PROSPER MEATH          PROSPER FINGAL

# SP 3: Policy on Admission, Transfer and Exit

| Document Control | |
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PROSPER MEATH          PROSPER FINGAL

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## 1.0   Introduction

Prosper recognises that the provision of appropriate services and supports to adults with intellectual disability is dependent not only on an individual's suitability for the services on offer, but also on Prosper's ability to provide the individual with safe, person-centred services and that Prosper has the capacity, resources and specialist inputs to meet the individual's needs appropriately.  Therefore there is a responsibility on Prosper to manage all admissions to, transfers within, and exits from its services in a comprehensive and equitable manner, taking account of individual need as well as service capacity and available resources as applicable.

Prosper was established to provide services and supports to those with a moderate level of intellectual disability.  Prosper services are not designed to provide specialist supports in the areas of mental health, diagnosed medical conditions, autism or physical / sensory disabilities.

## 2.0   Purpose

The purpose of this policy is to set out how Prosper manages admission to, transfer within and exit from Prosper Fingal and Prosper Meath services, in a fair, equitable and person-centred manner.

## 3.0   Scope

This policy applies to all those involved in the admission, transfer or exit process. This includes new applicants, existing service users, applicant and service user advocates, referral sources, employees and Board members of Prosper.

## 4.0    Definitions

**4.1    Executive Management Team** – the Executive Management Team consists of Senior Managers who hold day-to-day responsibility for the management of Prosper.

**4.2    Enquiry** - when a person requests a service from Prosper on their own behalf or when a person, advocate, school, agency or organisation requests a service from Prosper on behalf of an individual.

**4.3    Applicant** - a person who has completed and submitted an application form to apply to receive services and supports from Prosper.

**4.4    Service User** - someone receiving services and supports from Prosper.

**4.5    Transfer** - when an existing service user formally transfers from one service to another service within Prosper.

**4.6    Exit** - when an existing service user's placement with Prosper is terminated.

**4.7    Admission, Transfer and Exit (ATE) Committee** - is directly involved with every admission, transfer and exit.  The Committee is comprised of, at a minimum, the Operations Manager, Clinical Manager, Quality Manager and Principal Psychologist.

**4.8    Admissions Co-ordinator** – a Prosper employee whose role is to co-ordinate the admissions procedure for new applicants.

**4.9    Admission Criteria** – are a set of conditions against which applications are assessed in order to determine whether or not Prosper can successfully provide a service to the applicant (see **Appendix 1**).

**4.10  Advocate** - the parent / carer of a service user, close relative, legal representative or any other person nominated to advocate on the individual's behalf.

**4.11  Learner** – the term used to describe a service user participating on the Prosper Rehabilitative Training programme.

## 5.0 Roles and Responsibilities

**5.1** **The Board of Management** have a responsibility to review and recommend approval of this policy and to approve admissions. The Board of Management are kept informed of transfers and exits by the Chief Executive Officer (CEO).

**5.2** **The Executive Management Team** have a responsibility to ensure this policy is implemented and reviewed regularly.

**5.3** **The Admission, Transfer and Exit (ATE) Committee** have a responsibility to review and develop this policy in compliance with the Quality and Standards policy development process, to manage the ATE procedures and to make recommendations for approval of applications for admission to the Board of Management and to make recommendations for approval for transfer or exit to the CEO.

**5.4** **The Admission Co-ordinator** has a responsibility to co-ordinate the admissions procedure for new applicants.

**5.5** **Managers** have a responsibility to facilitate ATE procedures as requested by the ATE Committee and Admissions Co-ordinators and to explain the ATE procedures to applicants, transfers, exits and/or their advocates, in an accessible manner, on request.

**5.6** **All Employees** have a responsibility to support the ATE procedures as requested by management and the Admissions Co-ordinators.

## 6.0 Policy Details

## 6.1 Principles

**6.1.1 Person-centred Approach** – In keeping with HSE national policy, *New Directions,* this policy is based on the core value of person-centredness. Prosper strives to keep the individual and their support needs at the centre of ATE procedures. Prosper recognises that an admission, transfer or exit constitutes a major change in a person's life and so can carry with it a significant amount of anxiety for many individuals and their advocates. Measures are taken within Prosper to ensure that ATE procedures are planned and co-ordinated in a sensitive, efficient and transparent manner, which actively involves the individual and their advocate where applicable.

