

# Headlight Assessment and Membership Policy Agreement

## 1. Headlight Assessment

**1.1** During part of our Headlight assessment process, a Headlight wellbeing worker will assess your mental health, current needs and what you need support with.

**1.2** Headlight offers low level mental health support and part of our assessment process helps us to decide if we are the right service for the person being assessed. If a Headlight wellbeing worker decides that we are not the right service to support with your needs, they will help signpost you to an alternative service or your GP, where appropriate.

**1.3** Equally, if you feel we are not the right service for you, you have a right to refuse our invitation to join Headlight.

## 2. Change in mental health or new diagnosis

**2.1** If you feel your mental health has changed, gotten worse or receive a new diagnosis that Headlight staff are not aware of, it is your responsibility to let them know so they can review your membership.

**2.2** As part of a review, Headlight staff may decide whether you need extra support or an alternative service which can provide you with more appropriate support for you needs- Headlight staff will support with signposting or a referral to a different service should this decision be made.

**2.3** Headlight staff hold the right to cancel or pause memberships if they feel they can no longer continue to support a member's needs, this may be due to a change in mental health, challenging behaviour or attitude that is disruptive or detrimental to staff and other members or a new diagnosis that needs a higher level of support.

**2.4** If agreed by Headlight member upon assessment, review or one to one, Staff may contact other mental health professionals to join multi-disciplinary team (members from different professions and organisations who work with an individual to enable they are receiving the right support or treatment plan) to discuss your mental health, current needs and ensuring the right support is in place.

### **3. Change in behaviour**

**3.1** If Headlight staff recognise or are concerned about a change in a member's behaviour then they will invite you to a review where they may discuss this with you, find a resolution or appropriate support if needed.

**3.2** If the change in behaviour is disruptive to staff, others group members or having an impact on your mental health and experience at Headlight, staff may have to help signpost or refer to an alternative support service and hold the right to pause or cancel your membership if necessary.

**3.3** If agreed by Headlight member upon assessment, review or one to one, Staff may contact other mental health professionals to join multi-disciplinary team (members from different professions and organisations who work with an individual to enable they are receiving the right support or treatment plan) to discuss your mental health, current needs and ensuring the right support is in place.

### **4. Challenging and disruptive behaviour**

**4.1** If a member's attitude or behaviour becomes challenging or disruptive towards staff and other members of the Headlight group, you will be invited to meet with staff to discuss and try and resolve the issue, where appropriate.

**4.2** If staff members are unable to resolve the issue or if you feel you are unable to agree to working towards improving your behaviour or attitude then you may be asked to leave.

### **5. Concerns about other members of your group, staff or volunteers**

**5.1** If you are concerned or have any worries about a staff member, volunteer then please let another member of staff or your parent/carer know.

**5.2** If you are concerned about another young person in the group or if someone's behaviour or attitude is affecting your experience at Headlight, please let a member of staff know so they can help resolve any issues- this will be kept confidential dependent on safeguarding concerns.

**I understand and agree to the above agreement:**

Name .....

Signature .....

Date .....