**Welfare & Financial Advice Service**

**Thank you for considering KEMP support during this difficult time.**

**Our Welfare & Financial Advice Service operates Tuesdays, Wednesdays and Thursdays, 8am – 4 pm, except for bank holidays and Christmas holiday closure.**

**Guidelines for a Referral to KEMP Hospice’s Welfare & Financial Advice Service:**

**Our specialist advisor helps to navigate practical welfare and financial issues to lessen stress and relieve some pressure for those affected by a life limiting illness.**

**Who can refer:**

* Referrals can be made by yourself, from a GP, or from someone acting in a professional capacity on your behalf (for example health care / social work).
* We are unable to accepts referrals from family members or friends.

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| **SELF REFERRAL** | **Yes  / No** |
| **PROFESSIONAL REFERRAL – is the patient aware of the referral and given you permission to share this data?** | **Yes  / No** |

**Referral Criteria:**

* Adult – 18 years and over
* You are living in Wyre Forest / Tenbury Wells, or registered with a Wyre Forest or Tenbury Wells GP
* You are living with a life limiting illness or have experienced bereavement in the last 12 months

**How to refer:**

* Referral is by completion of a KEMP Hospice referral form – via our website [www.kemphospice.org.uk](http://www.kemphospice.org.uk)
* By telephoning the Family Support Team on 01562 756060

**Reasons for not accepting referrals:**

* Our Welfare & Financial Advice service is designed to support individuals who are able to engage in the service and benefit from the support offered. Unfortunately, we are not able to provide support for individuals experiencing severe and enduring mental health difficulties that require specialist intervention or for those who may not be in a position to fully engage with advice service at this time. If you are unsure

whether our service is right for you, we encourage you to get in touch, and we can help signpost you to the most appropriate support.

**All sections of this form must be completed in order for your referral to be processed and consent MUST be gained prior to referral.**

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| --- | --- |
| **Patient Details** | |
| **Title and full name** |  |
| **Known as** |  |
| **Gender** |  |
| **Ethnicity** |  |
| **NHS number (if known)** |  |
| **Date of Birth** |  |
| **Address**  **(Including postcode)** |  |
| **Preferred Contact number** |  |
| **Email Address** |  |
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| **Referrer Details** | |
| **Self-Referral** | Yes  / No  **(If self-referral please go straight to the patient/ client details section below)** |
| **Name of Referrer (professional)** |  |
| **Organisation Name** |  |
| **Telephone Number** |  |
| **Email Address** |  |
| **Relationship to referred:** |  |
| **Has the patient / client given consent for this referral?** | Yes  / No  **The patient /client should be aware of the referral and given you permission to share this data** |

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| **Do you consent to us leaving a voicemail?** | **Yes  / No** |
| **Do you consent to us sending you a text message?** | **Yes  / No** |

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| --- | --- |
| **GP Surgery (and address if outside Wyre Forest / Tenbury Wells)** |  |
| **Name of Emergency Contact** |  |
| **Relationship of Emergency Contact to you** |  |
| **Phone number of Emergency Contact** |  |
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| **I have a palliative diagnosis and would like support for myself** | **Yes  / No** *(Please tick as appropriate)* |

|  |  |  |  |
| --- | --- | --- | --- |
| **If bereaved, please give name of deceased** | **Date of Death** | **Relationship to client** | |
|  | | |
| **Referral reasons:** | | |

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| **Please give details of any other services who are currently supporting you, including mental health services** |
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| --- | --- |
| **Completed by:** |  |
| **Date:** |  |

**Please email completed form to** [**familysupport@kemphospice.org.uk**](mailto:familysupport@kemphospice.org.uk)

**If you require assistance on completing the form, please call the Family Support & Bereavement Services team on 01562 756060.**

**KEMP is committed to protecting your privacy and the personal data you share with us. You can access our privacy statement at** [**www.kemphospice.org.uk/privacy**](http://www.kemphospice.org.uk/privacy)