**6.1.2 Provision of Appropriate Services** - Prosper will only make an offer of service where they believe they can provide an appropriate service to the applicant. An appropriate service should have the necessary inputs, i.e. adequate staffing support levels, required staff skills and expertise, a safe and accommodating physical / specialist environment and the specialist and clinical inputs required to support the applicant in a safe and person-centred manner. The model of service at the time of admission may be subject to change over time in the event of reduced budget.

Changing service user needs may also impact on Prosper's ability to continue to provide a service. If an individual's needs change, on a short or long term basis (for example, mental health, physical / medical decline, behaviour), Prosper reserves the right to re-evaluate the placement and to suspend or cease the placement if deemed the best course of action. Safeguarding of the person, existing service users, staff and others and the ability to provide the appropriate supports will be to the fore in decision making. The individual, their advocate and the HSE will be informed accordingly. In the event that a placement ceases, funding of the placement will be returned to the HSE on request.

**6.1.3 Inclusive** – The ATE process is approached in a spirit of partnership between all stakeholders including the applicant / transfer / exit and their advocates, associated organisations / schools and the HSE. This approach requires everyone involved working together in an open and transparent manner to achieve positive and/or necessary outcomes for all.

**6.1.4 Commitment** - Applicants must commit to avail of the service being offered and be willing to comply with the rules, regulations and expectations related to the relevant service, within the individual's capacity. In line with national policy, Prosper will expect the on-going support of the advocate/s in the provision of a service to the applicant. This includes applicants and their advocates committing to providing Prosper with true and accurate information about the applicant's disabilities, medical condition/s and support needs. Failure to provide such information could affect an application to, or placement within Prosper.

**6.1.5 Transparent** – All procedures and decisions related to ATE will be undertaken in an open and transparent manner. Those involved in ATE procedures will be informed of progress on a regular basis by the Admissions Co-ordinator or a Service Manager or designate, as appropriate. Decisions related to ATE will be made by the ATE Committee - no individual employee or Board member can make decisions in isolation on the approval of any admission, transfer or exit.

**6.1.6 Equitable** – All procedures and decisions related to ATE will be undertaken in a fair, unbiased manner according to this policy. All decisions on applications for service will be made by the ATE Committee and admissions approved by the Board of Management in accordance with the Admission Criteria and this policy.

**6.1.7 Information and Communication** – In so far as is possible and practicable, confidentiality will be maintained for all parties throughout any ATE procedure. All notes, assessments and records made during ATE procedures should be maintained in accordance with Prosper's *Policy on Documentation and*

*Record Management* and this policy.  The use and sharing of information must be compliant with data protection legislation and the right to privacy respected.  Consent will be sought from applicants and/or their advocate to seek information required to progress the admission procedure.

**6.1.8  Private Purchase** – All services at this time have to be purchased through the HSE and with HSE approval.  There is no facility for the private purchase of a service from Prosper.

## 6.2   Operational Considerations

**6.2.1   Safeguarding** – Prosper has a statutory obligation to safeguard the needs of vulnerable adults and is therefore acutely aware that all ATE procedures have to be managed with health, safety and welfare in mind.  Considerations have to include Prosper's capacity to meet the needs of new applicants / transfers *and* existing service users in terms of risk, appropriate staffing support levels, staff skills and expertise, the appropriate physical environment and the specialist and clinical inputs required to support all individuals safely.  When making ATE decisions there is a duty of care on Prosper to ensure services offered can meet the needs of a new applicant / transfer appropriately, while not impacting negatively on those already receiving a service.  The admission of any new applicant to Prosper is subject to adequate and sustainable resourcing being in place to ensure the service can meet its statutory health and safety obligations.

**6.2.2   Efficient and effective use of Resources** – In order to protect existing service provision, Prosper must secure adequate and sustainable funding from the HSE to support each offer of service to successful applicants, ideally in advance of the intended start date.  Where an applicant meets the Admission Criteria, but has greater levels of support needs, if appropriate, Prosper will work in co-operation with the HSE to identify funding solutions so as to be able to offer the applicant a service.

**6.2.3   Supports Model** – In line with the principles and Support Model of service provision outlined in HSE *New Directions* policy, Prosper aims to deliver services and supports as close as possible to an applicant / transfer's home address.  Where an applicant or transfer requests a particular service type and/or location, Prosper will assess this request based on national policy and the appropriate 'fit' between the applicant / transfer and the capacity of the service / location to meet the applicant / transfer needs, without compromising the needs of the service users already availing of that service.

