

Title of Document	Admissions and Commencement of Service Policy and Procedure
Name of Department	Operations

What type of document is this?	Policy	This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	Internal & External Communications	

Custodian of document	Operations	Committee/Group responsible for this document	Quality Assurance
Approval date and committee chairperson signature	08.03.24	When is its next scheduled review?	08.03.27

Who does it apply to?	All Helping Hands staff					
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	Yes	Does it apply to third party contractors?	No

Purpose of the Policy	The purpose of the policy is to set out how our services handles referrals of people who are considering using our service, how to make sure that everyone is satisfied that the service will meet their needs and how to organise the start of service so that the customer will be satisfied that we can meet their needs and support the customer to achieve the outcomes they seek.
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1.0 Introduction

We consider that the success of our care service will be in making the correct decisions and taking appropriate action right from the very start. To ensure this, we have developed our admissions and commencement of service procedures in line with the requirements of Regulation 14: Suitability of the Service of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

This policy includes reference to:

- arrangements for confirming that we can or cannot provide a suitable service
- details about the pre-assessment process involved and the information to be considered
- details about the assessment processes (including for emergency admissions), including who will undertake the assessment
- the circumstances where we are unable to commence care and provide a service
- the arrangements for start of service.

2.0 Referrals and Admissions via a Public Body

- 2.1 Upon receipt of a referral following a local authority/health board or health services assessment, it will be immediately reviewed regarding the capacity, suitability, timescales for commencement of service and if appropriate, further request information from the customer's needs assessment which will help determine capacity and suitability to meet their needs.
- 2.2 If the referral appears suitable, the service will then ask for the full written needs assessment. In cases where a person is referred to Helping Hands via a public body such as the local authority/health board, continuing health care etc; we will review the assessment needs and where appropriate, incorporate the details into our person-centred digital support plan.
- 2.3 Prior to commencement of care, a face to face meeting will be arranged to take place at the customer's home or other agreed location between the local care team and the customer; including representatives of the customer such as social worker, relative, friend or lawful representative as appropriate.
- 2.4 The aim of this meeting is to gain a complete understanding of the needs of the customer and to review potential risks and control measures to ensure safety of both the customer and carers whilst taking on board information received from other professionals.

3.0 Referrals and Admissions - Privately Funded

- 3.1 Upon receipt of an enquiry where the customer is seeking to pay for privately funded care and support and they have not had a full needs assessment by their

local authority/health board; if it is pre-determined there is capacity to provide care in the local area, a pre-assessment of care will be conducted over the phone by a Customer Care Specialist.

- 3.2 The pre-assessment is to capture the full care needs of the customer seeking care and support. Upon completion of the pre-assessment, where appropriate, further enquiries may be made with the local care team to determine capacity and suitability. The pre-assessment of care includes:

- Desired commencement of care
- Frequency and number of hours of care
- An overview of the customer's care needs

- 3.3 If it is determined that there is no capacity, or we consider that we are not able to meet the needs of the customer ensuring their safety, or the care falls outside the scope of registration, we will be open and transparent confirming the reasons as to why we are unable to commence to an assessment. If this occurs, we will attempt to offer alternative solutions and/or direct the individual to other care providers or services.

4.0 Emergency Admissions

- 4.1 Where care is put in place on an emergency basis, the local care team will make every effort to secure relevant assessments and details prior to commencement of care.

5.0 The Assessment

- 5.1 All Helping Hands customers will have an assessment of needs completed by a Helping Hands trained assessor prior to the commencement of service. The assessment will cover the full needs of the customer including maintaining their independence as well as ensuring that the customer and carers are in a safe environment.
- 5.2 On arrival, the assessor will be wearing a Helping Hands identification badge and will introduce themselves to all persons present.
- 5.3 We will provide a full open and honest impression of the care and service we provide ensuring the needs of the customer are met.
- 5.4 Consent for the assessment and care will be sought and where the customer lacks the capacity to make specific decisions about their care and support, relevant lawful representatives will be involved, and decisions always made in the customer's best interests in accordance with the Mental Capacity Act 2005.

