



## **Brothers of Charity Services Policy on Admissions, Transfers and Discharges**

<b>Approved by</b>	<b>The Director of Services and Galway Services Management Team</b>		
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## **Ethos**

*'We are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work. We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services.'*

*'We continue the Brothers of Charity Services' tradition of being open to the best contemporary influences. We want to be inspired by the most creative ideas ...and to ask how we give them concrete expression.'*

The Brothers of Charity Services Ethos (2001), Going Forward Together.

### **1.0 Introduction**

The Brothers of Charity Services endeavour to offer services/supports in local communities. This enables each person who is supported by our services to positively engage in the social and economic life of their local towns and villages and in doing so, develop a range of relationships that enhance their quality of life.

Our responses are based on the recognition of each person (who is supported by our Service) as an individual, an equal citizen with equal rights and an absolute respect of that status. We, therefore, support each person to live their lives based on their own personal visions and choices, to identify and select their personal goals in life and to develop their personal plan to achieve those goals.

### **2.0 Policy Statement**

- 2.1 The Brothers of Charity Services recognise the need for clear procedures governing Admissions, Transfer and Discharges. We aim to support children and adults to make choices about supports and services they require and receive. We are committed to provision of quality services, delivered in a respectful manner, that meet the needs of children and adults. We aim to clearly state the nature and duration of services being offered and procedures for discharge when appropriate.

### **3.0 Purpose**

The purpose of this Policy of Admissions, Transfers and Discharges is to provide clear information on how the process takes place within the Brothers of Charity Adult and Children's Services. It is recognised that the term admissions, transfers and discharges may not be appropriate for all the services we offer. For example, children's services may

refer to enrolments. Each region is free to use the terms which best suit it when drawing up its own procedures in the implementation of this policy according to these general service-wide principles. The Policy ensures that Adults and Children applying for services receive the appropriate information on the criteria for admission. The broad principles of the policy are there to ensure:

- That the services and duration of the services being offered, is clear;
- That the Brothers of Charity Services have the resources to provide the service that is proposed according to the criteria of the funding authority;
- That an Assessment of Need for each individual will take place as an integral part of the Admissions process to determine level of service required. This information will facilitate planning for these individuals and future service development and to inform the funding authority. This process will be co-ordinated by the Manager and Admissions Committee of the Service Area where the individual is seeking a service.
- That each Adult and Child admitted to the Service will have a written Individual Service Agreement
- That the circumstances leading to a transfer or discharge from the Services is clear;

Proposed transfers within (for example, from one residential or day area to another) or between Brothers of Charity Services, are dealt with by the same procedures and policies as admissions, including the requirement to convene the Admissions Committee. Information sought regarding internal transfers will be different from that needed for admissions.

#### **4.0 Scope**

This Policy refers to adults/children with intellectual disability, their families, GPs, Public Health Nurses, Schools and other agencies who make referrals. All services within the Brothers of Charity Services will adhere to this policy and process.

#### **5.0 Legislation/other related policies.**

HIQA, National Standards for the Residential Services for Children and Adults with Disabilities January 2013

Health Act 2007, (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.

## **6.0 Glossary of Terms and Definitions.**

BoC refers to Brothers of Charity Services;  
Individual refers to Individuals who use our services;  
DoS refers to Director of Services.

## **7.0 Responsibilities**

The Director of Services (DoS) (or an assigned Senior Manager by the DoS) and the Admissions Committee are responsible for the Admission, Transfer or Discharge of individuals in their service and must be directly involved in every Admission, Transfer or Discharge meeting.

The Manager of the Service to which the referral is made to is involved in the Admissions, Transfer or Discharge process.

## **8.0 Procedures and Principles governing Admissions, Transfers and Discharges are as follows:**

- 8.1 Each Day, Residential/Respite Service within the Brothers of Charity Region must have a clear description of whom it serves. This will include an Information Leaflet approved by the Director of Services. This may also include a Resident's Guide, and a Statement of Purpose where relevant.
- 8.2 Within each Region, each Service specifies their criteria for individuals for whom a service may be offered. Consideration is given to:
  - the supports requested by the applicant;
  - the age range of applicants,
  - the nature and degree of disability catered for; and,
  - the geographic area served.
- 8.3 The Brothers of Charity Service in each region will have a description of its local Admissions Procedure.

An application form setting out the requirements of the Individual will be completed. A request for a service admission is normally considered only if there are signed Application and Information Consent forms from the individual themselves, a family member or legal guardian, as appropriate.

