

## Admissions Policy

### 1. Introduction

The purpose of this policy is to clarify the admissions process and procedures used by Life Long Learning 4 Living to commence providing services to an individual and with due regard to relevant parts of **The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017**.

### 2. Admissions

The organisation provides three means of admission to access its services:

- Standard Admission – the primary means of admission and will usually commence with an enquiry by a service user, their family or a social worker for the individual's local authority. This process is not time-sensitive and will involve a qualified assessment of needs and a structured program of service delivery to be designed for the potential service user.
- Emergency Admission – an emergency admission will be considered when there is no reasonable amount of time to follow the standard procedure, for example if a potential service user has experienced an unexpected change in their current living situation.
- Respite Admission – a respite admission will follow either the standard or emergency procedures but for a period of time and the service will be delivered on a short-term basis.

#### 2.1 Standard Admissions

##### Pre-Admission

If a potential service user is interested in accessing the service then an enquiry would be made usually by either themselves, a representative or a social worker. The organisation is committed to ensuring that information is presented in helpful and transparent manner that reflects any communication needs and all written communications received in Welsh are returned in Welsh.

The service will then arrange a time to visit the individual at a place of their choosing to conduct an assessment of their needs. This assessment is an objective process carried out by a qualified employee to see whether Life Long Learning 4 Living could meet the individual's care and support needs and provide support for the individual to achieve their personal outcomes. A qualified employee will be someone who has the necessary skills, knowledge and competence to conduct an assessment and has received training from Life Long Learning 4 Living [**Reg. 14(5)(a-b)**].

The needs assessment will consider the potential service user's wishes and feelings, an assessment of health needs, risks to the individual and others currently using the service, a life skills assessment, an equal opportunities (reasonable adjustments) assessment, and identify the individual's personal outcomes [**Reg. 14(3)(a-h)**]. If an individual already has a personal plan then this will also be taken into consideration.

The service will also consider input from a representative except in cases where an adult service user does not wish for the representative to be involved, or if involving the representative would be to the detriment of the service user. The service user and their representative are invited to visit the service prior to joining to help inform decisions.

All actions that occur during pre-admission are treated as confidential and information obtained is managed in accordance with our data protection responsibilities. If a potential service user decides not to follow through to the admission stage, then any data gathered will be securely destroyed.

The pre-admission process will conclude with either an agreement to proceed or not. If the outcome is to not proceed, for example if the service cannot meet the individual's needs, then the organisation will endeavor to offer objective suggestions on other paths to take. If the service user wishes to proceed and there is agreement with the local authority on an appropriate support package, then arrangements can be made for admission.

### Admission

Prior to admission the organisation will have prepared a personal plan to commence upon arrival [**Reg. 15(3)**]. The plan will be administered on a trial basis for a period of time agreed as the review period. During the first seven days a more detailed provider assessment will be conducted by a qualified assessor which will help further shape the plan.

Once an admission date has been agreed the service user will have the right to occupy a room at the service from that point in time. The service will offer advice on what to bring with them and provide support to decorate and arrange the bedroom to accommodate personal preference. Large furniture and personal effects will need to be brought in advance, but arrangements will be made to accommodate this. An inventory will be drawn up to clarify what furnishings belong to the service and what furnishings belong to the individual, for example they may wish to bring their bed from home.

The individual will be provided with information about the service in the form of a service user guide on arrival, which includes several important documents such as the occupancy agreement. The guide is reviewed annually [**Reg. 19(2)(a)**] in line with amendments to occupancy fees published every April by the local authority. The guide is given to all individuals receiving care and support services from Life Long Learning 4 Living [**Reg. 19(2)(c)**] and is available to others on request unless this is not appropriate or would be inconsistent with the well-being of the service user [**Reg. 19(2)(e)**].

### Post-Admission

After admission a trial period will be agreed, this is normally six to twelve weeks, after which a review will be held to ensure all parties are satisfied with the placement. This review will also give the service a chance to prepare and present a more detailed assessment of the individual's needs and share identified outcomes with others.

## **2.2 Emergency Admissions**

An emergency could arise when decisions must be made about a placement very quickly, perhaps because of an unforeseen change in circumstances. In such cases we aim to be as flexible as possible to reduce the stress for individuals and families.

In an emergency admission, an appropriately trained member of staff will make every effort to make an assessment prior to admission. If this cannot be achieved then as much information as possible will be collected from the referring party, the service user and their family where possible. Once a reasonable amount of information has been gathered a decision will be taken on if a placement can be provided.

If a placement can be offered it will be for a temporary 48-hour period. If a temporary admission is agreed then an assessment will be conducted on arrival at the service and a temporary personal plan will be in place within the first 24 hours [**Reg. 15(4-5)**]. Once an assessment has been successfully completed and management are able to make an informed decision then the service user and referring party will be notified whether the admission can be confirmed.

## **2.3 Respite Admissions**

Respite admissions are temporary placements which are usually planned as solutions to circumstances where a carer is unable to meet an individual's needs for a brief time-period, for example, if they must travel for work commitments. Respite placements will be planned and agreed along the lines of a standard planned admission with a temporary plan being designed to help meet routines that would otherwise occur for an individual in their everyday life.

Respite admissions may also occur in an emergency basis, for example where an individual's needs an immediate placement but there is an agreement that the service is not likely to be able to meet their long-term needs. In this case the emergency admissions procedure is followed, and a fixed term placement would be agreed.

### **3. Other Points**

#### **3.1 Personal Plans**

Life Long Learning 4 Living will prepare a personal plan prior to the admission of an individual, except in the case of an emergency admission, in which case it should be prepared within 24 hours of an emergency admission [**Reg. 15 (3-5)**]. The approach to planning for care is outlined in the organisation's **Personal Planning Policy**.

#### **3.2 Service User Guide**

The organisation has compiled documents with useful information into a service user guide. The guide contains 'plain-speak' information on how to raise a concern or make a complaint [**Reg. 19(3)(a)**].

The guide includes useful contact information such as for the Registered Manager, the local authority responsible for the placement, Care Inspectorate Wales as well as information on Advocacy services [**Reg. 19(3)(b)**].

The guide also includes a legal speak licence to occupy for each service user with a 'plain-speak' supplement, a welcome letter from the Registered Manager and

#### **3.3 Service User Representatives**

Life Long Learning 4 Living will always ensure that throughout the admissions process, in addition to involving the service user and their local authority we will always include any representative such as family or a friend.

The only time a representative will be excluded from the process will be if an adult service user does not wish for someone to be involved or it is determined that involving the representative would not be consistent with the service user's well-being [**Reg 14(6)**].

### **3.4. Qualified Assessor**

The organisation only permits qualified employees to conduct an assessment of a potential service user's need [**Reg.14(5)(a-b)**]. The organisation requires the nominated assessor to possess a senior level of skills, knowledge and competence and defines this as an experienced member of senior management, either the Registered Manager or a Deputy Manager, who also holds a Level 5 Diploma in Health and Social Care. Additionally, the organisation requires the assessor to complete periodic refresher training on assessing needs and in line with company policy.

### **4. Review**

This policy will be reviewed annually or in light of a significant change.