

Equine Therapy Center Ltd

Referral Procedure



The Equine Therapy Center team wishes to have an effective and clear Referral Procedure to ensure a close relationship between all of the organisations with whom we work, this helps us to ensure people receive the best possible support. It also assists in making cost-effective use of the Equine Therapy Center team and the other organisations and therapists/carers/support workers that will be working with individual clients.

We believe in effective communication, that is clear and congruent. Our experienced, qualified equine assisted therapists are extremely happy to work alongside the clients other professional support team to ensure that the outcome for each individual we work with is maximised towards strengthening skills and positive outcomes. Working in partnership helps build capacity and enhances best practice delivery of care to the client.

A good referral system can help to ensure that clients receive optimal care at the appropriate level and not unnecessarily costly and that all support facilities are used optimally and cost-effectively.

Our referral system has 3 main stages:

1. The practicalities of referring through to the Equine Therapy Center

- a. Please complete our referral form, downloadable from our website
- b. We will then respond to you (make arrangements as appropriate)
- c. We will coordinate with the support worker, client and their family/support network/referring organisation
 - i. Reasons and importance of referral
 - ii. How to get to the Equine Therapy Center – location and transport
 - iii. Who to see and what is likely to happen
 - iv. Follow-up on return
- d. Our team is very empathetic we understand the implications for the client and family/support network/referring organisation
 - i. Overall fear
 - ii. Cost of transport, treatment and family concerns
- e. We have a referral register to monitor follow-up and gather statistics, where it is appropriate within the confines of our therapeutic confidentiality agreement we are happy to share these

2. What we will do

- a. Anticipate arrival and receive client and referral form
- b. Provide Equine Assisted Therapeutic support and services, we always document our sessions and outline our treatment plans
- c. Plan session programme period ensuring follow-up with client and family/support network/referring organisation
- d. Back referral form
- e. Feedback to initiating facility on appropriateness of referral
- f. Completion of our referral register to monitor follow-up and gather statistics



Referral Procedure cont.

3. Supervision and capacity building

- a. Monitor outward and back referrals
 - i. Number and appropriateness of referrals – compliance with protocols
 - ii. Quality of documentation
 - iii. Consistency of follow-up
- b. Provide feedback, support and training where necessary for partner organisations at discounted cost
- c. Provide feedback to central level

Continuous quality improvement

The Equine Therapy Center referral system strives to ensure that we have in place high quality procedures. As such these are open to revision in the light of practical experience, and in order to meet the goals of the delivering the best possible service we can. Periodically, we may be need to analyze the functioning of the referral system, beyond looking at the statistical patterns and trends, and therefore look forward to any suggestions or amendments you may wish to put forward.

Thank you for your interest and referral, we are delighted to help!