

Charlie notes

- Education about referral - ~~the~~ managing expectations
- Duty triage co-ordinator / prevention worker - designated person
- Blue light to model how ambers should respond.
Invoke agreed MDT process.
- Continuity - proactive not reactive.

- How we manage ref. + include the person + others
- How we integrate services into decision
- How we manage distribution of work to maximise continuity.
- How we communicate to other services our role.



Spoke

- work is allocated on a principle of continuity, either where the worker knows the person best or they have relevant expertise with the issues faced by the person referred.

Each worker takes responsibility for one part of the system in every interaction we observe - fractional.

- we have leadership roles with other services to work positively with them on an ongoing basis so they understand our role.