- 8.4 The composition of the Admissions Committee for each local service area will include the Director of Services or Senior Manager assigned by the DoS, other relevant Managers, multi-disciplinary personnel, (must include psychologist, social worker). There should be a quorum of 4 – 7 members depending on size of Service). The frequency of admissions meetings is decided depending on referrals, and is held at least once a year to review waiting lists.

## 8.5 Steps for Admissions Process

1.	General Enquiry/Letter regarding services offered and a possible admission is received by the Director of Services (or assigned Senior Manager by the Director of Services).
2.	If appropriate, the DoS will send the Brothers of Charity Application Form (See Appendix 1) to the initial point of contact (and Consent Form for Sharing Personal Information – Appendix 2).
3.	The DoS will send the completed Application Form to the relevant Service Manager which includes a list of the information required by the Admissions Committee. Section: 8.5.1
4.	The Service Manager will liaise with the multi-disciplinary team for that service area and gather the relevant information and reports (as outlined in the person's Assessment of Need). Section 8.5.2. (Appendix 3)
5.	Pre-Admissions meeting held involving all relevant personnel (Adults/Family/relevant Staff) The Admissions Procedures Check List to be completed at this meeting. Section 8.5.3. (Appendix 4)
6.	Admissions Meeting : Decisions Made : <ul style="list-style-type: none"> <li>- Admitted to service requested;</li> <li>- Wait Listed for service requested;</li> <li>- Some element of service requested to be provided;</li> <li>- Waitlisted for other element of service requested.</li> <li>- Transfer – if relevant (Appendix 5)</li> <li>- Manager completes template - Outcomes of Admissions Meeting (Appendix 6).</li> </ul> Sections 8.5.4 and 8.5.5
7.	If the service is deemed suitable, (individual offered or waitlisted for an element of service) the DoS will send a letter of Admission with a copy to the source of referral, with an NIDD Consent Form to the Individual/Family Member, or Guardian for completion. Section 8.5.4
8.	The Manager will arrange to complete an Individual Service Agreement with the individual. (Appendix 7) Section 8.5.5. The Manager and Team will arrange a Transition to Service. Section 8.5.6. (See Appendix 8 – Adult/Child Transition Plan)

8.5.1 A list is given to the relevant Service Manager of the information required by the Admissions Meeting, and of the sources from which this information is to be obtained.

8.5.2 The information required for consideration by the Admissions Committee for the Admissions Meeting is sought and reviewed by the Service Manager and relevant multi-disciplinary team members of the service to which the application is being made, on behalf of the DoS. Prior to an Admissions Meeting, an Assessment of Need will be carried out. This will include meeting with the individual to ascertain their wishes and priorities, and carrying out a Supports Needs Assessment which will give the level of the staffing support required for each individual. Other information required will depend on the service being applied for- multi-disciplinary reports, e.g. psychology, social work; medical reports; a statement of urgency of need; a report of an assessment visit by a member of the team, and a report of the visit of the applicant and/or his/her family to the service.

8.5.3 The Manager will convene a Pre-Admissions Meeting where the relevant information and reports will be presented. The Pre-Admissions Committee will :

- assess the reports and relevant information and define the level of staffing support that an individual requires;
- assess the compatibility of any particular individual with other individuals availing of that service;
- consider any adaptations or particular requirements that may be required;
- consider what package of supports each individual requires to meet their needs and wishes;
- consider the suitability and potential match of each individual to a particular service.
- considering the present level of resources, what services and supports can be offered.
- complete the Admissions Procedures checklist.

Before the Admissions Committee makes a decision re: offering a placement or service or transfer, consideration must be given to:

- the circumstances surrounding the request for admissions or transfer;
- the wishes of the individual (where possible) and of his or her family;
- the appropriateness of the service relative to the needs of the individual;
- the priority attached to the applicant by the HSE Operational Management chaired by the Disability Manager.
- the availability of resources to meet the needs of the individual, or a detailing of the new resources which will be required if the individual is to be given a service;

- the probable impact of the new individual on those already in the Service, ensuring that the Admissions Meeting takes account of existing needs within the Service;
- the possible overburdening of the Service's caseload to an extent that dilutes the service beyond the point of usefulness; and

8.5.4 The Admissions Committee will consider the information and make a decision whether to offer an individual a place if they are deemed suitable for a particular Service. The Service Manager completes the template - Outcome of Admissions Meeting. At the end of the Admissions Meeting all copies of reports are collected and shredded. Only the originals are kept on Main file/Adest and copies on Personal Profile if relevant. The Director of Services will send a letter of Admission, with an NIDD Consent Form to the Individual/Family Member, or Guardian for completion, and a copy is sent to the source of referral.

