



ADMISSION/ EMERGENCY ADMISSIONS /CRISIS PROCEDURE

General admissions

Prior to admission, any individual being referred to our services will undergo an assessment to determine suitability. Previous history and background information will be gathered from care managers, parents or previous placements by the Operation manager and Home manager. **The initial assessment for placement form** will be completed

This will be in the form of interviews and / or observations throughout the assessment visit. The assessment will also be undertaken to ensure that the home is able to meet the care needs of the individual. It will also determine the suitability of the proposed service user integrating with the current service users in the identified home.

We will provide a breakdown of our fees that acknowledges the level of support that will be needed to meet the service users needs acknowledging any additional cost to cover specialism's or additional support needs such as 1:1 to ensure we provide the professional input required. A breakdown of the fees is sent to the care manager for authorisation at panel.

Once this is agreed the individual is encouraged to visit the home regularly to familiarise themselves with the home, the environment, the service users and care team. Over night stays are also encouraged should this be appropriate to the needs of the service user. The service user will be assigned a Keyworker and co-ordinator to ensure that the transition into their home is managed efficiently to ensure a successful transition.

The service user will receive a copy of the homes statement of purpose, service user guide and complaints procedure. The service user will be fully involved in the planning and provision of their care through completing with support their essential lifestyle plan, care plans. Health action plan and other documentation. The initial documents will be completed by the first review with their funding authority at 6 weeks. All documentation will be completed by 3 months and then reviewed internally every 3 months or as required. Daily recording will be completed with the service user and monthly reports written.

Emergency admissions

Emergency admissions need the full cooperation of all professional individuals involved. They will only happen if the general admission placement cannot happen due to a breakdown of placement, or the necessity to find a placement for a service user quickly. Following a referral an emergency assessment will be completed by the Operational manager and Home manager using **the initial assessment for placement form** at an appropriate venue. From the information gathered a



decision as to whether we can provide an emergency service to meet the needs of the service user will be made. It is unlikely that planned home visits can be arranged in respect to emergency admission but efforts will be made that a service user has a chance to look around before the admission. It is vital that we can evidence that an emergency admission will not have an impact to the service users currently living in the home. We will also ensure that appropriate levels of staff are in place to support the emergency admission. The first 6 weeks will be used as an assessment visit to help ensure the transition is a success, during this period their essential lifestyle plans, care plan and risk assessments will be completed. Funding will be agreed prior to admission but will be reviewed after 6 weeks when full knowledge and assessments are complete.

Both general admission and emergency admissions will be reviewed internally every 3 months and as nominated by the purchasing authority but at least yearly.

Crisis procedure

It is hoped that in following the homes policies and procedures, documentation and regular reviews that many emergencies and crisis situations can be prevented or pre-empted.

If in the event of an emergency or crisis, any service user or member of staff must inform the Manager / Person on call immediately. Some situations may involve informing others such as the Care Quality Commission or Environmental Health etc; however the Home Manager or their representative will do this.

Emergency community services may be required to assist the staff to manage the emergency or crisis.

Staff will follow the direction of senior staff through open communication.

Risk assessments. Reactive strategies and PBM forms will be reviewed and up-dated following any emergency / crisis. All relevant forms will be completed.

All service user and staff involved in any emergency or crisis will need to de-briefed and will be offered the support from the Management Team to facilitate this. Further support if required will be identified.