



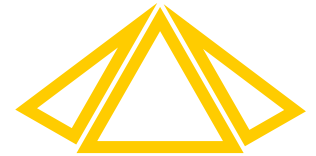
Document Control

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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
5.0	Senior Services Manager	Full review and updated to entire policy.	All SHS

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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 adheres to the equal status act. 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 for people living in their own home.
2. Respite supports and services.
3. Day Services that incorporate training, employment supports, community participation and meaningful activities.

2.0 SCOPE:

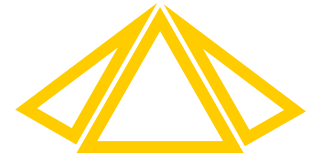
This Policy applies to:

1. New Referrals
2. Individuals in receipt of Residential Service
3. Individuals in receipt of Other types of Service / Respite
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

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.

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Applications for support services must be made directly by the applicant, family or advocate to the HSE Disability Manager in the Community Healthcare Organisation (CHO) appropriate to the area they are domiciled. The HSE Disability Manager may 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 and care needs, health care needs including current medications, current mental state, past psychiatric history, medical history, relevant risk factors, and other relevant information e.g., social circumstances, behaviour, alcohol, or drug problems.

All services and supports are based on the resources available and the suitability and compatibility of the individual's needs. All requests for services and supports are processed when the necessary documentation has been received and meets specific Sunbeam House Services criteria and will ordinarily contain all relevant 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 can meet them.

A short Sample placement 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 will 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 scope of Sunbeam House Services ability, 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 by the Sunbeam House Services prior to the individual's admission.

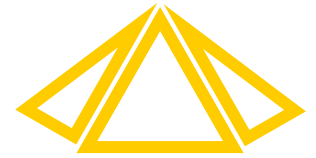
Should funding cease for the placement from whatever funding source (HSE, private fund, Trust, etc.) and no other funding source can be identified, this placement shall cease in a timely manner following submissions for assistance from the HSE or other funder. The family and HSE Disability Manager will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

Residents and their families or representatives must:

- (a) be informed of the procedure for making an appeal and/or complaint and provided with a copy of the Appeals Procedure and/or the Complaints Procedure,
- (b) advised of the arrangements in place to ensure the resident has access to advocacy services for the purposes of making an appeal/complaint.

Additionally, the location of the complaints procedure that is displayed prominently in both Day and Residential Services must be brought to their attention.

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The Sunbeam House Services Referrals Committee is directly responsible for every admission, transfer, and discharge. The Referrals Committee is comprised of the following staff members: SHS Referrals Officer, Principal Social Worker or designate, Operations SSMs, QCT Manager or designate where applicable.

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) 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 will await the decision of the HSE Disability Manager as to whether they wish to commission SHS to deliver the Residential support 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. Sunbeam House Services is clear that being in receipt of Other service types does not automatically confer any rights to the receipt of a Residential placement, or expectation of same.

Delivery of a Residential Service is dependent on the availability of physical capacity, and Sunbeam House Services ability to provide suitable, safe supports to meet the individuals service requirements as determined in a comprehensive Support Needs Assessment (carried out by SHS) and compatibility of cohabiting residents.

Sunbeam House Services provides Respite to individuals within Community Healthcare Organisations 6 (CHO6). Applications for Respite should be made directly to the HSE Central Respite Referrals Committee in CHO6. The individual or the individual's support network should discuss the Respite request with SHS service manager, who will advise on the process.

4. Individuals seeking to Transfer within Sunbeam House Services

Transfers are 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, insofar 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 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 Absences

A Temporary Absence may be deemed to be one of the following:

- Planned
- Unplanned
- Unexplained
- Frequent or Prolonged & Absence of Concern

7.1 Planned Absence

Temporary Absences may arise where an individual is being admitted to another service or hospital, or going home or on holiday for a substantial period of time. On the return of the individual, the CSM is responsible for ensuring that any relevant information is received and stored in the correct location for ease of access by relevant staff. The CSM is responsible for updating the Client Information Database (CID) of such information.

