

Effective Referral Conversations: Good triage decisions

This **1 or 2-day workshop** aims to offer a clear approach to triage decisions which achieves the best possible outcomes for people asking for help from services. It provides services/practitioners with the skills to identify the best modes of access to support effective conversations. It provides a framework for assessing risk/impact and formulating the duty of the service or practitioner to act.

By the end of the workshop participants will have:

- a framework for risk assessment which includes a tool for triage and caseload management
- increased skills to have collaborative conversations with service users - referrers and clients - at each stage of service access
- increased confidence in their judgements and formulations
- increased skills in gaining collaboration from other services

WORKSHOP OUTLINE: This workshop includes both taught elements and opportunities for group work. Broad areas covered include:

- What is a sound Triage decision?
- Eliciting the referrer's needs and expectations
- Eliciting the person's story and their expectations
- Formulating what will work to meet the need and retain agency and self-management

THIS WORKSHOP IS SUITABLE FOR:

- Practitioners in Health, Social Care or Education, in the public or private sector, wishing to increase their effectiveness at identifying the personal needs and outcomes being referred to them and improve their formulation about what will help and ,wishing to increase the effectiveness of their own referral practice and achieve the best outcomes for their service users
- Any leader or commissioner of public or private sector services interested in managing single points of access, public expectations and delays in services

FACILITIES: should be provided by the service/organisation commissioning the package and, for each workshop, should include:

- a large room (cabaret seating for 30 people) and refreshments as required
- a data/powerpoint projector, screen and flipchart
- photocopying of handouts

COSTS: The workshop is offered as:

- a **one-day workshop** for services/individuals that have completed the Advanced Clinical Decision-making/Care Aims training - **Fee for up to 30 participants** - £1,450 + £290 VAT = **£1,740**
- a **two-day workshop** for services/individuals new to the framework – **Fee for up to 30 participants** - £2,900 + £580 VAT = **£3,480**

Plus travel/accommodation expenses are charged at cost plus VAT

For further information or to make a booking please contact us through www.careaims.com or

E-mail us at: contact@careaims.com or Phone us on: 01360 660 072

