

CORE (VCS) Service referral criteria

April 2024

Criteria below are applicable to people irrespective of their diagnosis. This includes but is not limited to people with:

- Severe mental illnesses such as psychosis or bipolar disorder
- Complex mental health difficulties associated with a diagnosis of “personality disorder”
- Post traumatic stress disorder or complex post-traumatic stress disorder
- Eating disorders
- Common mental health problems (such as anxiety disorders or depression) where impact on quality of life is such that they could not independently access existing statutory and non-statutory services

People without a diagnosis

Some people may not have access to a service in which they would have received a formal mental health diagnosis. In these instances, if quality of life is impacted so much that the person cannot independently access existing statutory and non-statutory services, and this is related to ongoing emotional distress, service will be offered so long as other criteria are also met.

Geography

The person may or may not be registered with a GP practice. The service can only work with people who live within the PCN areas covered by the service.

Age

The service is for people over 16 years of age.

Exclusion criteria and thresholds

Referrals cannot be accepted if the person:

- has ongoing access to secondary mental health services or care coordination. The exception to this will be where the person is actively transitioning from those services into this community based VCS provision
- is deemed an immediate risk to themselves, or to others accessing or working within the service. In these instances, the person should be diverted as appropriate to the First Response team, Police or A&E.

Individuals with co-occurring substance or alcohol issues can be offered a service EXCEPT:

- where use of substances and alcohol causes them to pose a risk to themselves or others, or means they are unable to effectively use the service offer.

Service providers will build or drawn upon existing relationships with substance use service providers to enable effective assessment, signposting and joint working where relevant.

Where a referral cannot be accepted, the person being referred, or the person making the referral will be signposted to other services as appropriate.