If a Residential client should require admission to hospital, respite home, rehabilitation facility, or nursing home for a short period of time and this is with the knowledge of the CSM/support staff this will allow for the CSM to put in place appropriate planning and supports.

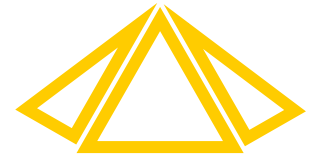
The following measures are taken:

7.1.1 The CSM will ensure that individuals are supported to plan for their absence.

7.1.2 Any risks associated with the planned absence should be assessed in accordance with the organisation's Risk Management Policy and Procedures.

7.1.3 The dates of the absence are noted on CID and in the individual's Personal Plan as appropriate.

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7.1.4 Relevant information about the individual is provided to the agency taking responsibility for the care, support and well-being of the individual, for example, hospital or another place where applicable.

7.1.5 When the individual returns from a planned absence the CSM shall take all reasonable actions to ensure that all relevant information about the individual is obtained from the Service responsible for the individual during their absence.

7.1.6 Individual's periodic use of Respite services is treated as a planned absence with appropriate sharing of information on arrival and departure.

7.2 Unplanned Absences

An unplanned absence is when an individual leaves the Service temporarily with the knowledge of the CSM/support staff, with the intention to return, but without advance notice to facilitate planning for the absence e.g., emergency absences or last-minute changes in plans. In such cases the following steps should be taken:

7.2.1 In the case of emergency absence the procedures for a planned absence will be followed as far as is practicable within the timeframe allowed.

7.2.2 In the event of an emergency absence arising from serious injury to the individual, refer to the organisation's Incident Management Policy and Procedures.

7.2.3 In the event of emergency absence culminating in death outside the Service, refer to the organisation's procedures on management of the Unexpected Death of an Individual.

Note: Any serious injury to an individual occurring in a residential or respite designated centre which requires immediate medical or hospital treatment requires written notifications to the Chief Inspector of Social Services within three working days of the incident

Note: The unexpected death of any individual receiving residential or respite services in a designated centre including the death of any individual in a residential service following admittance to hospital from their residential or respite designated centre requires written notifications to the Chief Inspector of Social Services within three working days of the incident.

Note: In circumstances, such as a pandemic, there are extenuating circumstances for prolonged absences and such absences must be treated with vigilance.

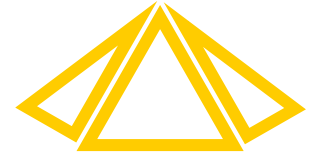
7.3 Unexplained Absences

An unexplained absence is when an individual fails to attend their services when and where expected. In these circumstances:

7.3.1 The Missing Persons Procedures will be enacted as soon as the concern of an unexplained/unexpected absence emerges.

7.3.2 The CSM/frontline staff on duty will contact the individual in the first instance to ascertain the reason for the absence. If staff are unable to make contact with the individual, they will contact the

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individual's family/representative/advocate as, per emergency contact details, to ascertain the reason for the absence.

7.3.3 Appropriate risk management procedures will be put in place to respond to unexplained absences.

7.3.4 Records are kept on CID in respect of any unexplained absence of an individual from his/her Service.

Note: Any unexplained absence of an individual occurring in their residential or respite designated centre requires written notifications to the Chief Inspector of Social Services within three working days of the incident.

7.4 Frequent/Prolonged Absences & Absences of Concern

Where a concern is raised and/or a trend of unplanned absences is noted the following actions will be undertaken:

7.4.1 The CSM/frontline staff will inform the SSM who may request a review or case conference together with the individual, their circle of support as appropriate and MDT as appropriate.

7.4.2 The CSM/SSM may request a review of service and support needs for the individual.

7.4.3 An independent advocate may also be sourced if the individual chooses.

7.4.4 If non-attendance persists the CHO Disability Manager is notified, and a plan is developed to assist the individual identify their support needs.

In all cases absences must be examined by the SSM for the area to determine if the placement is suitable to the client's support needs and preferences. In all cases where there is doubt about the continuing placement with Sunbeam House Services, engagement with the client and/or the client's advocate/family shall take place at the earliest time possible following identification of an issue around the placement (7.4.1).