**6.2.4 Appraisal of Need** – In order to decide if Prosper service/s can adequately meet an applicant's needs, each applicant must undergo an appraisal of need. This involves a three step process for assessing the applicant's functional ability, adaptive behaviour and social and health-related support needs. In doing so, the level of resourcing needed to provide a person-centred and safe service to the individual can be determined.

The first two parts in the appraisal of need take place *before* an offer of service: (1) Support Needs Assessment (incorporates home / school visit) and (2) an observation placement in a Prosper Service.

The third part in the appraisal of need takes place *after* an offer of service: (3) 12 week placement within a Prosper Service which incorporates a formal review of the placement.

The HSE may also conduct a separate appraisal of need in order to establish what supports the applicant may need from a Day Service. This determines the level of support and allocation of HSE funding. Prosper will work closely with the HSE to try and secure funding appropriate to meeting applicants assessed level of need.

## 6.3 Standard Operating Procedures (SOPs)

### 6.3.1 Standard Operating Procedure for Admission

1. An intake of new applicants to Prosper Day Services must be in accordance with the HSE allocation of development funding for Day Services to Prosper in any given year.

   - Successful applicants may receive up to a maximum of 30 hours service from Prosper per week. The service/s received will be matched to the resources provided by the HSE for that successful applicant.

   - Requests from those completing, and/or who have completed, the Prosper Rehabilitative Training programme to transfer to a long term funded Day Service will be given priority over applications from current school leavers and other applicants.

2. All enquiries for admission to Prosper are directed to the Admissions Co-ordinator. This includes enquiries made directly to Prosper and the HSE applicant listing, when provided to Prosper.

3. The Admissions Co-ordinator records details of all enquiries on an *Enquiry / Applicant List*.

   - If the enquiry clearly **does not** meet the Admission Criteria the Admissions Co-ordinator will inform the person making the enquiry and the HSE as required. The person will be informed of the contact details of the HSE Disability Services Manager in their area or other relevant professionals who may assist them in finding a suitable service.

   - If it appears that the enquiry **may** meet the Admission Criteria the Admissions Co-ordinator will ask the person to complete a Prosper *Application Form* (see **Appendix 2**) available from the Admissions Co-ordinator. The completed *Application Form* should be forwarded to the Admissions Co-ordinator accompanied by a current, passport-sized photograph of the applicant. The person will be informed that submission of a completed application form does not guarantee a place and that they must also contact the HSE directly to inform the HSE of their need for a Day Service.

4. Details of applications received will be updated on the *Enquiry / Applicant List* and individual *Applicant Files* will be opened for each applicant to include the completed Application Form, proof of address and any other correspondence, assessments and records required to progress the admissions process.

5. The Admissions Co-ordinator will bring the *Enquiry / Applicant List* and *Applicant Files* to the attention of the ATE Committee. The ATE Committee will review each application against the Admissions Criteria. The ATE Committee will then advise the Admissions Co-ordinator which applications can be progressed and which applications cannot be progressed.

   ▪ Where an application cannot be progressed the Admissions Co-ordinator will inform the applicant.

6. For applications that are being progressed the Admissions Co-ordinator will (1) seek relevant reports and information (e.g. psychological, educational, health-related), (2) organise a Support Needs Assessment and (3) organise an observation placement in a Prosper Service. This is undertaken to start identifying the applicant's support needs and to determine which, if any, Prosper services may be appropriate to meeting those needs.

   ▪ The application process may include one or more home visits by the Admissions Co-ordinator to get to know the applicant and their advocate/s and to clarify or verify information received.

   ▪ The Support Needs Assessment is conducted by a member/s of the Prosper Clinical Team observing the applicant, talking to them and to those who know them best at home and/or in school.

   ▪ The observation placement takes place in a Prosper service over an agreed period. This period may be extended if deemed necessary.

   ▪ The observation placement must be independent of families and support staff, unless it has been agreed in advance that the applicant requires specialist support from an existing support person. In such circumstances, consideration will be given, as part of the assessment process, as to whether Prosper could provide this specialist support.