- 5.5 In all cases, customers and/or their representatives of their choice will be involved in the planning of their care which will include but is not limited to the following:
- Customer personal outcomes and expectations from the service, for instance, the need for assistance with getting dressed or support getting to work
 - Customer's goals, for example if they wish to take up a new activity or maintain relationships
 - Assessment of communication needs; such as preferred method of communication, preferred language, the use of hearing aids, glasses etc
 - Customers preferences with regards to day-to-day care
 - Assessment of the customers mobility and use of applicable equipment
 - Medication requirements and needs
 - Nutrition and hydration requirements, including medical requirements or allergies
 - Medical conditions, including any mental capacity, allergies, addictions, mental health, behaviours that challenge
 - Any social, cultural religious and spiritual
 - Ethnic and background
 - End of life considerations
 - Assessment of the customer's living environment
 - Provisions that are in place for the carer, i.e. sufficient space to store belongings, a private space for them sleep (Live In Care only)
 - Where applicable, preferred gender of carer
 - Applicable risk assessments to keep the customer and carers safe
- 5.6 There may be times where an assessment may need to be conducted in two parts, where the customer is not based at the location where the service is intended to be delivered at the time the request for service was made. In this circumstance, two appointments will need to be made, one at the current location and one at the location care is intended to be delivered.
- 5.7 After an assessment has taken place, if it is then determined that there is no capacity, or we consider that we are not able to meet the needs of the customer ensuring their safety, or the care falls outside the scope of registration, we will be open and transparent and confirm in writing the reasons as to why we are unable to commence to care. If this occurs, we will attempt to offer alternative solutions and/or direct the individual to other care providers or services.
- 5.8 After an assessment has taken place, if it is determined that we can safely meet the needs of the customer, and at the same time considering the impact on customer's who are already using the service, for example preferred/required call times, we shall confirm this in writing.

- 5.9 We will provide details of costs (for privately / part funded) and terms and conditions and how to access these.

6.0 Prior to Commencement of Care

- 6.1 It is important we ensure the customer and/or their representatives understand the information on the personal support plan before the commencement of care. Should there be any questions or queries, amendments can be made to ensure that Helping Hands can safely start care. Where required, Helping Hands will endeavour to communicate any information in a way that ensures it is accessible to the customer.
- 6.2 Once all parties agree with the content of the personal support plan, the customer and/or their representative will be asked to sign the consent to care and care agreement.
- 6.3 We always endeavour to provide a smooth transition of services from one provider to another, such as on discharge from hospital into care.
- 6.4 Where we receive information that the customer has other professionals involved in their care we will ensure contact is made for collaboration purposes to ensure the consistency of care and the customer's needs are met.

7.0 Additional

- 7.1 If a customer terminates care with Helping Hands, but returns at a later date, Helping Hands will always first determine capacity and suitability. If determined capacity and suitability and commencement of care, a full review of the customer personal support plan, care needs and risks will be assessed.
- 7.2 After commencement of care, the customer's care journey will continue in line with The Helping Hands Quality Assurance policy.

TRAINING

Is training required?	Yes
Details of training	All new team members require shadowing experienced staff in assessments of care and deemed as competent.

COMPLIANCE

How is compliance with the POL going to be monitored	Ensuring compliance with local care teams, Assessors and Customer Care Specialists through one to ones, observations and competency.
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	No	
• disability?	No	
• gender reassignment?	No	
• pregnancy and maternity (which includes breastfeeding)?	No	
• race (including nationality, ethnic or national origins or colour)?	No	
• marriage or civil partnership?	No	
• religion or belief?	No	
• sex?	No	
• sexual orientation?	No	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	If yes, privacy impact assessment required

What was the previous version number of this document?	N/A	
Changes since previous version	This is a new Policy	
Author of the document	Quality Development Lead	
Who was involved in developing/reviewing /amending the POL?		
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands

References	Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017
Associated Documents	Pre-Assessment Form – Assess Care Planning Personal Support Plan – Access Care Planning