

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

A10

ADMISSION TO THE SERVICE

POLICY

To ensure the service only accepts appropriate referrals, can meet prospective service user needs and that all systems are in place for a smooth admission to the service.

PROCEDURE

Introduction

Day opportunities for people with severe learning disabilities aim to promote independence through increasing community participation, presence and involvement. Day opportunities create new and interesting life experiences including supported employment and the opportunity to participate in leisure and social activities. They also provide therapeutic activities such as sensory experiences and relaxation sessions.

Services are located within the districts of Carlisle, Allerdale and Copeland, Eden, South Lakes and Furness.

ADMISSION PROCESS – OPERATIONAL GUIDANCE

Pre-admission

Official referrals can only be accepted through Adult Social Care (ASC) services. Potential service users and/or their representative(s) can request a visit to services, but must be made aware that provision will only be once an assessment is completed and funding arrangements agreed by ASC. The manager and/or supervisor will arrange to meet with the potential service user and their representative(s). They should be provided with a copy of Getting to Know Me (the pre-admission information document) and it must be made clear that this will not guarantee a placement within that service. Information about the service should also be provided in a format suitable for their needs.

The role of the social worker

1. The social worker will carry out an assessment of needs and identify appropriate services that will meet the person centred needs and outcomes identified.
2. A copy of this assessment must be provided to enable the service to assess whether they can meet the person's needs.
3. It is the social worker's responsibility to arrange transport if required.

Date	18/02/11	17/11/14	21/12/17					Issue date
Amendment	1	2	3					18/05/06 P&P

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

A10

4. It should be clarified if the person has been assessed for Continuing Health Care funding (CHC). If the person is in receipt of CHC funding, a health professional will be the case manager. Discussions must be held to identify all needs and ensure that these can be met in terms of resources, staffing and training.
5. For people with more complex needs – there needs to be sufficient planning time agreed with the social worker and carers in order to establish all the information required to successfully support a service user with complex health and social care needs including all professional support services. *See appendix 1 - Planning service delivery for someone with complex health and social care needs.*

Role of Cumbria Care

1. Any referral refused must be agreed with the operations manager. The manager and/or supervisor will provide feedback to the social worker.
2. Once the referral has been accepted, sufficient time prior to admission must be facilitated to ensure any resources including specialist training or equipment be procured.
3. An introductory period will be agreed between the manager, supervisor, service user, their representative(s) and the social worker. A timescale must be agreed prior to commencement and adhered to. If there are any concerns about the suitability of the placement a review must be arranged immediately to address these concerns and the operations manager informed.
4. The introductory period will include a fuller assessment of needs, an initial personal support plan, and will be supported by the allocation of a link worker. Plans should include supporting the person to integrate successfully in to the service (see service user introduction below).
5. The manager and / or supervisor will ensure that arrangements are made to deliver the programme of care, development and support to meet the identified needs and outcomes for the person.
6. On completion of the introductory period, the manager and / or supervisor must agree with relevant parties to approve / not approve the admission and agree continuation of the service if applicable. A six month review date should be agreed.

Date	18/02/11	17/11/14	21/12/17					Issue date
Amendment	1	2	3					18/05/06 P&P

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

A10

Recording

1. The manager and/or the supervisor will check the details of the ASC service provision order (SPO). If it is correct they must sign both copies and send one copy to ASC administration.
2. The supervisor will ensure a personal support plan and service user file is established for the service user. This will include the information from the ASC SPO and the Getting to Know Me document.

Service user introduction

1. The link worker or an appropriate named person will arrange to meet the service user on the day of admission and follow the induction process, which will inform him or her about the key aspects and routines of the service.
2. The link worker will introduce the service user to the programme of activities care, and support and any other relevant opportunities.
3. The link worker must check with the service user at the end of the day to monitor how they are. The link worker should feedback to parents / carers (if agreed) so that any adjustments to the programme can be made.

Review

1. The manager and/or the supervisor and the link worker will organise a review of the initial programme of care and support following the introductory period. This should be in accordance with the agreed dates prior to admission.

Emergency admission of people not known to the service

1. All emergency referrals must be approved by the operations manager. If it is clear that the service is unable to meet the needs of the person, the referral must not be accepted.
2. The manager and/or the supervisor should ensure that the service provision order (SPO) is received within 48 hours of admission and the Getting to Know Me document completed as soon as possible.
3. Service users placed in an emergency should be relocated if the care available is not appropriate to their needs.

Date	18/02/11	17/11/14	21/12/17					Issue date
Amendment	1	2	3					18/05/06 P&P

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

A10

4. Where the manager or supervisor is concerned about the safety or suitability of the emergency admission, they must inform the social worker to immediately reconsider the placement and arrange a move to more appropriate services. The operations manager should be informed.

Date	18/02/11	17/11/14	21/12/17					Issue date
Amendment	1	2	3					18/05/06 P&P