

Procedures Manual

Title: ADMISSIONS AND DISCHARGES

SD-01

1.0 Scope.

- 1.1 This procedure covers the admission and discharge process to all W.I.D.A. services.

2.0 Aims and Values

- 2.1 To ensure all service users receive an effective service that is based on an assessment of their need.
- 2.2 To ensure a transparent and fair process is followed for all applications.
- 2.2 To facilitate effective emergency admissions.
- 2.3 To facilitate effective discharges (permanent and temporary).

3.0 Contents

- 6.0 Enquiries for placement
- 7.0 Admission process Respite Service
- 8.0 Admission process Residential Service
- 9.0 Admission process Day Service
- 10.0 Three Month Trial Period
- 11.0 Emergency admissions.
- 12.0 Temporary Absence/Discharge of Service Users.
- 13.0 Exclusion Criteria

4.0 Referenced Documents

- C4-050 Prescription and Administration Kardex Record.
- C4-065 Consent Form Children's Respite.
- C4-075 Service User Person Centred Plan.
- C4-095 Service Provision Agreement.
- C4-102 Physical Examination Record.
- C4-103 Confidentiality/Use of Names Letter.
- C4-104 GP Medication Letter.
- C4-DORF Directory of Residents File.
- QP-44 Statement of Purpose.
- C4-SCB Staff Communication Book.
- MA-19 Use of the Telephone Procedure.

5.0 Responsibilities

- 5.1 The Person in Charge and all staff.

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This is the procedure to be followed

6.0 ENQUIRIES FOR PLACEMENT

- 6.1 Any person making an enquiry for a WIDA service will be invited to forward a written enquiry to the relevant Person in Charge.
- 6.2 The Person in Charge will ensure the written application is acknowledged.
- 6.3 if there are no vacancies in the desired service, this will be explained in the acknowledgement sent. It will also be explained that the letter will be held on file until a vacancy may arise.

7.0 ADMISSION TO RESPITE SERVICE

- 7.1 In the case of an expressed interest in Respite Service, the Person in Charge will ensure that the following documents are sent to the applicant:
 - QP-44 Statement of Purpose.
 - C4-050 Prescription and Medication Kardex.
 - C4-065 Service User Annual Consent Form.
 - C4-102 Physical Examination Record.
 - C4-103 Confidentiality Use Of Names Letter.
 - C4-104 GP Medication Letter.
- 7.2 After these are completed and returned, the Person in Charge will nominate a suitable staff member to meet with the family and show them around the service.
- 7.3 At this meeting, the applicant will be given C4-095 Service Provision Agreement and all documents listed in this. It will be explained to the applicant that when the signed C4-095 Service Provision Agreement is returned, they will then be included in the groups for the following calendar year. It will also be explained that there may be cancellations during the year that might then be offered to the applicant.

8.0 ADMISSION TO RESIDENTIAL SERVICE

- 8.1 In the case of interest expressed for a residential service, the person will be invited to submit a written application stating that they are interested in accessing a residential placement or supported living with WIDA and a brief outline of their support requirements.
- 8.2 WIDA Social Worker will arrange to meet the applicant to assess their requirements and answer any questions they may have. The Person in Charge of residential services may also attend this meeting to assess what level of support may be required.
- 8.3 After this meeting the application will be held on file until such a time as a service becomes available.

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- 8.4 If a service is available all applications will be assessed at a formal meeting of the following professionals:
- Social Worker
 - Person in Charge of Residential Services
 - Director of Services and/or
 - Assistant Director of Nursing
 - Representative from HSE
 - Representative from WIDA Board of Directors.
- 8.5 At this meeting a decision will be made, based on the information about the service, as outlined in Statement of Purpose and the information gathered in the individual service user's assessments, on who should be offered the vacant place.
- 8.6 The Person in Charge of residential services will ensure this meeting is documented accurately to reflect a process that is fair to all applicants.
- 8.7 Following a decision, the residential placement will be offered to the applicant.
- 8.8 The Person in Charge will arrange for an initial visit to the service.
- 8.9 Following this a planned introduction to the service will be agreed and C4-095 Service Provision Agreement will be issued, along with all documents listed in it. A three month trial, as outlined in C4-095 Service Provision Agreement will commence on the first day of admission to the service.
- 8.10 Details of what service/support WIDA will provide and what the individual is responsible for paying will be documented in this agreement.
- 8.11 All assessments and documentation as outlined in SD-03 Assessment and Person Centred Planning for Service Users will be completed within the time frame stated.
- 9.0 ADMISSION TO DAY SERVICE**
- 9.1 A person requiring **Day Service** placement may make a verbal or written enquiry to the Person in Charge.
- 9.2 The Person in Charge will provide appropriate information about the service, as outlined in the Statement of Purpose, and organise a visit to the service.
- 9.3 The Person in Charge will designate a suitable person to conduct the visit and answer any queries about the service, activities available, finances, transport etc.
- 9.4 Where a vacancy exists, and the service is deemed to potentially meet the service user's needs, an initial two week trial placement may be offered.

