

Referral and Costs

Community Mental Health Teams across Westminster and Camden can refer people who they think will benefit from the service. There is no limit on the number of visits someone may receive from a Flexicarer but there is a minimum of one 2-hour visit a week.

The service is provided during the day, evenings and weekends, seven days a week. However as Flexicare's core aim is befriending it is not always possible to provide a service to clients who are acutely unwell.

The service costs **£16.51** per hour per client within Westminster and **£17.51** per hour to teams outside the Westminster. Additional expenses need to be allocated to cover the costs of any activities or travel undertaken by the client and the Flexicarer during the session.

Once a referral is received an assessment is arranged with the individual being referred. This involves providing them with information about Flexicare, discussing their likes, dislikes interests and their preferred times for the visit. It also allows for an initial health and safety assessment to take place and also provides an opportunity to agree the objectives of the visit with the client and the referrer.

Matching potential client to a Flexicarer can take some time depending on the needs and requirements of the client, the personalities involved, the Flexicarers availability to work. When someone suitable is found, a Flexicare Organiser will oversee the introduction. This Intro-Meeting with FlexiCarer is **charged** and meeting is scheduled for a minimum of 2 hours.

Once the introduction has taken place the service is then monitored and reviewed. Flexicare will liaise with the referrer regarding concerns about the client or changes to the service.

Flexicare currently employ around 50 Flexicarers who befriend and support 130 people.

To make a referral:

Telephone: 020 7259 8133

Email flexicare@westminstermind.org.uk

Office Hours: Monday to Friday 9.30 to 5.00pm.