

Locality Duty System
09.00AM – 17.00PM
From 17:00PM – Out of hours



Referrals from CAS / GP Huddles / ICN+/DST invite/Broker
Triaged/ Screened by Duty Workers (DW) for decisions to prioritise allocation based on risk assessment.



DW contacts the referrer/ Clients/ NoK for more details on client's current situation.



Information gathered at this point determines if eligibility for Adult Social Care is met, advice and information will be provided i.e Croydon Charging Policy, Ordinary Residency, Signposting to Community Led Services, Health (GP, Mental Health, Housing & Police, Hospitals) e.t.c.



DW use their professional knowledge of risk assessment to determine the referral outcome based on the following:

- If there are immediate need for welfare check /home visit – DW will discuss case with Duty Senior / Team Manager (TM) for home visit decision with a view of completing good conversation assessment to put appropriate support in place.
- If urgent care is needed, DS / TM will seek for Out of Panel Authorisation to put support in place pending panel ratification i.e. funding agreement.
- if no immediate risk to clients and their family / carer -DW advises that we aim to make further contact to arrange an assessment within 28 days. However, clients should let us know if their circumstances change.
- If clients have savings above the threshold, have arranged their own care, DW to offer advice and guidance on what is available in their community, leave CAS number for future referral when needed, close referral, and update case notes.



Depending on the complexity of referral, DW discusses with DS / any of the Seniors available or Team Manager if uncertain of next action to take.



OUTCOME

- Assessment /Review / Close Referral
- Advice and Information
- Referrals in the locality Pending Tray are rag rated according to LAS priority i.e High, Normal, Low and Not Given.

Additional tasks to be completed by Duty Workers.

- DW deals with all queries on cases whose allocated workers are on Annual Leave or short-term sickness absence.
- DW contacts CAS Team Manager on all inappropriate Referrals for necessary amendments