



Document Control

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Version Control

Version Number	Owner	Description	Circulation
1.0	Senior Services Manager	New policy	All in SHS
2.0	Senior Services Manager	Review	All in SHS
3.0	Senior Services Manager	Updated to reflect changes to Referrals Committee structure & additional procedures	All in SHS
4.0	Senior Services Manager	Full review and updated to entire policy. Change department number from 013 Client Health & Wellbeing to 018 Referrals.	All in SHS



1.0 POLICY:

This policy on Admissions, Internal and External Transfers and Discharges is guided by the Mission and Values of the organisation:

Sunbeam House Services provides a range of services to adults with intellectual disabilities. We aim to empower people with the necessary skills to live full and satisfying lives as equals citizens of their local communities.

Sunbeam House Services provides Day, Residential and Respite Services to individuals with a primary diagnosis of Intellectual Disability. Diagnosis of Intellectual Disability must be documented in a Psychological Assessment report by a health professional, e.g. a psychologist. Sunbeam House Services does not discriminate in compliance with the Equal Status Acts 2000-2018 ('the Acts'). It should be noted that, at present, Sunbeam House Services does not offer a children's service. This policy has been developed to:

1. Identify who Sunbeam House Services provides Supports and Services to.
2. Clarify how to apply for Services.
3. Outline Procedures on Admission, Transfers and Discharge, including Temporary Discharge.

The Services provided by Sunbeam House Services include:

1. Residential supports and services, ranging from group home arrangements to individualised supports to people living in their own home.
2. Respite supports and services.
3. Day Services that incorporate training, employment supports, community participation and other meaningful activities.

2.0 SCOPE:

This Policy applies to:

1. New Referrals
2. Individuals in receipt of Residential Services from Sunbeam House Services
3. Individuals in receipt of Other types of Service / Respite from Sunbeam House Services
4. Individuals seeking to Transfer within Sunbeam House Services
5. Individuals seeking Emergency Respite or Residential Placement
6. Entries
7. Temporary Absence
8. Discharge from Service
9. Appeals

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1.New Referrals

New Referrals are considered to be individuals who are not currently in receipt of services or supports from Sunbeam House Services. Casual enquiries may be made by potential service users, family member or advocates. However, such enquiries do not form part of the application process.

Applications for support services must be made directly by the applicant, family or advocate to the HSE Disability Manager in Community Healthcare East. The HSE Disability Manager will then commission Sunbeam House Services to deliver support services to the individual referred by submitting a Referral Form or letter of Referral. The letter should provide information that is relevant to the person's placement including details of:

- the current social care and care support needs,
- health care needs including current medications and medical history,
- current mental state, past psychiatric history,
- relevant risk factors,
- and
- other relevant information e.g. social circumstances, behaviour, alcohol, or drug problems.

All placements are subject to sufficient funding being available through the relevant HSE Disability Manager and supply of all pertinent information pertaining to the potential service user from the previous service provider, HSE (e.g. social worker, case manager, service, etc.) and family members.

Sunbeam House Services will arrange an initial informal visit and interview with the person applying, to include the family, or advocate. Such visits enable us to gain a better insight to the support needs of the applicant and whether Sunbeam House Services is able to meet them.

In relation to day services a short Sample placement of up to a week (or a series of short placements) to assist the applicant and/or their representatives to better understand the services and supports provided by Sunbeam House Services may be arranged. This placement is not considered part of the Trial Period. Applicants must be accompanied throughout the Sample Period by staff from their current service. All placements will be subject to a Trial period, which will last 12 weeks, at the end of which the placement will be reviewed to ensure it is satisfactory.

An admission can only be made if it is considered that the individual's specific care and support needs are within the remit of Sunbeam House Services, and if the identified facilities and services are in place at the time of admission, as identified in the Support Needs Assessment, which must be undertaken prior to the individual's admission.

Should funding cease for the placement from whatever funding source (HSE, private fund, Trust, etc.) and no other funding source can be identified, this placement shall cease immediately. The family and HSE Disability Manager will be fully briefed of the need for the client to leave, possibly at short notice, although every effort will be made to help and assist the client in finding an alternative placement and in making a smooth transition.

