



YO-YO  
Project

helping with the ups  
& downs of loss & grief

# Referral Criteria



**Farleigh**  
hospice

Farleigh Hospice, North Court Road, Chelmsford CM1 7FH

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**The Yo-Yo Project** is a community childhood bereavement service for the mid-Essex area. It is based within Farleigh Hospice and has received funding through BBC Children in Need. The development of this project has been informed by the views and ideas of a group of bereaved children and young people.

The following document is the criteria to which the project will work:

1. Children and young people aged between 4 – 18 years will be offered a service. The age at time of referral will determine whether a service can be provided.
2. Children and young people must reside in the mid-Essex area (Chelmsford, Braintree and Maldon districts) to receive a service and be registered with a GP in the area covered by Farleigh Hospice. There may be additional coverage for those outside these areas where local arrangements are not in place – please ask for information.
3. Referrals will be accepted where a child or young person has been bereaved of an individual where a significant attachment existed (e.g. parent, grandparent, sibling, friend or carer) and where the bereavement is having a substantial impact upon that child/young person's wellbeing.
4. Bereavement has to be identified as the primary presenting issue for the child or young person. Any type of bereavement can be referred to the project, although each case will be subject to an assessment of need. There may be some cases where the project worker assesses that another agency/service is more appropriate and hence needs to re-direct the referral.

## End of Life (Pre-Bereavement)

5. The Yo-Yo Project will see children/young people for pre-bereavement intervention if someone significant in the young person's life has a life-limiting progressive illness. For the purposes of the Yo-Yo Project we are defining serious progressive life-limiting illness in line with Farleigh hospice referral criteria (e.g. palliative diagnosis in the last year of life).

## Referrals

6. Referrals can be made by family members/carers, professionals or the child/young person (see section 8 below).
7. Children and young people **MUST** be aware of the referral to the project and be in agreement with initial contact being made.
8. Referrals should be made with the consent of the primary carer of the child. Some referrals will be accepted where young people have expressly requested that the primary carer is not informed, having regard to their age, development and understanding (Gillick competence).
9. In most cases it is beneficial for a period of at least 6 weeks after the death to have elapsed prior to referral to the project. Assessment and support/counselling/therapy will generally not be offered to children and young people before this time.

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10. Children/young people will be assessed as to their needs and appropriateness for the service. The project will aim to offer a full assessment within 28 days of receipt of the referral (except if point 9 applies).
  11. The number of sessions offered will be based on the identified need of the child/young person and as such will vary. This will be based on the service RAG (Red, Amber, Green) criteria and includes a limited number of sessions.
  12. The services that are provided by the project include:

#### **Advice, Information and Support**

- Advice, information and support for professionals, family members/carers, children and young people.

#### **Individual Counselling/Art/Play/Music Therapy**

- Individual work may be provided by telephone, online (e.g. Zoom) or face-to-face.
- Sessions may vary in length as agreed between the worker and the child/young person depending upon need and service provision/availability.
- The number of sessions offered may be reduced or extended depending upon the individual's need and presenting issues during the work.
- The Yo-Yo Project worker will agree the most suitable venue for the work to be undertaken e.g. Farleigh Hospice, school, online etc.
- Contact with other agencies, family members etc. will occur with the consent of the child/young person and/or parent/carer.
- Future support (extended warranty) will be provided as required once individual work has ended. A new referral and assessment may be needed.