- Applicants to the HSE Rehabilitative Training programme will be assessed by a representative of the HSE Rehabilitative Training and Guidance Service to determine if the programme they fund will meet the applicant's needs. Prosper cannot offer a place on the Prosper RT programme unless it has been approved by the HSE.

- Processing of applications is dependent on the applicant having agreed, completed and submitted the requested documentation in full, by agreed deadlines. *Please note - if an applicant, or a representative/s of the applicant, withholds critical information or knowingly provides incorrect information, Prosper reserves the right to terminate the application or placement.*

7. The Admissions Co-ordinator will present any new information, as required, to the ATE Committee who will further review and assess each applicant based on this new applicant information and operational considerations, including:

| Applicant Information: |
| --- |
| Past and present records, reports and assessments |
| Results of Support Needs Assessment and observation placement |
| Type, number and frequency of supports required |
| Applicant and advocate expectations |
| Services and supports applicant has received to date |
| Level of supervision required |
| Previous accidents / incidents (including behaviours that challenge) |
| Risks / fears / anxieties and how these are managed |

| Operational Considerations: |
| --- |
| Physical service environment and infrastructure |
| Service location and capacity |
| Changing needs of clients already in service |
| Health, safety and safeguarding |
| Available staff to service user ratios |
| Specific staff expertise |
| Costs of service |
| Recruitment of staff |

- Where an application is not being progressed the Admissions Co-ordinator will inform the applicant and their advocate as applicable.

8. The ATE Committee will recommend a list of applicants to be offered a service. This list will be presented to the CEO for approval. This list forms the basis of a discussion with the HSE.

9. The final list of applicants and adequate support funding is agreed with the HSE.

10. The final list of applicants will be presented to the Board of Management for approval.

11. Once approved, all successful applicants will be contacted orally and in writing and offered a service with Prosper, subject to (1) the required HSE resourcing and approval being in place prior to commencement of service and (2) the satisfactory completion of a 12 week placement.

- The offer of a Day Service / RT placement with Prosper does not automatically entitle the applicant to other services provided by Prosper including Residential, Respite, Transport, Clinical, Home Support etc.

- The successful applicant must sign and return an acceptance of offer form confirming their decision to accept the offer of service.

- The purpose of the 12 week placement is for Prosper to further assess the applicant's support needs and the ability of Prosper to provide a person-centred, safe and appropriate service to the applicant.

12. Once the offer of place has been accepted, the applicant is now referred to as a service user. Prosper will prepare for the new service user's commencement and 12 week placement.

- The Admissions Co-ordinator will meet with the service user's Service Manager to hand over the service user's *Applicant File* and to brief the Manager on the service user's support needs.

- The Manager will appoint a key worker.

- The key worker will plan the new service user's induction in consultation with the Manager and Admissions Co-ordinator.