Where it is determined that the client's continued care needs cannot be met within the funding provided by the HSE or other funder, an application for appropriate funding for 'changing needs' shall be presented to the funder by Sunbeam House Services. If such an application fails arrangements will be made to end the placement and assist the client and HSE to find an alternative suitable placement. In such an eventuality the Discharge from Service process shall apply.

In certain circumstances it may be determined that Sunbeam House Services cannot provide appropriate care and support needs to a client and in those circumstances arrangements will be made to end the placement and assist the client and HSE to find an alternative suitable placement. In such an eventuality the Discharge from Service process shall apply.

8. Discharge from Services

Discharge from Services occurs in line with the client's will and preference or in extreme circumstances, where the service decides to cease delivery of services for an individual due to the

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service's inability to meet the care needs of the individual or where funding is insufficient to provide adequate supports to a client.

8.2 Client discharging themselves from SHS services:

- 8.2.1 Client decides to leave Sunbeam House Services through personal choice,
or
- 8.2.2 to transfer or relocate to an alternative Service Provider,
or
- 8.2.3 because they feel that Sunbeam House Services is unable to provide safe and effective care for a client. Any such concerns should be thoroughly investigated and discussed with the individual, their family or advocate and the HSE.

8.3 SHS discharge of a client:

- 8.3.1 Can only take place where Sunbeam House Services MDT Team carry out a review of Assessed Needs that indicates the requirement for additional supports which are outside the capability or remit of Sunbeam House Services. In such circumstances discharge shall be the last resort and all avenues for additional supports should be explored including funding applications for changing needs and partnering with other organisations for care provision.

In circumstances where there is a likelihood that a client is to be discharged from the service (other than by personal choice) the SSM for the client's area shall convene a case review meeting which will include input from the CSM/DCSM for the client, the relevant SHS MDT members, the client and/or their family representative/advocate and the HSE (if possible). Following the case review meeting and having considered all of the circumstances for the client, including their assessed needs (carried out by SHS) and safety and SHS's ability to provide the care supports required for the client, the SSM shall issue a recommendation to the Referrals Committee which may be for discharge.

When the organisation can no longer provide a service to meet the assessed needs (carried out by SHS) and safety of the individual due to a cut/withdrawal of funding from the HSE it will be necessary to discharge the client from our service. In such a circumstance every effort will be made by Sunbeam House Services to advocate on behalf of the client to the HSE for sufficient funding for the delivery of their service.

Discharge from the service is also applied where an individual dies while in receipt of services.

9.Appeals

The resident, day attendee, respite user or their advocate may appeal the decision of the Referrals Committee in relation to:

- a) Not offering a placement,
- b) Discharge of a client,
- c) Transfer of a client,

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to the CEO of SHS within 10 working days of the notice of decision from the Referrals Committee. 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. In all cases the CEO shall offer to source an independent advocate to assist the resident, day attendee, respite user or their family to assist with the appeal.

The outcome of the appeal may be to:

1. Uphold the decision of the Referral Committee.
2. Overturn the decision of the Referral Committee.
3. Postpone the enforcement of the decision of the Referral Committee pending further consideration and transition planning to ensure the client's assessed needs can be met.

Respite clients or their advocates must appeal to the HSE's Central Respite Referrals Committee.

The CEO must acknowledge receipt of the appeal against a discharge/transfer notice or a decision not to provide a service within 14 working days 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 not offering a service, discharge or transfer 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 dispatching of the acknowledgement letter to the appellant.

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 investigator's 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 Document.

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SUNBEAM HOUSE SERVICES POLICY DOCUMENT	Title: Referral, Entry, Transfer and Discharge Policy
	Effective Date: 15 December 2020



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

The Referrals Committee shall cover the following areas:

External Referrals Committee Area: 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 Area: 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.

The Referrals Committee 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 Services Manager responsible for Referrals.

The Senior Management Team is responsible for final approval of recommendations made by the Referrals Committee except in the case of appeals.

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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