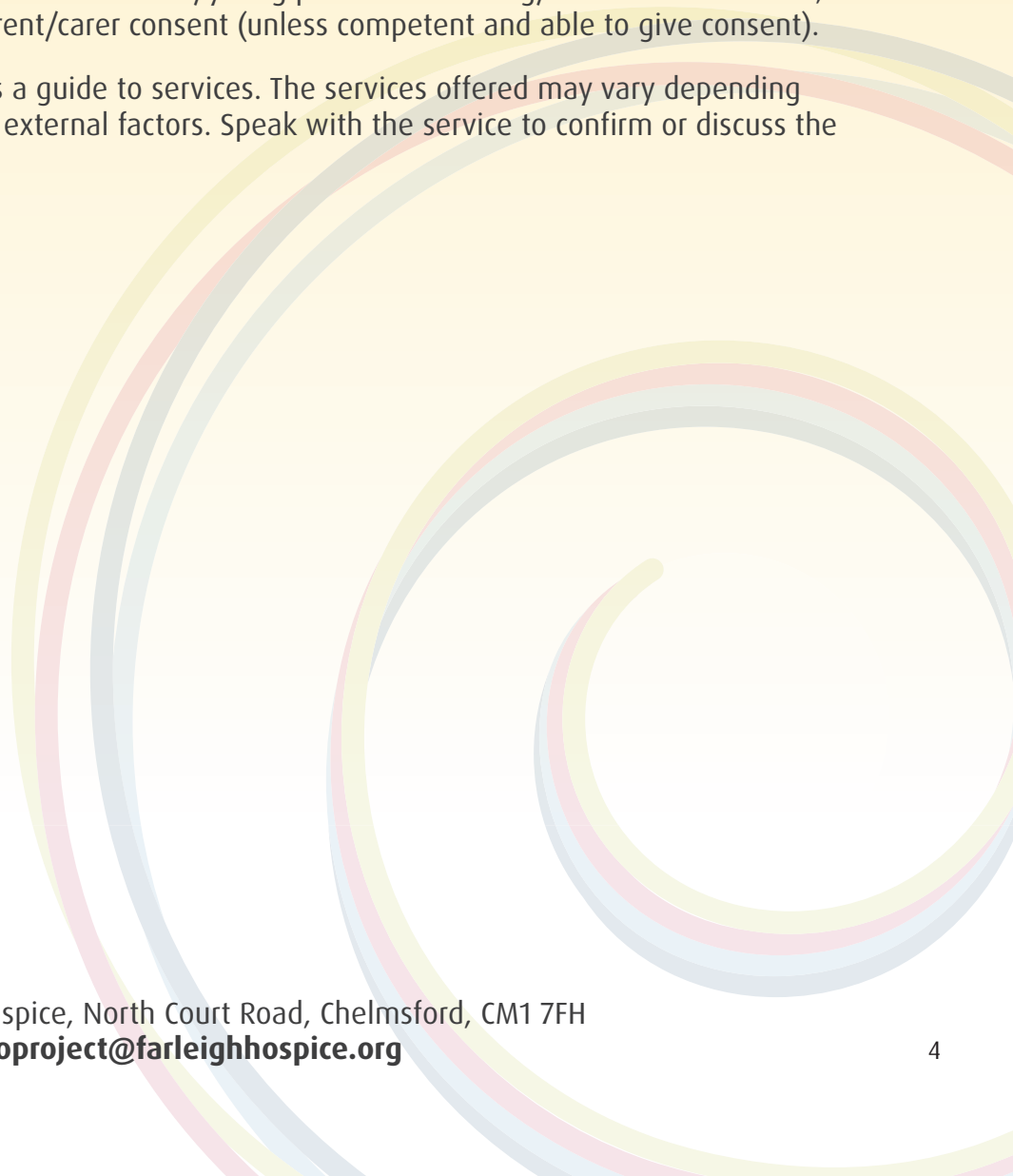
#### **Family work**

- The needs of the child or young person will initially be assessed to determine the most appropriate support for them. Where appropriate this will be part of a family assessment which can often act as a positive intervention for families.
- Guidance, support and advice may be given to parents/carers to help them support their child/young person.
- Adults may be offered support by Farleigh Hospice adult bereavement service (Circle adult bereavement support).

#### **Group work**

- Group work for children/young people will be offered only where available and appropriate for the child/young person's needs.
- Parent/carer support groups may also be available and run separately or in conjunction with children/young people groups.

13. Appointments will be offered as flexibly as possible, with individual sessions held either at Farleigh Hospice, online, by telephone or at an alternative suitable venue e.g. school.

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14. Notice of cancellation of a session is required. The service requests that 24 hours notice of non-attendance is given by telephone or email for a session to be re-instated. Less than 24 hours notice may result in the session being counted in a limited session offer. Repeated non-attendance may result in the offer of support/counselling being withdrawn and the referral closed. This is the responsibility of the parent/carer.
  15. A waiting list may be operated by the project if demand exceeds resources. Each child on the list will be reviewed regularly and offered work as soon as possible. The project will notify the family/referrer if they are on the waiting list. A RAGing system (Red, Amber, and Green) is used to help the service define the need and priority of each child/young person on the list.
  16. Farleigh Hospice will keep records of work undertaken (including communication with parent/carer(s) and external services for all referrals. Records will be retained in line with Farleigh Hospice protocol, policy and GDPR regulations. For further information on our policies or to request a child's record, please contact the service on [yo-yoproject@farleighhospice.org](mailto:yo-yoproject@farleighhospice.org)
  17. The project will regularly review and evaluate its work and amend and develop services and the referral criteria as appropriate.
  18. The service aims to ensure that we work with children and young people following current safeguarding practice and Farleigh Hospice policy.
  19. The project aims to work in collaboration with external agencies and to refer on to other services if it is felt beneficial for the child/young person's wellbeing/mental health needs, with their consent and parent/carer consent (unless competent and able to give consent).
  20. This criteria is intended as a guide to services. The services offered may vary depending upon need, provision and external factors. Speak with the service to confirm or discuss the current offering.

**E. Townsend**  
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June 2023

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