

## **ADMISSIONS AND DISCHARGE POLICY**

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#### 1a. Policy Statement

It is a genuine desire of Windmill Therapeutic Training Unit Ltd to seek and ensure the highest possible quality of service for people with intellectual disabilities

- based on a collaborative approach involving service users, parents, siblings, guardians, carers and people working in Services
- by applying all relevant standards, based on a person centred approach
- by supporting the Rights of the service user and his/her family
- by harnessing the talents and professional skills of management and staff, collaborating to achieve a high standard of care and training
- by managing Windmill in an efficient and cost effective way – utilising resources to develop and enrich the quality of lives of trainees and families
- by adopting best practice supporting self-determination and advocating (when required) for all service users

1b. Windmill Therapeutic Training Unit Ltd provides education and training services for adults (18 years and over) with a mild/moderate intellectual disability.

1c. Mindful of the importance of this Policy and Guidelines the management will raise awareness and inform staff of its content.

Windmill Therapeutic Training Unit Ltd Policy on Admissions and Discharges aims to set out broad principles and procedures which are to be applied and form an important template for administration and frontline staff.

## **Admission**

### Introduction

Windmill Therapeutic Training Unit Ltd will aspire to support trainees/families/advocates in an administration process using the person centred approach and will aim to provide all relevant information and support to assist in this process.

### Catchment

The Unit provides services for adults with intellectual disabilities in the South east corner of Co. Wexford.

### Referrals Genesis

Request for admission to Services are accepted from a range of Services including

- Health professionals (HSE)
- Special Schools (Teachers)
- Parents, Guardians, Advocates
- General Practitioners
- Other Agencies

### Referrals in Writing

It is a pre-requisite of admission that all requests must be in writing in response an Application Form together with a Consent Form will be sent to the parent/Guardian etc for completion and returned to the General Office.

## **Admission Mechanism**

All referrals will involve the Head of Unit, Core Staff Members and include reference to the HSE Placement Officer.

Where and when possible relevant information will be sought, such as, social enquiry reports, school reports, medical and psychological reports, to assist in the initial assessment.

**The Criteria for Admission** (detailed indication of eligibility) will include the following principals.

- The Referee must be a person over 18 years with a mild to moderate intellectual disability
- The appropriateness of the proposed applicants needs
- Have the potential to achieve the training objectives and potential for further development
- Reside within the geographic area i.e. the South East corner of County Wexford
- A suitable vacancy must exist within the Service

- The Core Team must be satisfied that the needs of the applicant can be satisfactorily met having given due consideration to availability of resources i.e. staffing levels, levels of intervention required
- That a period of six to eight weeks sampling will be required in order to assess and determine suitability of otherwise of the applicant and the working environment, including mobility issues, level of independence in daily living skills, learning abilities, behavioural difficulties, trainees needs, including level of staff input and to set learning targets for the future.

Due consideration must be given to the following before offering a placement:-

- A clear understanding of the circumstances surrounding the request for admission or transfer.
- A shared understanding of wishes and expectations
- Matching Trainees needs with suitability of Service
- Due consideration in liaison HSE as to the urgency of the referral
- A realistic appraisal (based on the needs analysis process) of current resources and of any additional resources needed to meet individuals needs.

A list of new referrals and those satisfying the appropriate conditions will be held on record and reviewed periodically and updated accordingly.

In order to maximize utilization of Service the administration process will kick in when a vacancy occurs.

Prior to admission the Unit holds a Planning Meeting with Parents, Advocates and HSE representatives.

Those who access the service make a weekly contribution towards provision of service and which will come into operation on confirmation of placement.

**Discharge Criteria** (withdrawal of Service will be dealt with in greater detail at the end of this tabular list)

The criteria that will determine a Trainees discharge may include one or more of the following:-

- Own decision to leave
- Parent/Guardian/Advocate of Trainees
- Trainee transfers to another Agency/Service
- In addition to intellectual disability, conditions are present which prevents the Trainee from benefiting from the Service
- Death of Trainee

All requests for admission/transfer are subject to careful consideration following receipt of endorsed Application and information of Consent forms from parents or advocates.