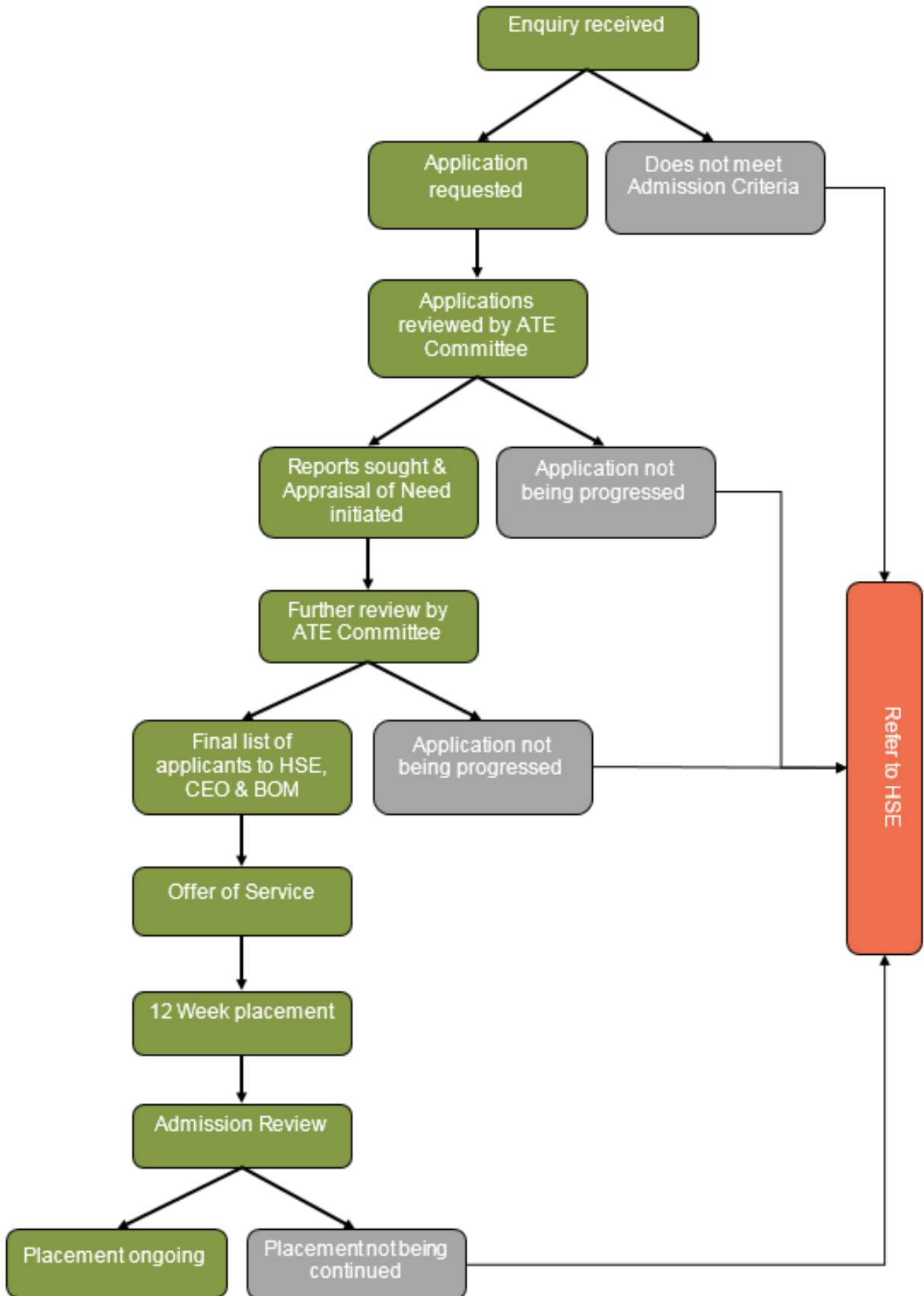- The key worker will set up a database profile for the new service user.

- The key worker will refer the new service user for any immediate assessment, e.g. medication.

- The Manager will schedule a meeting to review the 12 week placement with the new service user and their advocate, the key worker and Admissions Co-ordinator. Prosper reserves the right to schedule this review before the 12 week placement is due to end if required.

- The Manager will follow up on any outstanding Admissions paperwork (see **Appendix 3**).

13. At the end of the 12 week placement, or earlier, Prosper will meet with the applicant and their advocate to formally review the placement and to discuss the continuing suitability of Prosper to meeting the applicant's needs.

- Prosper reserves the right to extend the term of the 12 week placement at the Company's discretion. Prosper may request new or further documentation / assessment in order to further determine the ability of Prosper to meeting the individual's needs appropriately.

- The outcome of this meeting will be recorded as an Admission Review.

- If at any stage during the admission process it looks likely that the placement will cease, notice will be given to the applicant and their advocate.

- If it is found during or after the 12 week placement that Prosper cannot meet the needs and/or expectations of the service user or their advocate the placement will cease. In such cases, Prosper will release the funding allocated to the person back to the HSE, on request. At that point Prosper's responsibility to provide a Day Service, RT programme or any other service or support to that person ceases.

- If at any stage during the admission process the applicant / service user on 12 week placement moves out of the Prosper catchment area, as detailed in the Admission Criteria, Prosper has the right to cease the placement.

14. Unsuccessful applicants can appeal the decision by following Prosper's *Management of Feedback Policy (including Comments, Compliments and Complaints)*, available from the Admissions Co-ordinator.

