**Bristol Communication Aid Service / Dame Hannah Rogers Trust Expectations**

**Re-referral Form**

**Re-Referral** – Please complete this form if it is less than two years since the person’s last input from BCAS/DHRT. **Please ensure** both the AAC user and the referring professional are able to meet the expectations detailed below.

**What is expected from the person using the service?**

* To attend all agreed appointments
* To take care of any devices which are loaned and add the device to their home contents insurance policy, & school insurance policy (where appropriate)
* To work towards the goals that have been agreed for the loan period
* To provide regular opportunities to practice using the communication aid.
* To cooperate with any conditions / requests made by BCAS regarding the use/safety of equipment on loan.

**What is expected of the local Therapist?**

* To complete a comprehensive referral form, using the BCAS screening tool if available
* To provide video evidence with the referral form wherever possible
* To attend all agreed appointments at the Communication Aid Service and understand that these can often be lengthy in duration
* To support the person during the initial assessment
* To actively contribute to the discussions taking place during the initial assessment
* To liaise with all appropriate local professionals involved in the person’s care
* To provide BCAS with vocabulary if required
* To attend any training sessions that are arranged
* To regularly support the person’s throughout any equipment loan periods that may take place and as part of the assessment process monitor and evaluate the person’s progress towards the agreed goals
* To provide feedback to BCAS during equipment loans
* To form a local support team: Identify key support people in the person’s home environment who can regularly give support during and after the assessment process
* For the local team (Speech and Language Therapist or assistants) to provide regular support sessions during the assessment period in order to ensure the best outcome for the person being referred
* Ensure that everyone in the person’s communication environment is supportive of the referral and its intended goals/outcome
* To ensure that any equipment loaned by BCAS to a person’s is returned in a timely fashion when the loan period is over or if it is no longer needed.

**What you can expect from BCAS**

* A comprehensive, person centred assessment of AAC needs by experienced practitioners taking into account all aspects of the person’s needs, medical condition and wishes
* Appointments arranged at times to suit the person and their carers and professionals
* Loan of communication equipment for short term evaluation as appropriate
* Adequate training in use of devices given for loan
* Ideas on how to introduce AAC systems into activities of daily living
* Goal setting with person and their team to provide evidence of outcome of assessment
* Telephone reviews during equipment loans as appropriate
* Comprehensive reports
* Provision of any equipment recommended at the end of the assessment, for long term use.

# Bristol Communication Aid Service / Dame Hannah Rogers Trust Re-Referral Form

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| **Name:**  **Address** (inc postcode)**:** |
| **Telephone:** |
| **Email:** |
| **Clinical Commissioning:** |

**Client Details**

**Referring Professional’s Details**

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| --- |
| **Name:**  **Date of Birth:**  **Address** (inc postcode)**:**  **5** |
| **Telephone:** |
| **Email:** |
| **NHS number:**  **(mandatory)** |
| **Next of Kin name:** |
| **Address(es): (if different from above)**    **Telephone:** |

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| **School/Pre-school:** |
| **Address:** |
| **Telephone:** |

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| --- | --- | --- | --- | --- |
| **GP name and address:**  **(mandatory)** | | **For Adult referrals only:**  **Does the person require hospital**  **transport?**  **Will an escort be accompanying the person?**  **Yes  No** | | |
| **Is the person able to travel to their local AAC centre (BCAS/DHRT)?***(NB, home/school visits will only be considered in exceptional circumstances)* **Yes  No** | |
| **Days available for appointments:**  (referrer & client) | | **Make and model of wheelchair used for travel if appropriate:** | | |
| **Time since last BCAS input** (please tick) | | | | |
| **<6 months** | **6mth >12mths** | | **1yr>2yrs** | **>2yrs** |
| **Date last seen by BCAS/DHRT :** | | | | |

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| **Reason for re-referral:** *(please give brief summary & provide further details on the next page)* |

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| **High Tech AAC:** What AAC device is the client currently using?  *Please note any issues or difficulties in each area.*  Device:  Access method:  Software and/or vocabulary package: |
| **Low tech AAC:** What low tech AAC backup does the client have access to? |
| **Client’s Condition:** Has the client’s condition or diagnosis changed or deteriorated? Yes/No  If yes, please give details: |
| **Mounting:** Does the client have a mounting system provided by BCAS? Yes/No  If yes, is it meeting their needs yes/No  If no, please give details: |
| **Support:** Has the client’s level of available support changed, e.g. from carers, professionals and family members yes/no  If yes, please give details: |
| **Communication environment and opportunities:** Has the client’s home, work, education or social situation changed? If yes, please give details |

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of completion: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_