## 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 Head of Unit and Core Team. If withdrawal of a Service has wider policy implications then the matter should be brought to the attention of the HSE Placement Officer. All individuals involved need to be informed on a need to know basis. The Head of Unit and the Placement Officer need to seek every opportunity to avoid terminating the programme and, if it really needs terminating, to ensure that the communicating of the ending of the Service to the service user and families concerned is handled with great sensitivity.

## Exceptional Discharges

It is expected that the discharge of an individual would be a rare occurrence, it can arise where an individual presents very high risk anti-social behaviour (refer to Management of Behaviour That Challenges). The Head of Unit in collaboration with the Core Team is responsible for carrying out the various stages in the process that may end in ultimate discharge from the Service. Listed below are the proposed stages of a discharge process undertaken by the Service during which the individual and his/her family are kept fully informed.

Where an individual's abusive behaviour is known about prior to admission the **letter of admission**, which is sent to the family/guardian or advocate 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.

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.

While in the Service, **a detailed record is kept** of the persons' 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.

A **verbal warning** before witnesses is first given to the individual 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 Head of Unit/Core Team gives the verbal warning, which is recorded along with the response of the person warned.

A **written warning** is given to the individual and conveyed to his/her family or advocate, where the verbal warning has proved ineffective. The Head of

Unit/Core Team meets with the family/guardian or advocate to discuss the implications of the written warning.

Where abusive behaviour continues at an unacceptable level, **suspension** may be invoked. Reasonable notice is given to the family/guardian or advocate. Suspension would be for agreed period of not more than one week as decided by the Head of Unit/Core Team. Further suspensions may follow, according to the Head of Unit's and Core Team's judgment of what is appropriate.

The Head of Unit/Core Team may recommend **full discharge** from the Service when all efforts at remediation have failed and **where serious risk continues to Service Users Staff, or the General Public**. Following a meeting with the family/guardian or advocate a formal Letter of Discharge is issued by the Head of Unit/Core Team, outlining the individuals' history and the efforts made to maintain the Service before discharge became the only option.

**Relevant parties and agencies are informed** of the pending discharge for example, HSE Health Service Executive.

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 Head of Unit.**

In situations where insufficient resources are provided by our funding agents in any given year and our Service is unable to provide all of its Services, the Service reserve the right to withdraw an element of Service or a Service to a Service User for a given period of time.

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

### **Appeals Procedure in Relation to Admissions or Discharges.**

If an appellant for a Service is not satisfied with how the Service 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 HSE Placement Officer.

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 Head of Unit will inform those in the Service who need to know of the issues and the outcome and formally notify the Intellectual Database (NIDD) and the HSE Placement Officer.

### **Exclusion Summary**

The Unit has not had any exclusion within the last decade.

Trainees presenting severe challenging behaviors are monitored regularly and when there is a risk that the placement may cease to meet the needs of the trainee and/or create serious negative consequences for other Service Users and Staff, we will call an Extraordinary Review to alert funding authorities and parents.

In the rare case of Trainees presenting extreme challenging behavioural problems that are causing a high level of risk to themselves or others, and when all strategies used to prevent this are failing, the Unit will give at least a months notice to the HSE and inform Parents/Guardians of the need to find an alternative placement.

**Signed:** \_\_\_\_\_  
Joan MacDonald  
Head of Windmill

**Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_  
Board of Directors

**Date:** \_\_\_\_\_

**Data Protection Consent Form**

**Information on Files**

I understand that in order to deliver Services effectively and to plan for Services, Windmill Therapeutic Training Unit Ltd must gather and hold information on Service Users. This information may be held on a database or in ordinary files and will include reports, correspondence and records written by Windmill Therapeutic Training Unit Ltd staff, and reports, correspondence and information sent to Windmill Therapeutic Training Unit Ltd from Professional Services, families and others. I understand that this information will be held in a secure and confidential manner and will be used for planning and recording services and interventions. I also understand that information may be shared as necessary by the people working with \_\_\_\_\_ and I give my consent for the people working with \_\_\_\_\_ to obtain and to have access to the information as necessary.

**(Service User)**

**Signed:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**OR**

\_\_\_\_\_ on behalf of \_\_\_\_\_

**(Parent or Guardian)**

**(Service User)**

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date:** \_\_\_\_\_