

CLIENT CATAGORIES / CASE OWNERSHIP PROTOCOL TABLE

Part of the Client Categories and Case Transfers Policy agreed by SMG
February 2006

| Main presenting problem | Team which will take Primary Case Responsibility |
|---|---|
| Asylum Seekers | See Guidance on People From Abroad With No Means of Support |
| Unaccompanied Children Under 18 Years | Children's Services. See Guidance on People From Abroad With No Means of Support |
| Acquired brain injury Age 18 + | Older People Physical Disability |
| Acquired Brain Injury Age 0 – 18 years | Joint Agency Team (Children's) |
| People presenting complex behaviour management issues with low IQ (but not at level for automatic allocation to Learning Disability Service.) Including management issues from Autistic Spectrum Disorder Age 18 + | Learning Dis. or Mental Health. The most appropriate team following assessment by team first referred to. |
| People presenting complex management issues with moderate/severe physical disability Age 18 plus | Older People Physical Disability Services |
| People over 65 years with mental health difficulties except those who have enduring mental ill health and where clinical need for treatment is to remain with the adult psychiatric consultant | Older People Physical Disability Services |
| People over 65 who have enduring mental ill health and where clinical need for treatment is to remain with the Adult psychiatric consultant | Mental Health Services |
| People presenting complex issues with problem behaviour but no psychiatric diagnosis, not with any of the categories above, and not open to | Advice and information only |

| | |
|--|--|
| changing any addictive behaviour that may be apparent. Age 18 -65 | |
| People whose addictive behaviour gives rise to moderate/ severe physical disabilities - Age 18 Plus | Adult Services Division and local addiction services |
| People whose addictive behaviour is open to change Age 18 plus | Local addiction services |
| PACE interviews - All service user groups | Volunteers managed by Emergency Duty Service (this specialist service if for PACE interviews in and out of normal office hours) |
| HIV/AIDS Age 18 plus | As for any other people with health problems, requiring social care. Specialist services provided through Positive Action South West |
| People with hearing impairment | Sensory Loss team with joint working arrangements with Children's Services for those under 18 yrs |
| People with a visual impairment | Sensory Loss team with joint working arrangements with Children's Services for those under 18 yrs |
| Physically Disabled Parents | Parents to Adults Division Physical Disability Services. Children to be referred to Children's Services <u>if</u> there is reason to believe that they may be In Need under Children's Act (1989) Services to work flexibly in partnership to comply with statutory duties, and respond to families circumstances. |
| Learning Disabled Parents | Parent to Learning Disability Division. Children to be referred to Children's Services <u>if</u> there is reason to believe that they may be In Need under Children's Act (1989). Services to work flexibly in partnership to comply with duties and respond to families circumstances. |
| Mentally Ill Parents | Parents to Mental Health Services |

| | |
|--|--|
| | Children to be referred to Children's Services, <u>if</u> there is reason to believe that they may be In Need under Children's Act (1989). Services to work flexibly in partnership to comply with duties and respond to families circumstances. |
| Birth parent enquiries | Children's Services - Adoption Team |
| Post Adoption Support | Children's Services - Adoption Team |
| Young carers | Children's Services, in partnership with other services involved with the person that the young person has a caring role for |
| Early onset dementia | Integrated Team for older Adults, or Mental health Services depending on assessment |
| Early onset dementia in people with learning Disability | Learning Disability Division until dementia becomes the overriding factor. Then Adults Division or Mental Health Division depending on assessment |
| Learning Disabled adults over 65 | Learning Disability Division until physical frailty or disability becomes the dominant issue, and transferring to Adult Services, with possible joint working arrangements as outlined below, would be the most efficient and effective way of meeting the service users eligible needs. |