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Clients and their families or representatives must (a) be informed of the procedure for making an appeal and provided with a copy of the Appeals Procedure contained in this policy, (b) advised of the arrangements in place to ensure the client has access to advocacy services for the purposes of making an appeal.

2. Individuals Currently in Receipt of Residential Services

Where individuals are currently in receipt of Residential services from Sunbeam House Service and, due to a change in their needs, now require additional supports. SHS will advocate for these additional supports by completing a Support Needs Assessment Form and submitting this to the HSE Disability Services Manager. Any further information required by the HSE will be submitted to them on their request.

3. Individuals Currently in Receipt of Other Services / Respite

Where individuals are currently in receipt of other types of Services, (defined as Day Services, Home Support, Employment Supports, Respite, Rehabilitative Therapy) and who now wish to receive Residential Support due to a change in their needs, the application must be made directly by the applicant, family, or advocate to the HSE Disability Services Manager.

Sunbeam House Services must await the decision of the HSE Disability Manager as to whether the HSE wish to commission SHS to deliver the Residential or other services. Any further information required by the HSE will be submitted to them on their request. The HSE will do this by submitting a Referral to Sunbeam House Services. While every effort will be made to accommodate current clients to avail of enhanced or separate services operated by SHS, receipt of such services does not automatically confer any obligations on SHS to provide a Residential placement or other service to a current client.

Delivery of a Residential or other Service is dependent on the availability of physical capacity, and Sunbeam House Service's ability to provide suitable, safe supports to meet the individual's service requirements as determined in a comprehensive Support Needs Assessment.

Sunbeam House Services provides Respite to individuals within Community Healthcare East. Applications for Respite should be made directly to the HSE Central Respite Referrals Committee. The individual or their support network should discuss the Respite request with the CSM of the Respite Service, who will advise on the process.

4. Individuals seeking to Transfer within Sunbeam House Services

Where Individuals are currently in receipt of Residential or Other Services and wish to make an internal transfer from one Sunbeam House Services location to another. Requests for an Internal Transfer must be submitted to the Internal Referrals Committee by the relevant CSM/SSM on an Internal Referrals Form.

Sunbeam House Services will support the individual, in so far as is reasonably practicable, in this choice, dependent on service capacity and suitability. Transfers can only be applicable to services for which the individual receives adequate funding.

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If a Referral is not appropriate upon review by the Referrals Committee, the individual will be notified with an explanation of the outcome.

5. Individuals seeking Emergency Respite or Residential Placement

Sunbeam House Services do not offer emergency residential placements. Emergency placements will only be considered in the context of Respite. Applications for Respite services must be made directly by the applicant, family or advocate to the HSE Central Respite Referral Committee for consideration.

6. Entries

Individuals who have accepted the offer of Service Provision from Sunbeam House Services do so on the understanding that there is an initial 3 month Trial Period. The fact that a Referral is accepted as appropriate to Sunbeam House Services does not automatically mean that the individual will be able to access some or all of the services that he or she needs. (This includes those receiving a shared service between Sunbeam House Services and another Service Provider).

7. Temporary Absence

Temporary Absences may arise where an individual is being admitted to another service or hospital, or going home for a substantial period of time. It is the responsibility of the location CSM to ensure that all relevant information is forwarded with the individual so that there can be continuity of supports. On the return of the individual, the CSM is responsible for ensuring that any relevant information is received and filed appropriately. The CSM is responsible for updating the Client Information Database (CID) of such information.

If a Residential Service user should require admission to hospital, respite home, or nursing home for a short period of time, their placement will be kept available for them for an initial period of six weeks, after which the situation will be reviewed on a week-by-week basis. Where it is determined that their continued care needs cannot be met by Sunbeam House Services, arrangements will be made to end the placement and find an alternative suitable placement.

All hospital, respite or nursing home transfers shall be recorded on the resident's Hospital Passport and SHS Internal Database CID, which should note the date, time, place, and reason for an admission/transfer of care. It is imperative that a list of all prescription medication and prescribing method, in conjunction with any relevant personal notes on the resident, accompanies the resident to their temporary location and is detailed enough so that the resident is safely and properly cared for.

