of Homelessness | <input type="checkbox"/> |
| | Mental Health Issues | <input type="checkbox"/> |
| | History of substance and/or Alcohol Misuse | <input type="checkbox"/> |

It is important that there is a goal that the client is hoping to achieve (whatever this may be). This does not need to have been identified at the time of referral.

| | | | |
|---------------------------|--------------------------------------|-----------------------------|------------------------|
| Client's Name | Enter full name | DOB | Enter DOB |
| Email | Enter email address | Phone | Enter phone number |
| Address | Enter address | | |
| Post Code | Enter post code | Is client aware of referral | Choose an item. |
| NI Number | Enter NINO | NHS Number | Enter NHS No. |
| Landlord/Housing Provider | Enter name of landlord/provider | Homelink No. | Enter Homelink No. |
| Reason for referral | Enter reason for submitting referral | | |
| Referrer's Name | Enter Referrer's full name | Referral Date | Enter Date of referral |
| Referral Organisation | Enter Referral Organisation's name | | |

| | |
|-------|--------------------------------|
| Phone | Enter referrer's phone number |
| Email | Enter referrer's email address |

Section 2 – New Directions Team (NDT) Chaos Assessment

The Counting Every Adult Team uses the NDT as an assessment tool. This Chaos Index was developed by the NDT in the London Borough of Merton is one of twelve pilots from the Adults Facing Chronic Exclusion National Programme. CEA has adapted the tool to meet the needs of the service and local partners.

Instructions

The items in the assessment are rated on a 5-point response format with 0 being a low score and either 4 or 8 being the highest score. There are 10 criteria in total each with 5 anchor points.

Select **ONE** statement that best applies to the person being assessed

| Category | Rating | Assessment | Your Rating |
|--|----------|---|--------------|
| 1 Engagement with frontline services | 0 | Rarely misses appointments or routine activities; always complies with reasonable | Enter rating |
| | 1 | Usually keeps appointments & routine activities; usually complies with reasonable | |
| | 2 | Follows through some of the time with daily routines or other activities; usually complies with reasonable requests; is minimally involved in tenancy/treatment | |
| | 3 | Non-compliant with routine activities or reasonable requests; does not follow daily routine, though may keep some appointments. | |
| | 4 | Does not engage at all or keep appointments | |
| 2 Intentional self harm - Deliberate and conscious attempt to hurt self | 0 | No concerns about risk of deliberate self-harm or suicide attempt | Enter rating |
| | 1 | Minor concerns about risk of deliberate self-harm or suicide attempt | |
| | 2 | Definite indicators of risk of deliberate self-harm or suicide attempt | |
| | 3 | High risk to physical safety as a result of deliberate self-harm or suicide attempt | |
| | 4 | Immediate risk to physical safety as a result of deliberate self-harm or suicide attempt | |
| 3 Unintentional self harm - Harm to self through risky behaviours | 0 | No concerns about unintentional risk to physical safety | Enter rating |
| | 1 | Minor concerns about unintentional risk to physical safety | |
| | 2 | Definite indicators of unintentional risk to physical safety | |
| | 3 | High risk to physical safety as a result of self-neglect, unsafe behaviour or inability to maintain a safe environment | |
| | 4 | Immediate risk to physical safety as a result of self-neglect, unsafe behaviour or inability to maintain a safe environment | |
| 4 Risk to others - This may include issues around exploitation, psychological & emotional abuse as well as physical safety | 0 | No concerns about risk to safety or property of others | Enter rating |
| | 2 | Minor antisocial behaviour | |
| | 4 | Risk to property and/or minor risk to safety of others | |
| | 6 | High risk to safety of others as a result of dangerous behaviour or offending/criminal behaviour | |
| | 8 | Immediate risk to safety of others as a result of dangerous behaviour or offending/criminal behavior | |
| 5 Risk from others | 0 | No concerns about risk of abuse or exploitation from other individuals or society | Enter rating |
| | 2 | Minor concerns about risk of abuse or exploitation from other individuals or society | |
| | 4 | Definite risk of abuse or exploitation from other individuals or society | |
| | 6 | Probable occurrence of abuse or exploitation from other individuals or society | |
| | 8 | Evidence of abuse or exploitation from other individuals or society | |

| | | | | | |
|--|---|--|--------------------------------------|------------------------------------|--------------|
| 6 Stress and anxiety - Dealing with difficult situations | 0 | Normal response to stressors | | | Enter rating |
| | 1 | somewhat reactive to stress, has some coping skills, responsive to limited intervention | | | |
| | 2 | moderately reactive to stress; needs support in order to cope | | | |
| | 3 | Obvious reactivity; very limited problem solving in response to stress; becomes hostile and aggressive to others | | | |
| | 4 | Severe reactivity to stressors, self-destructive, antisocial, or have other outward manifestations | | | |
| 7 Social Effectiveness | 0 | Social skills are within the normal range | | | Enter rating |
| | 1 | Is generally able to carry out social interactions with minor deficits, can generally engage in give-and-take conversation with only minor disruption | | | |
| | 2 | Marginal social skills, sometimes creates interpersonal friction; sometimes inappropriate | | | |
| | 3 | Uses only minimal social skills, cannot engage in give-and-take of instrumental or social conversations; limited response to social cues; inappropriate | | | |
| | 4 | Lacking in almost any social skills; inappropriate response to social cues; aggressive | | | |
| 8 Alcohol / Drug Abuse | 0 | Abstinence; no use of alcohol or drugs during rating period | | | Enter rating |
| | 1 | occasional use of alcohol or abuse of drugs without impairment | | | |
| | 2 | some use of alcohol or abuse of drugs with some effect on functioning; sometimes inappropriate to others | | | |
| | 3 | Recurrent use of alcohol or abuse of drugs which causes significant effect on functioning; aggressive behaviour to others | | | |
| | 4 | Drug/alcohol dependence; daily abuse of alcohol or drugs which causes severe impairment of functioning; inability to function in community secondary to alcohol/drug abuse; aggressive behaviour to others; criminal activity to support alcohol or drug use | | | |
| | Please indicate whether primary substance was (Select one only): | | | | |
| | | N/A <input checked="" type="radio"/> | Alcohol <input type="radio"/> | Drugs <input type="radio"/> | |
| 9 Impulse control - Physical manifestation / consequence to difficult situations | 0 | No noteworthy incidents | | | Enter rating |
| | 1 | Maybe one or two lapses of impulse control; minor temper outbursts/aggressive actions, such as attention-seeking behaviour which is not threatening or dangerous | | | |
| | 2 | Some temper outbursts/aggressive behaviour; moderate severity; at least one episode of behaviour that is dangerous or threatening | | | |
| | 3 | Impulsive acts which are fairly often and/or of moderate severity | | | |
| | 4 | Frequent &/or severe outbursts/aggressive behaviour, e.g. behaviours which could lead to criminal charges/Anti-Social Behaviour Orders/risk to or from others/property | | | |
| 10 Housing | 0 | Settled accommodation; very low housing support needs | | | Enter rating |
| | 1 | Settled accommodation; low to medium housing support needs | | | |
| | 2 | Living in short-term/temporary housing; medium to high housing support needs | | | |
| | 3 | Immediate risk of loss of accommodation; living in short-term / temporary accommodation; high housing support needs | | | |
| | 4 | Rough sleeping / "sofa surfing" | | | |
| TOTAL OF YOUR RATINGS (OUT OF 48) | | | | | Enter |