

Referral Guidelines for all organisations that wish to refer a client to Aurora Project Lambeth

So, you have a client that you think would benefit from Peer Mentoring? Great! Before you fill out the referral form it's a good idea to read through the following information.

Who can be referred to Aurora Project Lambeth?

We accept referral's for clients that are currently in treatment for substance misuse within the Lambeth Drug and Alcohol Treatment Consortium, which is made up of Lorraine Hewitt House (SLAM), SMART Project (Addaction), The Harbour (Blenheim CDP), Foundation 66, , After Care Team, Lambeth Substance Misuse Team, and also those clients currently receiving their treatment through the shared care program.

Unfortunately we can't work with clients on a drug rehabilitation requirement (DRR) at this time, however CRI run a peer support service for clients that are on a DRR. To find out more about this service please contact Ryan Cockings by email ryan.cockings@cri.org.uk.

What can your clients expect from Peer Mentoring?

We like this explanation of Peer Mentoring: ***"Mentoring is a relationship between an experienced person and a less experienced person for the purpose of helping the one with less experience. The protégé, or mentee, seeks the advice and support of the more experienced person. Mentors answer questions concerning the tasks that their protégés need to succeed in reaching their goals. The mentor provides wisdom, guidance and counselling as mentees advance their lives."***

In reality our Peer Mentors provide one on one, one off or on-going, support to your client. All of our Peer Mentors are individuals who have been through treatment and are now in recovery. They have been through an extensive training programme and are able to offer emotional support and empathy but most importantly they offer a non-judgemental attitude towards clients.

They can help your clients with day to day tasks that can sometimes feel overwhelming, such as filling out forms, making appointments and help your clients to take control of issues that may be holding them back. Our volunteers can help to link your clients into social clubs and groups for individuals in treatment for substance misuse in Lambeth. The first time your client meets a Peer

Mentor it will be at the Aurora Project Lambeth offices but after that they may decide to meet regularly at alternative venues, such as local Cafes, we even have one volunteer who goes swimming once a week with his client!

How can I refer a client to Aurora Project Lambeth?

You need to complete an Aurora Project Lambeth Referral Form, you can find it on our website here: www.auroraprojectlambeth.org.uk or by contacting the Aurora Project Lambeth Office on support@auroraprojectlambeth.org.uk or 02077338221.

Completing the referral form:

The referral form provides Aurora Project Lambeth with information about your client and acts as a way for us to match a client to a volunteer Peer Mentor. Making a successful match as soon as possible is key to helping your client engage with our project, so the more information you can provide the better the chance we have of matching them to a volunteer that will be best placed to support them. We always suggest that you fill in the referral form with your client present, so they can help provide correct and relevant information.

Section 1 asks for general details about you and the client. It's important to include the date you filled in the form and ensure that the clients contact details are correct and up to date. Please also include correct and up to date contact details for yourself so that we can keep you updated on the status of the referral.

Question1: Why are you making this referral? What support do you hope your client will get from Aurora Project Lambeth?

Please explain why you feel Aurora Project Lambeth can help your client, is there anything in particular your client has identified that they want to get out of having a Peer Mentor? By being as thorough as possible we can assess each particular client's expectations.

Question2: Have you identified any specific support needs for this client?

You may have touched on this in question 1, but is there anything in particular that is affecting your client's recovery and treatment at the moment that they need extra support with? For example are they feeling socially isolated and need some support getting to meet new people? Are they looking to find activities to fill their time in a meaningful way? By answering this in as much depth as

possible will help us to match your client to a volunteer with the skills and knowledge that will be relevant and helpful for your client.

Question3: Is the client currently in treatment in Lambeth for substance use?

As mentioned earlier, we only take referrals for clients that are in treatment in Lambeth for substance use. If your client is not in treatment we may not be able to work with them. If your client is in treatment do let us know where they are in treatment and which organisations are currently supporting them. Please also tell us how long your client has been in treatment for, so that we can gauge how far your client is in their recovery journey, which will help us gauge the support they are likely to need.

Question4: Please outline existing agencies involved in the care of your client.

We are aware that many clients are getting support from organisations, aside from treatment providers. Our Peer Mentors try to link clients into other organisations that can support them, we want to not only avoid duplication here, but also get an idea of how much support your client gets in addition to their treatment. Other agencies could include, but are not exclusive to the following:

- Broadway
- Kairos
- Mind
- ThamesReach
- Trust
- Family Mosaic
- Other local or national charities or community groups.

Question5: Does your client have any known mental or physical health issues?

Please include as much information as possible to help us provide any additional support the client may need in attending and engaging in meetings. For example if a client has a mental health issue such as agoraphobia we would not arrange a client's first meeting at the office, rather engage with them by phone call first and then arrange a meeting at their home. Another example would be if a client has very bad eye sight they will need their induction information printed in large print, rather than standard size.

Question 6: Please tell us a little more about your client. What are their hobbies and interests?

What type of Peer Mentor do you think they would best engage with?

This is chance for you to tell us what type of personality your client has. DO they have a wicked sense of humour? Is your client passionate about art, football or baking? Does your client need a mentor that has bags of energy and enthusiasm or would they prefer to work with someone who is quiet and calm? Do you think your client would get on with someone older or would they prefer someone their own age? Would your client prefer to be matched to a mentor with a similar ethnic or religious background? Whatever you can tell us about your clients personality and the type of volunteer you think they would work well with tell us here. This helps Aurora Project Lambeth make a match that will work best for the client. You can find out more about how we match clients and volunteers in our Matching Guidelines document here:

http://www.auroraprojectlambeth.org.uk/professionals_16_3193121645.pdf

Section 2: The Risk Assessment.

Please complete the risk assessment to the best of your knowledge. Aurora Project Lambeth assesses the risk elements that may be associated with any particular client, based on the results of this assessment. If the risk is then deemed at a high level then the project will refer the client back to you, or call you and ask for further information. If the risk is, however, deemed low – medium then the Service Delivery Manager will work with the volunteer matched to the client to ensure they are trained to cope with the risks highlighted.

Returning the completed form

Once you have complete the referral form please return it to Service Delivery Manager, Aurora Project Lambeth, 140 Stockwell Road, London, SW9 9TQ, jenni@auroraprojectlambeth.org.uk or fax to 0207 737 4990.