# Figure 1 Flowchart of Admissions Process

```
                          Enquiry received
                         /               \
                        /                 \
          Application requested      Does not meet
                   |                  Admission Criteria ──┐
                   |                                        │
          Applications reviewed                            │
          by ATE Committee                                 │
              /         \                                   │
             /           \                                  │
   Reports sought &    Application not                      │
   Appraisal of Need   being progressed ──┐                 │
   initiated                               │                │
        |                                  │                │
        |                                  │                │
   Further review by                       │                │
   ATE Committee                           │          Refer to HSE
       /        \                          │                │
      /          \                         │                │
  Final list of  Application not           │                │
  applicants to  being progressed ─────────┴────────────────┤
  HSE, CEO & BOM                                             │
      |                                                      │
  Offer of Service                                           │
      |                                                      │
  12 Week placement                                          │
      |                                                      │
  Admission Review                                           │
      /        \                                             │
     /          \                                            │
  Placement    Placement not being ────────────────────────┘
  ongoing      continued
```

### 6.3.2 Standard Operating Procedure for Transfer

1. Transfer from one Day Service to another within Prosper can be (1) requested by a service user or their advocate, (2) proposed by staff, including clinicians or (3) initiated by the Operations Manager.

   - A learner, on completion of the Prosper RT Programme, can request transfer to a long term funded Day Service by contacting the Service Manager. There is no obligation on the individual to do so as they may choose to leave disability services or go to an alternative provider.

   - If it is found that the needs of a learner on the RT Programme demand a different model of service, a request can be made for transfer to a more suitable local Day Service whilst still on RT funding. Providing a suitable Day Service vacancy is available and continued RT funding is required, even in the short-term, the transfer must be approved by the HSE Rehabilitative Training Guidance Service (RTGS) and Prosper.

   - A request, proposal or initiation for transfer can be made at any time.

2. All potential transfers should be brought to the service user's current Service Manager in the first instance.

3. The Service Manager will bring potential transfers to the attention of the Operations Manager for consideration and discussion.

   - If the Operations Manager decides to initiate a transfer s/he will inform the relevant Service Manager/s.

   - The Service Manager will note any discussions / decisions regarding transfer on the service user's Personal File.

4. The Operations Manager will keep a list of potential transfers using the *Operations Client Location & Movement Report.*

   - The Operations Manager will ensure that any necessary research is undertaken, any necessary documents / reports / assessments reviewed and any necessary sources, (including the service user concerned and their advocate), met with so as to determine if the transfer should be, and can be accommodated.

- The Operations Manager will take into consideration (1) if the transfer is in the service user's best interest and if it will meet the service user's anticipated outcomes and support needs and (2) if there is a vacancy in a suitable Prosper Day Service.

- Operational considerations include, but are not limited to, service location, adequate resourcing, adequate staffing complement, necessary staff skills and expertise, appropriate physical environment, health and safety requirements and the wellbeing and needs of the service users already in the Day Service/s that is considered a good fit for the service user.

5. The Operations Manager will present the proposed transfers to the ATE Committee who will assess each transfer and recommend whether the service user should be transferred to another Prosper Day Service or not.

6. The ATE Committee will seek approval to proceed with the proposed transfers from the CEO.

7. The CEO will keep the Board of Management informed of transfers and decisions on same.

8. Where the transfer is approved the service user and their advocate will be informed. Proposed timelines for full completion of the transfer will be discussed.

9. Once the transfer is ready to proceed the current Service Manager will complete the *Day Service Transfer Form* and the new Day Service will prepare for the service user's commencement:

- The current Service Manager / key worker will meet with the Manager of the new service and hand over the service user's *Day Service Transfer Form,* Personal File and Person Centred Plan and brief the new Manager on the service user's support needs. Both Managers will sign the *Day Service Transfer Form.*

- The new Service Manager will forward the *Day Service Transfer Form* to the Operations Manager for signature. A copy of the fully signed form is then sent back to the new service for the service user's Personal File.

- The new Service Manager will request the IT Administrator to transfer administrative rights of the database profile for the service user to the new service and key worker.

- The new Service Manager will appoint a key worker.

- The new key worker will develop a Transition Plan, including proposed timelines for complete transfer for the service user in consultation with the current Service Manager and key worker.

10. Operations will ensure that the *Day Service Transfer Form* has been completed and that Accounts and IT have been notified of the transfer.

11. Where a request for transfer cannot be accommodated, the service user and their advocate will be informed by the Service Manager.

12. If a service user who requests a transfer of service changes their mind mid-process, and wishes to remain in their current service, the decision to transfer can be re-visited with a view to deciding whether the transfer progresses or not.

13. Unsuccessful requests for transfer can be appealed using Prosper's *Management of Feedback Policy (including Comments, Compliments and Complaints)*, available from the Service Manager or Operations Manager.

