

FAQs about the Anchor Programme for the Referrer

1. Does the referrer need to stay in contact with the Anchor programme if their client is accepted onto the programme?

Yes, that is our expectation. The Anchor is an intensive goals based service for people with complex emotional needs. It is designed to work alongside secondary mental health services, and there may be times when we need to work together with the referrer to get the best outcomes for the service user.

2. What is the commitment expected of the referrer during the year?

We expect the referrer to:

- Attend the Anchor panel online if/when their client's referral is considered for discussion.
- Attend the initial meeting with the client and the Anchor Team, to facilitate introductions.
- Receive periodic phone calls from the Anchor Lead to check in on progress, roughly every quarter.
- Collaborate with the Anchor team over ways forward, should the need arise.
- Referrers are encouraged to contact the Anchor Lead should they have any concerns about their client.

3. What if the referrer's service is unable to continue to work with the person referred?

We appreciate that this is sometimes unavoidable, so if this is the case, please contact the Anchor Lead to discuss the situation.

4. What are the key criteria for someone being accepted onto the Anchor Programme?

- The person has complex emotional needs (CENs). These can include personality disorders, anxiety and depression, suicidality, self injury, eating disorders, neurodiversity, agoraphobia, addiction problems, trauma - this list is not exhaustive.
- The person has exhausted other avenues of treatment, or appears to have fallen through the gaps in the system.
- The person is motivated to play a part in their own recovery, work on practical personal goals, and is willing to try new approaches to managing their mental health.

5. Is there anyone you will not consider?

- If someone has a diagnosed learning disability, this programme will not be suitable for them. Mild learning difficulties are not a barrier.
- Someone who has not already tried less intensive services.
- Someone whose main needs are clinical or therapeutic.
- Someone who is street homeless, as they need to prioritise their housing first.