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- 9.5 If the placement is thought to be suitable for the service user, an admissions meeting will be organised.
- 9.6 The following people must be present at the meeting:
- The Person in Charge of the Day Service
 - A person nominated by the HSE
 - WIDA Social Worker
 - A representative from WIDA Board of Directors.
- 9.7 If a decision is reached to offer the service user a Day Service, a letter of offer along with C4-095 Service Provision Agreement will be issued, along with all documents listed in it.
- 9.8 A three month trial, as outlined in C4-095 Service Provision Agreement will commence on the first day of admission to the service. Details of what service/support WIDA will provide and what the individual is responsible for paying will be documented in this agreement.

10.0 THREE MONTH TRIAL PERIOD

- 10.1 A three month trial period operates for service users being admitted to all WIDA services to ensure the service is suitable for the service user.
- 10.2 In the unlikely event of a service user not settling into their new service or the service not meeting their needs, the Person in Charge will ensure that the service user (and/or the Circle of Support) is made aware of difficulties being experienced at the earliest opportunity.
- 10.3 All efforts should be made to support the person in settling into their new environment.
- 10.4 The Person in Charge will attempt to solve any difficulties in a timely manner and will seek the input of appropriate professionals.
- 10.5 Regular contact will be maintained between the service user (and / or the Circle of Support) and the Person in Charge to ensure there is open communication.
- 10.6 Following the three month trial, the Person in Charge will write to the service user to inform them that the trial period is over and the service user is formally admitted to the service.
- 10.7 In exceptional circumstances the trial period may be extended for a further three months.
- 10.8 This time must be utilised to support the service user and/or source additional supports that will ensure the service meets the service user's needs.

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- 10.9 Where all appropriate and available supports have been utilised and the placement is deemed to not support the person effectively, or the supports required are beyond what WIDA can facilitate, this must be communicated to the service user and/or their Circle of Support.
- 10.10 The Person in Charge is responsible for communicating with the service user and / or the Circle of Support to ensure there is a clear understanding of the process.
- 10.10 If at the end of the trial period it is agreed that the placement is not suitable, WIDA will assist the individual to explore other available services.
- 10.11 The Person in Charge will ensure that the service user and/or the Circle of Support have been given contact details for the Independent Advocate who will assist them in ensuring their rights are respected.

11.0 EMERGENCY ADMISSIONS

- 11.1 All emergency admissions will be approved by a manager on duty/on call.
- 11.2 Any referrals should be discussed with WIDA Social Worker.
- 11.3 Each request for an emergency admission will be dealt with on a case by case basis taking into account the individual circumstances and the available resources to support the service user.
- 11.4 Respite services have one bed available for emergency referrals. This bed should not be filled for any other purposes.
- 11.5 When a manager agrees to accept an emergency admission, they must agree an admission time/date and ensure that the referring/requesting person is informed of a definite discharge date.

12.0 TEMPORARY ABSENCE/DISCHARGE OF SERVICE USERS

- 12.1 The Person in Charge shall ensure that all relevant information is given to a receiving centre where the service user is going to.
- 12.2 When the service user returns the Person in Charge will ensure that all relevant information is received from the place where the service user has been.
- 12.3 The Person in Charge will ensure the service user is supported appropriately during the transition.
- 12.4 All temporary discharges should, where possible, be planned and in accordance with the service user's needs.

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- 12.5 All temporary discharges should be discussed with the service user and with relevant people from their Circle of Support.
- 12.6 Each service user's temporary discharge should be determined on the basis transparent criteria in accordance with the Statement of Purpose.
- 12.7 Where a service user is being discharged, relevant training and an appropriate induction to their new home must be provided to support them successfully in the transition.
- 12.8 All temporary and permanent discharges must be recorded on C4- Directory of Residents.
- 12.9 Other residents should be supported by staff to maintain contact with the service user who has been discharged.
- 12.10 Using the documented list of valuables and personal belongings, staff should ensure that the service user has all of their personal belongings when they are permanently discharged.
- 12.11 Staff should ensure that service users feel welcome to visit the designated centre after they have been discharged.

13.0 EXCLUSION CRITERIA

- 13.1 WIDA understands that a service user's needs may change, due to a medical illness or a mental health issue.
- 13.2 WIDA will only exclude a service user from a service when it is unsafe for that service user, or other service users.
- 13.3 WIDA will always support a service user to source another suitable placement, and/or assist them to access an Independent Advocate and support through the HSE.
- 13.4 Exclusion will always be a last option, and priority will be given to providing appropriate resources within the service to ensure a service user does not have to move.
- 13.5 The Statement of Purpose will clearly define the suitability of a service to each individual.