8.5.5 The level of service and supports offered will be defined in an Individual Service Agreement with the individual. If sufficient resources are not available to address all of the elements required by an individual, they will be wait-listed for those particular elements and it will be noted on their Individual Service Agreement. This agreement will be reviewed annually in conjunction with the Review of each person's Individual Plan. All initial Individual Service Agreements have to be approved and signed by the DoS or a Senior Manager assigned by the DoS. Authority to sign the annual reviews of Agreement is assigned to the Service Manager unless there are substantial changes to the terms of the Agreement. The Assessment of Need and Staffing level may be reviewed if required. If an individual requires any additional supports or staffing then the additional supports required will be recorded in their Individual Service Agreement.

8.5.6 The Team and the Individual will complete a Transition Plan which will set out for the individual, the initial actions required to enable them to be introduced and settled into a Service.

8.5.7 Each region of the Brothers of Charity Services uses the same Admissions Procedures Checklist, Admissions Application Form, Medical Information Form, Consent Form for General Medical Care, for the Administration of Drugs and for taking bloods, NIDD (National Intellectual Disability Database) Consent Form, and Information Sharing Consent Form and Consent form for Emergency Medical Treatment.

- Each Service uses the standard BoC Admission Application Form.
- The Application Form states clearly the reasons for referral and the specific services being applied for.



- The Information Sharing Consent Form gives permission to seek information and reports from individuals or agencies as may be required by the Admissions Committee.
- The Information Sharing Consent Form gives permission to the Brothers of Charity Services to place relevant statistical information regarding the individual and his or her service needs on the database. It states that for the purpose of operation of the relevant Services, information will be kept in an electronic format in the preparation of relevant reports. Information will also be kept on the internal database which keeps essential statistical information, and record details regarding present and future service needs.
- In a separate section it requests permission to share information with the Health Service Executive (HSE) on the NIDD. It explains that this information will be used for the purpose of accessing and prioritising future service needs, and research and overall trends in service provision.

8.5.8 Before allocating a service to a new applicant, the Admissions Committee reviews the existing waiting list of applicants to determine who has the greatest need.

8.5.8 Criteria for short-term or exceptional placements must be clear.

- The circumstances are outlined under which a person may be offered an **assessment placement** to determine the appropriateness of the Service to the particular individual, the procedures to be followed in such cases, and the period for which the assessment will take place.
- Where an assessment placement is agreed, the date for formal review of the assessment is determined at that point.
- The criteria and procedures for a **crisis admission** are described.
- The criteria for a **relief admission** are described.
- The conditions governing the use of a crisis service for relief purposes are outlined.

8.5.9 The criteria must be clear for placing an individual on one of the three types of waiting lists which may be in use, as follows.

- *The residential service waiting list* - a list of eligible individuals who are seeking a residential service – lists all individuals who are seeking a new residential service from the Centre/Service concerned and those individuals already admitted to that Service who are seeking an enhancement or who are seeking a different type or different level of service. Note whether the individual concerned is on any other residential placement waiting list.

- *The day service waiting list* - a list of eligible individuals who are seeking a day service – lists all individuals who are seeking a new day service from the Centre/Service concerned and those individuals already admitted to that day service who are seeking an enhancement or different type or different level of day service.
- *The service component waiting list* - a list of individuals who have been admitted to the service, but who are on a waiting list for some particular part of a service, such as a speech and language therapy or physiotherapy service – lists all individuals who are seeking a new component of service from the Service concerned and those already admitted to that service who are seeking an enhancement or a different type or different level of some component of service.

8.5.11 All lists are maintained by the Service area (service provider) from whom the service is being sought, with copies forwarded to the Director of Services following each updating of the list.

8.5.12 It is the Service Manager's responsibility to send a composite waiting list covering their full service to the DoS – this composite list should be submitted to the DoS (or to the person nominated by the DoS) annually.

8.6. Clear channels of written communication must be established with individuals/family member, guardian and any other referring sources regarding admissions, transfers and discharges.

- Each Service indicates the kinds of preparatory and follow-up work it undertakes with families/adults regarding proposed admissions, transfers and discharges.
- The formal letter from the Director of Services to the individual/family member, guardian and/or referring source, must state,
  - (a) the service which is being offered,
  - (b) for how long it is being offered, and
  - (c) any services the individual needs which will not be available although identified as desirable. Names will be placed on the waiting list.
- The adult, family member or the authority accepting the placement must sign an Individual Service Agreement indicating that the type, extent, and duration of service being offered is understood *and agreed*.

Copies of all correspondence relating to admissions, transfers or discharges are retained on file indefinitely.

