

# THE SOUTHEND ON SEA DARBY & JOAN ORGANISATION LIMITED

## General Referral and Admission

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### Policy Statement

This organisation believes that much of the success of a period of residence lies in making the correct decisions and taking appropriate action at the time of a resident's referral and admission. The home works to implement guidance contained in *the Care Quality Commission's Guidance about Compliance: Essential Standards of Quality and Safety, Outcome 4: Care and Welfare of People Who Use Services* and to current best practice on ensuring that placements are well handled and successful.

### Aim of the Policy

This policy is intended to set out the way in which our homes handle referrals of prospective residents, makes sure that everyone is satisfied that we are going to be able to meet their needs, and organises the admission in ways which give the new resident the best possible start to their life with us.

### Policy on General Referrals and Admissions

1. **Referrals from statutory bodies** — In the first instance we expect a care manager or someone occupying a similar post in a health or social services agency to contact the manager of the home informally if they wish to propose a service user as a prospective resident. The manager will give an immediate reaction on the vacancy position, time scales and so on, and if appropriate request formal details of the service user. The agency will then be expected to send us a full written needs assessment. We for our part will supply copies of the home's statement of purpose and any other information requested. A meeting with the prospective resident, preferably in the form of a visit accompanied by the care manager or by a relative or friend will then be arranged. If the service user would like us to meet them in their own home or at another location, that can be arranged.
2. **Self-referrals** — A prospective resident who intends to pay for their own care will probably not have had a full assessment by a statutory agency. On a resident's making an enquiry to the home, therefore, a qualified member of staff will carry out its own needs assessment equivalent to that provided for a funded resident. A key aim of the assessment is to make sure that the home is fully aware of the person's needs and has the resources to meet them. The home will make a decision about admitting the person on the basis of this assessment and a contract will then be discussed.
3. **Pre-admission visits** — We will try to give a prospective resident as full and honest an impression of the home as possible. They will have the chance to talk with the manager and other appropriate staff, to speak with other residents, to take a meal with residents, to view the house and grounds, and then to talk privately with their relative or representative. We understand that they may be visiting more than one home and we want a resident to make a positive choice to come to this home.
4. **Meeting needs** — In line with its registration requirements, the home must be satisfied that it has the capacity to meet the needs of any prospective resident before agreeing to an admission. We will discuss this issue with the prospective resident, and their relatives or care manager as appropriate, and if it is necessary to decline to admit someone who wishes to come to the home we

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will frankly tell them the reasons. We believe that clarity at this stage can avoid a much more painful breakdown of a placement later.

5. **Trial visits** — We offer every prospective resident the possibility of a trial visit or period of residence and will discuss and agree the terms and conditions of the “trial period” with the person and their representatives as appropriate.
6. **Admissions** — If everyone is satisfied that an admission to this home is the right step, we will make arrangements for the service user to be admitted. We suggest that if possible they should be accompanied by a friend or representative on the day of admission. We will allocate staff at the appointed time to make the new resident welcome, to introduce them to other staff and residents, to help them settle into their room providing whatever help is required, and to be a point of reference for any further information the resident needs.
7. **Emergency admissions** — We try to avoid emergency admissions but recognise that situations sometimes arise which make rapid action necessary. In these instances we try to operate in the spirit of the procedures governing planned admissions and to gather and supply all necessary information as soon as possible. **Emergency admissions will not take place after 5pm.**
8. **Settling in** — We will provide all possible help to make the new resident’s introduction to the home as comfortable an experience as possible, will introduce them gradually to the home’s policies and procedures, and will set in motion as soon as possible the drawing up of their service user plan.

This policy will be reviewed annually