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| **EXPECT GROUP OF COMPANIES** |
| **REFERRALS AND SERVICE AGREEMENTS** |
| **Scope**This procedure describes the roles and responsibilities of Expect's staff in the matching of Service Users to services that are appropriate and that will fulfil the needs of the Service User. |
| **Related Documents**Needs Assessment Residency AgreementsService Information |
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EXPECT GROUP OF COMPANIES

REFERRALS AND SERVICE AGREEMENTS

# AIMS

* Prospective Service Users and their relatives/friends are given full information and assistance to enable them to select a service of their choosing that is suitable for their needs.

# STANDARDS OF EXCELLENCE

* Prospective Service Users, their relatives and friends are treated with patience and understanding at all times.
* All referrals are co-ordinated by the Divisional Director or Head of Care.
* Care is taken to match the requirements of a prospective Service User to the support and care available**.**

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# INITIAL ENQUIRY

## Any member of staff receiving an enquiry about a potential new service provision shall direct the person to the appropriate Head of Care or Divisional Director.

## All possible internal transfers to and from one of the Expect Groups Services shall be referred to the Divisional Director.

## When an enquiry is received, whether from a Social Worker, a Health Authority or a prospective Service User, their relative or advocate, the Divisional Director /Head of Care shall:

1. Liaise with the appropriate external Manager/s.
2. Contact the person making the enquiry.
3. Ask about the Service User, the level of care required and the type of home/s they wish to consider.
4. where appropriate, give information of appropriate Expect homes where places are available and where there is a waiting list.
5. Where appropriate ensure that the prospective Service User and or their relatives/advocates are invited to visit the home/s.

## Where the person making an enquiry is a prospective Service User, relative or advocate the Divisional Director or Head of Care shall:

1. where they meet eligible need to claim residential care allowance or where the allowance could be claimed within three months, advise them to make contact with the Social Services, giving them the telephone number of the Social Services Department for where the prospective Service User usually lives.
2. where they are unable to meet eligible need to claim the service residential care allowance, advise them of fees payable.

## Where it has been identified in a 'Service User Needs Assessment' CA001.80 that the potential Service User is not suitable for one of the Group's services, The Divisional Director/Head of Care will send a letter to the Service User and their representative informing them of the reasons for not offering them a place and their right to appeal against the decision. This must be done in conjunction with CA010, Person Centred Planning and Review, Policy & Procedure.

## Where Expect has not been able to provide support or housing to an individual based on their identified needs and circumstances; the Divisional Director or a designated Head of Care will refer the individual to another provider (Signposting). In such a way these actions will constitute a 'No Wrong Door' approach, helping to support all potential Service Users, other service providers and encouraging inter-agency collaboration. This 'No Wrong Door' approach will assist with providing Best Outcomes for individuals; even when not supported by Expect.

# VACANCIES

## When a vacancy becomes available the Divisional Director shall:

1. inform the relevant Social Worker, Health Authority or the person who made the initial enquiry to ensure that they still require the place.
2. ask the Head of Care to make an assessment of the prospective Service User's suitability.
3. attend or arrange for a Head of Care to attend any pre-discharge meeting.

## The Head of Care shall:

1. Make an initial assessment of the suitability of the service and proposed Service User, based on the initial call before proceeding.
2. Arrange to meet and assess the prospective Service User to ascertain their suitability for admission to the service, recording the assessment on an Assessment Form.
3. Attend all other relevant meetings.
4. With the permission of the Service User, send a copy of the outcomes of the assessment to the referring agency and Service User.
5. If the prospective Service User is unsuitable or the home is unable to meet their needs inform the Divisional Director.
6. Where appropriate, arrange an introductory visit for the prospective Service User to spend time at the service, preferably including an overnight stay where applicable.

## Where an admission is not agreed the Head of Care shall, where appropriate:

1. Advise the referring agency.
2. Inform the Divisional Director and advise why admission to service cannot be agreed.

## Where the Divisional Director has been informed by the Head of Care, and the appropriate Needs Assessment shows evidence of this; the Divisional Director shall ensure the prospective service and/or their relative/advocate user is signposted and offered assistance in advising possible alternative service providers. A written reason for this will be sent to the Service User/advocate and will advise them of their right to appeal. In signposting this way, the Expect Group will operate a 'No Wrong Door' approach.

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# AGREEING TO TAKE UP RESIDENCE

## Where it is agreed that a Service User will take up a new residence, the Head of Care shall:

1. With the prospective Service User and/or relative/advocate, and where appropriate the Social Worker agree a date for the move.
2. Where the placement is through the Clinical Commissioning Group, the manager shall liaise with the leading health professional in charge of the referral and arrange for the move.
3. Where the placement is through Social Services meet with the Social Worker and the prospective Service User and/or their relative/advocate to sign the agreement and arrange for the move.
4. where the placement is a Continuing Care (Level 6):
* Arrange the admission with the Representative of the Health Authority (HA), and the prospective Service User.
* Arrange for the Service User or their relative/advocate to sign the Service Users agreement/information sheet.
* On receipt of confirmation from the Health Authority arrange for admission.
1. Where the placement is by private arrangement meet with the prospective Service User and/or their relative/advocate to sign an agreement and arrange for the Service User to move in.

## When a move is agreed the Head of Care shall contact the Service User, relative and/or referring agency. Where not already done and where available, give them further information about the home, what to bring etc., and request that at least one weeks supply of medication is brought with the Service User, record that this has been done.

## The Head of Care shall inform the Divisional Director when the move has taken place.