

OA Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	x	x	x	x	x	✓	✓

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ADMISSION TO THE SERVICE

POLICY

To ensure all systems are in place for a smooth admission to the service for all new service users.

PROCEDURE

Pre-admission Visit and Introductory Period

1. The manager / supervisor will arrange meetings with the potential service user and their carers / advocates following referral from Adult Services to assess the suitability.
2. Prospective service users will be given information about the service in a format suitable for their needs. They must be informed that the service cannot start until financial assessment has been processed and an individual service order has been received from Adult Social Care.
3. In the event of a placement not being offered, the manager and supervisor will explain the reasons to the service user, carers, advocates and Social Worker.
4. A minimum half day (preferably overnight if possible) introductory visit to the home should be offered to the prospective service user, including:
 - An opportunity to meet service users and staff
 - View the room in which they would live and any common areas
 - Have a meal
 - Discuss how the home can meet their needs
5. Staff will consult with existing service users from the same residence on an individual basis about the prospective new service user. This consultation will be recorded on their person centred care plan.
6. At the meeting, a settling in period of at least three months will be agreed between manager, a service user, carer and supervisor with a six weekly review planned to ensure the service is meeting the need of the individual.
7. The settling in period will include an ongoing assessment of need, an initial care / support plan and will be supported by the allocation of a link worker

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- The manager will ensure that arrangements are made to deliver the programme of care. The persons consent must be obtained.

Recording

- The manager / supervisor will check the details of the single care management assessment form, and check the individual service order. If it is correct they must sign both copies and send one copy to Adult Services Administration.
- The manager / supervisor will confirm the resources allocated to the services user with the manager and the finance section.
- The supervisor will ensure a person centred plan file is established for the service user. This will include the information from the single care management assessment and the pre-admission assessment.

Service user introduction

- The link worker must meet the service user on the admission day and follow the induction process, which will inform him or her about key aspects, rules and routines of the service.
- The link worker will introduce the service user to the programme of care / development / support.

Review

- The manager and the link worker will organise a review of the initial programme of care / development / support following the introductory period.

Emergency admissions

- In the case of emergency admissions, these procedures should be adapted accordingly.
- The manager will inform the service user within 48 hours of admission of the key aspects, rules and routines of the service.
- The manager should ensure that the individual service order is received within 48 hours.

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4. Service users placed in an emergency should be relocated if the care available is not appropriate to their needs.

5. Where the Manager or Supervisor is concerned about the safety or suitability of the Emergency Admission they should seek additional advice and guidance through the Cumbria Care Line Management structure. (Including the CC DMH and Non-Registered Operations Manager or the Cumbria Care Out of Hours On Call Manager).

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