

## Lancashire Well-being Service: E-Referral Form

### Eligibility Criteria:

The service is for people aged 18 years plus, living in the 12 districts of Lancashire. The target population has been profiled by the level of risk of emergency hospital admission or social care crisis. The service will predominantly work with those people at high or moderate risk – about 20% of the adult population, particularly, but not exclusively, those with multiple and long term health conditions.

The Lancashire Well-being Service will help people to address the underlying causes that are affecting their ability to manage their health and well-being; it is a non-clinical service and will not provide social care support or manage people's long term conditions.

Referrals are invited from a wide range of agencies – please see the drop down lists on page 2. People can be referred to the service if they have one or more of the following underlying issues, which may affect their ability to have positive mental, social and physical well-being:

- Mild mental health problems (such as low mood, anxiety, stress and mild depression)
- Social Isolation, loneliness, few or poor social networks
- Experiencing difficult circumstances e.g. problems with family, finance, employment
- Struggling to cope/feeling overwhelmed
- Support in relation to healthy living and developing a healthier lifestyle through understanding and adapting behaviour

### Referrals must meet the specified criteria above

### Referral Process:

- All referrals should be issued electronically by completing attached e-referral form
- Once completed; the e-referral form must be sent to [info@lancswellbeing.co.uk](mailto:info@lancswellbeing.co.uk)
- Electronic referrals are preferable. If this is not possible; referring organisations/services can make telephone referrals via 03450 138 208