

Caroline Holt

*Designated Nurse Safeguarding Children/MASH Health
Specialist Nurse & Team Leader*

THE MASH REFERRAL PROCESS

A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.

Prior to making a referral do you need to consider:

- ▶ Speaking to a Des professional (Tabitha Griffin)
- ▶ Use of MASH Consultation line



Suffolk Multi Agency Safeguarding Hub

Professional Consultation Line:
Tel: 0345 6061499

Monday – Thursday: 9:00am to 5:00pm Friday: 9:00am to 4:25pm

Health professional makes a referral by completing a MARF



MARF received into Customer First



Is child is already allocated to a social worker?

YES



the referral will go straight to that social workers' team

NO



Customer First upload the MARF details onto the MASH secure web system, Guardian



MASH Consultant Social worker (CSW) reads the referral and makes a decision on how much (if any) information is required, and from which partner agency, this inform the decision making process. Co-located partners are Health, Police, Early Help/Education and Domestic Abuse Team.

MASH also have access to information from probation, housing and youth offending who are virtual partners not located within the Hub.



The MASH CSW will RAG the referral, Red, Amber, Green, to indicate the current identified risk/threshold level, each RAG rating has a different timescale for completion of the referral to the outcome.



As information is gathered from agencies the risk may increase or decrease, therefore the referral will be re ragged to reflect the current risk.



MASH health may look in a child's records using System 1 for information, a statement will go onto the child's S1 record, in the safeguarding template as to why we have been in the record.



Health information that has been gathered is then shared with MASH Consultant Social Worker via Guardian.



MASH CSW will make a decision re the outcome when health and other partner agency information has been received.

OUTCOMES - FEEDBACK

MASH health unit business support then will search for the outcome of the referral made and will give feed back to the health referrers via S1 task or email to a secure nhs.net account, we may call the professional to discuss.

Child's S1 record will be updated with the outcome of the referral.

The logo for systemone features the word "systemone" in a blue, lowercase, sans-serif font. A small "TM" trademark symbol is positioned to the left of the "s". Below the word "systemone" is a dark blue horizontal bar containing the tagline "ONEPATIENTONERECORD" in white, uppercase, sans-serif font.

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