8.7. Withdrawal of a service

Wherever there is a proposal to withdraw a service for any reason, this is a matter which requires the personal attention of the DoS and it is a matter which the DoS needs to discuss in detail at the Admissions Committee Meeting. If withdrawal of a service has wider policy implications then the matter should be brought to the attention of the GSMT. The DoS and senior management team need to seek every opportunity to avoid terminating a service. If a service must be terminated, the communication of the ending of the service to the child or adult and families concerned must be handled with great sensitivity.

- 8.8 Other than when it arises naturally because a person has reached the pre-ordained age limit when a service will cease, it is expected that the discharge of an individual from the Brothers of Charity Services would be a rare event. It can arise where an individual presents very high-risk anti-social behaviour.
- 8.9 The Admissions Committee (including the Senior Manager) is responsible for carrying out the various stages in the process that may end in ultimate discharge from the service. The following are the proposed stages of a discharge process, during which the individual and his or her family are kept fully informed.
- 8.10 Where an individual's high risk anti-social behaviour is known about prior to admission, **the letter of admission**, which is sent to the family or guardian, would attach clear conditions to the service being offered and a clear statement that the service may be discontinued where these conditions are not met.
- 8.11 Where appropriate, **admission may be for a trial period** of specified length with an extension of that trial or full admission being determined by clearly stated conditions. Failure to meet these conditions may lead to suspension or discharge.
- 8.12 While in the Service, **a detailed record is kept** of the person's behaviour and of all programmes and strategies undertaken on his/her behalf. For service suspension or discharge to come into effect, the records must show that everything possible was tried over a reasonable period of time to overcome the problems presenting.

The criteria which determine a person's discharge from a Service must be detailed along with the procedures followed at such a time.

- 8.13 A **verbal warning** before witnesses is first given to the adult/child as appropriate and notified to his/her family, guardian or advocate. The reasons for the warning and the consequences if the unacceptable behaviour continues are clearly stated. The Service Manager gives the verbal warning, which is recorded along with the response of

the person warned.

- 8.14 **A written warning** is given to the adult/child where appropriate and conveyed to his/her family or advocate, where the verbal warning has proved ineffective. The service manager meets with the family or advocate to discuss the implications of the written warning.
- 8.15 Where high risk anti-social behaviour continues at an unacceptable level, **suspension** may be invoked. Reasonable notice is given to the adult/child, family, guardian or advocate. Suspension would be for an agreed period of not more than one week as decided by the Admissions Committee. Further suspensions may follow, according to the Committee's judgment of what is appropriate.
- 8.16 The committee may recommend **full discharge** from the service when all efforts at remediation have failed and **where serious risk continues to other adults/children, staff, or the general public**. Following a meeting with the adult/child, where appropriate, family, guardian or an advocate, a formal letter of discharge is issued by the Director of Services, outlining the individual's history and the efforts made to maintain the service before discharge became the only option.
- 8.17 **Relevant parties and agencies are informed** of the pending discharge, for example, the Health Service Executive, Gardai, probation services, the Child Care Manager, the psychiatric services.
- 8.18 It is recognized that in exceptional circumstances it may not always be advisable or possible to fulfill every element of the above stages. Reasons for policy deviations must be noted in writing and signed by the Director of Services.
- 8.19 In situations where insufficient resources are provided by funding agents in any given year and the Service is unable to provide all of its services, the Service reserves the right to withdraw an element of service or a service to an individual for a given period of time.

#### 8.20 Appeals Procedure

Appeals Procedure in relation to Admissions, Transfers or Discharges  
If an applicant for a service is not satisfied with how the service has responded to their application for a service or their discharge from a service they can choose to appeal the matter. Appeals may be sent, in writing, to the Director of Services.

The appellant will be sent a written response within 5 working days. This will inform them that their appeal has been received and is receiving attention. A response will be written to the appellant and shall be issued within 40 days of receiving the formal appeal.

The Manager will inform those in the service who need to know of the issue and the outcome. If the appeal to the Director of Services fails, the decision may be appealed in writing to the HSE.

An appeal may also be made to the Ombudsman.

- 8.21 Following the Admissions Meeting, formal notification must be made to the database and to the HSE regarding all admissions and discharges. The person responsible in the Service for transmission of this information must be clearly indicated.
- 8.22 The Senior Manager forwards a copy of the outcome of the Admissions Meeting to the Director of Services, along with the Admissions Procedures Checklists.

## **9.0 Revision and Audit**

## **10.0 References/Bibliography**

## **11.0 Appendices**

1. Application Form;
2. Consent Form for Sharing of Personal Information.
3. Assessment of Need Process.
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