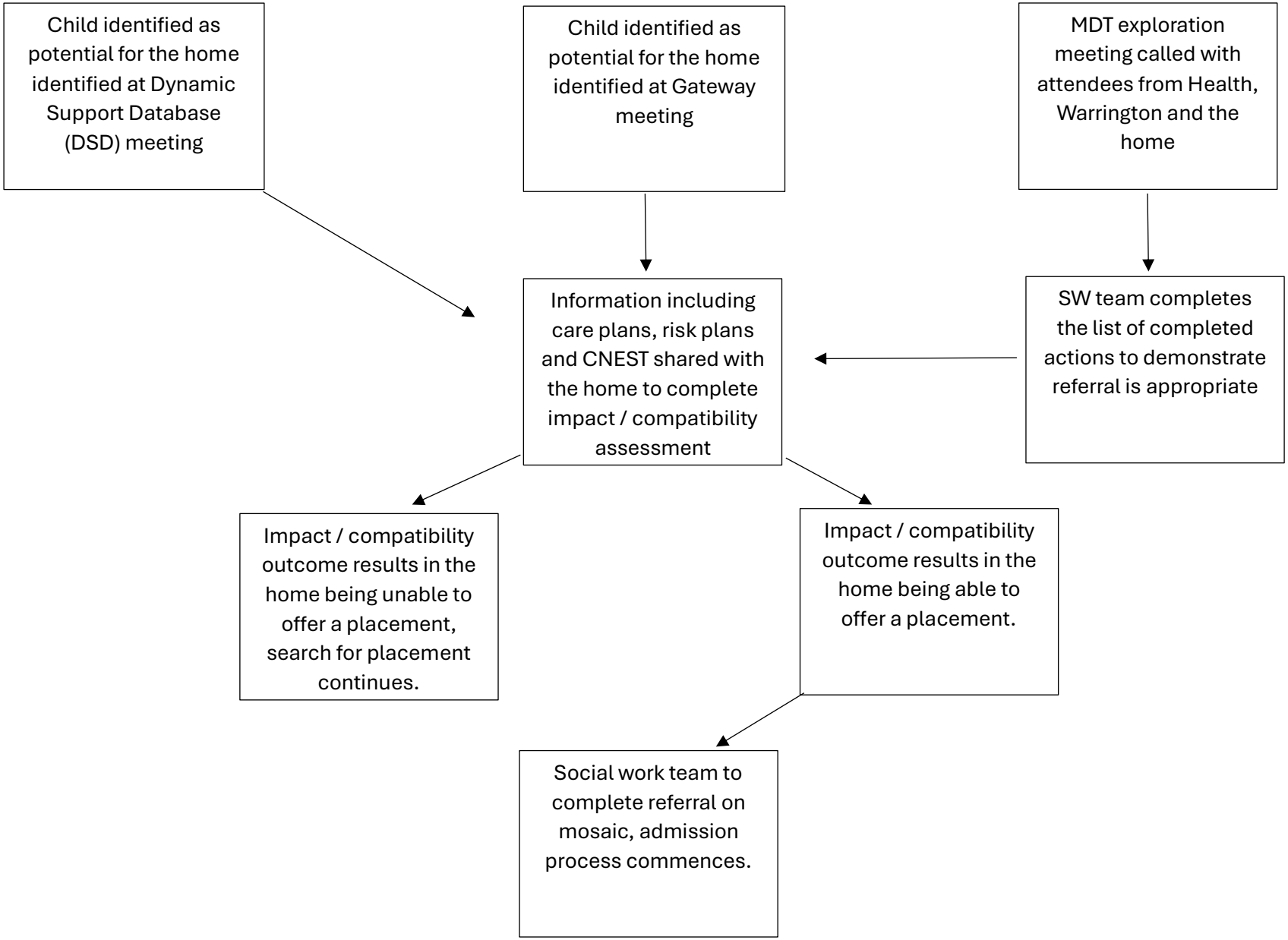Referral process for Catterall House