

ST AIDAN'S DAY CARE CENTRE LTD

Procedures Manual

Title: ADMISSION ENQUIRIES FOR CARE HOMES

1.0 Scope

1.1 This procedure covers enquiries about long-term residential care, respite care and admissions in an emergency.

2.0 Aims and Values

2.1 To ensure potential residents receive an efficient response to their enquiries for admission.

2.2 To facilitate effective emergency admissions.

3.0 Contents

6.0 Enquiries for fee-assisted placements.

7.0 Intermediate care.

8.0 Emergency admissions.

4.0 Referenced Documents

C4-010 Statement of Purpose/Resident's Guide.

C4-021 Customer Enquiry Form.

C4-022 Customer Enquiry Log.

C4-036 Home's Service Users Guide.

C4-075 Resident Application Form.

C4-077 Residents Personal Plan.

MA-19 Answering the Telephone.

5.0 Responsibilities

5.1 Management and all staff.

Procedure No: SD-01		Manual Section No: 31
Issue No: 1	Revision No: 0	Page 1 of 4
Issue Date:01/06/18	Approved: Board of Directors St. Aidan's Day Care Centre Ltd.	

This is the procedure to be followed

6.0 ENQUIRIES FOR FEE-ASSISTED PLACEMENTS

- 6.1 Admissions to our residential & respite services is through referrals from the Health Service Executive. All enquiries for care home placement should be dealt with by the manager or senior member of staff on duty.
- 6.2 The member of staff answering a telephone enquiry should follow the procedure for Answering Telephone Calls, MA-19, and enter details on to a Customer Enquiry Form, C4-021.
- 6.3 The manager or senior member of staff on duty should suggest to the enquirer that a visit is made to the home to see what the service has to offer and to discuss any queries about admission.
- 6.4 The manager should write to the enquirer confirming the date of the appointment, where there is sufficient time, and enclosing the Home's Service Users Guide, C4-036.
- 6.5 The enquirer's visit to the home should be conducted by the manager or senior member of staff on duty.
- 6.6 The manager or senior member of staff on duty should invite the enquirer into the office or quiet room, offer refreshments and establish the nature of care the enquirer is looking for and then:
- Show the facilities on offer e.g. lounge, dining room, toilets, bathrooms, special needs facilities, bath hoists and lifting equipment.
 - Show the enquirer the bedroom, which is available, and, where the room is shared, introduce the enquirer to the resident who lives there.
 - Explain guidelines, risk assessments re smoking in bedrooms, use of electric blankets, personalisation of the bedrooms etc. and provide an opportunity to read the general information pack about the home.
 - Discuss menu choice and dietary needs, the purpose of care plans, medical services e.g. GP, optician and chiropodist, and explain the social and religious activities offered by the home.
- 6.7 The manager or senior member of staff on duty should answer any queries from the enquirer about the facilities and accommodation, provide general information about financial arrangements and give name, address and telephone number of the financial assessor who can give more detailed financial information, terms and conditions. The enquiry should be entered into the Customer Enquiry Log, C4-022.

Procedure No: SD-01		Manual Section No: 31
Issue No: 1	Revision No: 0	Page 2 of 4
Issue Date:01/06/18	Approved: Board of Directors St. Aidan's Day Care Centre Ltd.	

- 6.8 The manager or senior member of staff on duty should give the enquirer a copy of the Statement of Purpose/Resident's Guide, C4-010.
- 6.9 The manager or senior member of staff on duty should thank the enquirer for the enquiry and invite the person to contact him / her again should they have any further queries, and escort the enquirer to the door out of the home.
- 6.10 Where it is established that the admission is to be fee-assisted, the manager or senior member of staff on duty should explain that:
- How the person's care needs will be met by the home.
 - The person seeking admission will need to satisfy certain financial criteria if they are to get help with fees.
 - The relative will need to discuss the matter with a social worker / care manager. The manager should provide the relative with the name, address and telephone number of the social worker / care manager who will then carry out the financial assessment.
- 6.11 Where the manager or senior member of staff on duty deems that the relative requires assistance, they should contact the social worker / care manager on behalf of the relative.
- 6.12 When the enquirer wishes to proceed towards admission, the manager should provide the Resident Application Form, C4-075.

7.0 INTERMEDIATE CARE

- 7.1 Where residents are admitted for intermediate care they should be afforded the same accommodation standards and facilities as other residents based upon new needs assessment.
- 7.2 Residents who have been assessed with rehabilitation needs may require specialist facilities and services that need to be agreed in the Residents Personal Plan, C4-077.

8.0 EMERGENCY ADMISSIONS

- 8.1 Where the home receives an enquiry about an emergency admission, the manager or senior member of staff on duty should inform the social worker if a bed is available.
- 8.2 Where a bed can be provided, the senior member of staff on duty should ask the social worker seeking admission on behalf of the person for full details of the person to be admitted and a contact number should difficulties arise from the admission.
- 8.3 The senior member of staff on duty should ensure that the emergency admission does not contravene the requirements of the home's registration.

Procedure No: SD-01		Manual Section No: 31
Issue No: 1	Revision No: 0	Page 3 of 4
Issue Date:01/06/18	Approved: Board of Directors St. Aidan's Day Care Centre Ltd.	

- 8.4 Where the category of the proposed admission would contravene the registration, the approval of a senior manager should be sought and, where possible, the Health Information Quality Authority.
- 8.5 In all cases of emergency admissions, a review involving the manager, the social worker / care manager, the resident and the carer should be carried out, the following day where practical but no later than 48 hours following admission.
- 8.6 The manager should inform the resident of all aspects of the admission criteria with within five working days.
- NB** An emergency admission can be defined as an admission, which cannot be delayed because of risk or concern of a resident.

Procedure No: SD-01		Manual Section No: 31
Issue No: 1	Revision No: 0	Page 4 of 4
Issue Date:01/06/18	Approved: Board of Directors St. Aidan's Day Care Centre Ltd.	