8. Discharge from Service

Discharge from Sunbeam House Services occurs where the individual:

- chooses to leave Sunbeam House Services through personal choice
- chooses to transfer or relocate to an alternative Service Provider,
or
- has had a review of Assessed Need that indicates a requirement for additional supports that are outside the remit of Sunbeam House Services,

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or

- feels that Sunbeam House Services is not able to meet their care needs. Any such concerns should be thoroughly investigated and discussed with the individual, their family or advocate and the commissioner of the service (HSE).

Sunbeam House Services will proceed to Discharge where an individual has not attended for a period of 6 months. SHS will Discharge and close off a service where an individual is deceased while in receipt of services. When the organisation can no longer provide a service to meet the assessed needs and safety of the individual due to a reduction in funding from the HSE, it will be necessary to discharge the individual from our service.

9.Appeals

The resident, day attendee, or their advocate may appeal the decision of the SHS Referrals Committee, to the CEO of SHS within 10 working days of a discharge notice. The grounds for appeal may include a breach of contract and/or a failure to give due consideration to the requirements of this policy or Regulations set out in the Health Act 2007 (Care and Support of Residents in Designated Centres (Children and Adults) Regulations Health Act 2013 - S.I. No. 367 of 2013. This appeals process does not apply to the HSE Central Respite Referral Committee's decisions.

The outcome of the appeal will be either:

1. Uphold the discharge notice
or
2. Cancel the discharge notice
or
3. Postpone the enforcement of the discharge pending further consideration and transition planning to ensure the resident's assessed needs can be met.

New applicants for a service from SHS or their advocate may appeal the decision of the Referrals committee, to the CEO of SHS within 10 working days of receipt of the decision not to provide a service to an individual.

The outcome will be either:

1. Uphold the decision of the Referrals Committee not to offer a service
or
2. Refer back to the Referrals Committee to review the decision not to provide a service.

Respite recipients or their advocates must appeal to the HSE National Respite Referrals Committee.

The CEO must acknowledge receipt of the appeal against a discharge notice or a decision not to provide a service within 14 working days of receipt of an appeal and s/he may appoint a suitable person either from within SHS resources or outside SHS, if s/he considers this necessary, to investigate the grounds for the discharge and the grounds for appeal.

The CEO will set out the Terms of Reference of the investigation into the appeal. Such an investigation shall commence within 14 working days of the acknowledgement letter to the appellants.

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Within normal circumstances the appeal should be concluded within one calendar month of the appointment of the investigator.

The outcome of an investigation of an appeal shall be communicated in writing to the CEO by the investigator who shall then communicate the outcome of the appeal to the appellant within 7 working days of receipt of the investigators report.

Should the investigation period need to be extended the CEO shall notify the appellant of:

- The reason for the delay,
and
- The expected date of the conclusion of the investigation.

A discharge may not take place during an appeal process unless continuing to provide a service would, in the opinion of the CEO, endanger the appellant.

3.0 ROLES & RESPONSIBILITIES:

All staff working in Sunbeam House Services are responsible for complying with policy guidelines as outlined in the Referral, Entry, Transfer and Discharge Procedures Policy.

The Referrals Committees are responsible for coordinating this policy. Specific guidelines are outlined in the Referrals Committee Structures and Procedures Document.

The Referrals Committees are as follows:

External Referrals Committee: This committee covers New Referrals, Entries, Existing individuals accessing services from Sunbeam House Services who wish to make an application for new additional services.

Internal Referrals Committee: This committee covers transfers from residential location to another, transfers from one day service to another, change of services as a result of changing needs within Sunbeam House Services, and individuals Exiting Sunbeam House Services.

Both Referrals Committees will work closely with all departments to ensure appropriate placement and quality service to all individuals.

The Referrals Committee Policies along with the Procedures document will be reviewed every two years by the Senior Manager responsible for Referrals.

The Senior Management Team is responsible for final approval of recommendations made by the Referrals Committees.

Supporting Documentation:

Further information can be found in the following documents / booklets:

Referrals Committee Procedures

Information for Applicants and their Support Individuals

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