

# Making a referral

from start to admission



## Initial contact

You can make a referral by phone, email, the contact form on our website or via a safe haven fax.

**We will respond to all enquiries within 24 hours**

## You may talk to either:

a regional  
relationship  
manager



our  
referrals  
manager

## They will liaise with

our team of professionals, to determine the suitability of your referral.



### Assessments are free

and can be arranged at a time/day to suit both the referrer and service user.



### We will then contact you

within 24 hours of assessment with feedback.

Emergency referrals can be arranged immediately by calling the 24/7 referrals line.  
**0207 487 0067**

In most cases admission can be quickly facilitated and we can assist with transferring the service user if required. If the admission is not an emergency, we follow an individualised timeframe, depending on the wishes of the commissioner, service user and the urgency of the case. We can work to the timescale that you need.



## We will then send you

an assessment report and treatment plan, along with a cost for our service within 5 working days



## We can arrange a visit

to our services, at any time. We will send you an appointment at a time that suits you.

**0207 487 0067**

**referrals@danshell.co.uk**



**danshell**  
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