### 6.3.3  Standard Operating Procedure for Exit

1. Exit from a Prosper Day Service may occur for many reasons, some of which are outside of Prosper's control.  While Prosper is reluctant to initiate the exit of a service user, sometimes this is a necessary measure for all concerned.  Reasons for exiting Prosper include, but are not limited to the following:

   ▪ A service user no longer wants to avail of the services provided by Prosper

   ▪ Prosper can no longer appropriately meet the needs of the service user

   ▪ A service user consistently fails to avail of service over a defined period

   ▪ A service user transitions to full time employment / education

   ▪ A service user re-locates and no longer lives in the relevant Prosper catchment area

   ▪ A service user dies

   ▪ A service user shows ongoing flagrant disregard for Prosper policy leaving themselves or others at risk

2. Learners on the Prosper RT programme can request to exit the Prosper RT programme using this SOP for Exit.  There is no obligation on Prosper to provide any type of alternative service to a learner who has chosen to exit the Prosper RT programme for the remainder of the duration of training or thereafter.

3. On commencement with Prosper, service users are informed of their rights and responsibilities in relation to Prosper service provision.

   ▪ Any decision by Prosper to exit a service user is not made lightly; decisions must be based on evidence.  Issues arising should be communicated to the service user and their advocate, orally and/or in writing, over a defined period. Ideally the HSE should be informed of issues arising.

4. All potential exits should be brought to the attention of the Operations Manager.

5. In the event of a service user's death, the Operations Manager will ensure all relevant Prosper stakeholders are informed.  The following supersedes this SOP for Exit in the case of service user death only:

   ▪ The Operations Manager will ask the Service Manager to complete an *Exit Form*, a copy of which will be forwarded to the Operations Manager.

   ▪ The Service Manager will close all service user files and archive same.

- The Operations Manager will inform the HSE of the death and exit.

- The Operations Manager will ensure that the Exit Form has been completed and that Accounts and IT have been notified of the exit.

6. The Operations Manager will keep a list of service user deaths and all other potential exits using the *Operations Client Location & Movement Report.* For all potential exits:

- The Operations Manager will ensure that each situation is reviewed, i.e. any necessary documents / reports / assessments considered and any relevant sources consulted with so as to determine the decision on which to exit a service user.

- The Operations Manager may initiate the SOP for Transfer if s/he deems that it is more appropriate to transfer the service user rather than exit them and the service user and their advocate is in agreement.

- The Operations Manager may request that a Service Manager meet with a service user and their advocate to discuss the reasons for an exit and / or to discuss if an alternative to exit might be appropriate.

- The Operations Manager / Service Manager may bring Prosper's *Management of Feedback Policy (including Comments, Compliments and Complaints)*, to the attention of the service user / advocate if required.

- The Operations Manager may meet with the service user and their advocate to discuss the exit if it is appropriate to do so.

7. The Operations Manager will present the proposed exits to the ATE Committee who will assess each proposal for exit and recommend whether the service user should be exited or not.

8. The ATE Committee will seek approval to proceed with the proposed exits from the CEO.

9. The CEO will keep the Board of Management informed of exits and decisions on same.

10. Once a date of exit is agreed, the Service Manager will complete an *Exit Form*, a copy of which will be sent to the Operations Manager.

- The Operations Manager will ensure that the Exit Form has been completed and that Accounts and IT have been notified of the exit.

- The service user and their advocate will be informed of the exit and the exit process orally and in writing where death of a service user is not the reason for the exit.

- The Service Manager will close all service user files and archive same.

- The Operations Manager will inform the HSE of the exit.

11. Where appropriate, people who exit will be informed of the contact details of the HSE Disability Services Manager in their area or other relevant professionals who may assist them in finding a suitable service.

12. Exits initiated by Prosper can be appealed using Prosper's *Management of Feedback Policy (including Comments, Compliments and Complaints)*, available from the Service Manager or Operations Manager.

## 7.0   Relevant Documentation

- Prosper Safety Statement
- HSE Safeguarding Vulnerable Persons at Risk of Abuse Policy and Procedures
- Accident / Incident Policy
- Behaviour that Challenges Policy
- Management of Feedback Policy (including Comments, Compliments and Complaints)
- Policy on Documentation and Record Keeping

## 8.0   References

- HSE. (2017) Service Arrangement, Schedule 3 Service Delivery Specification, Section 3: (d) Access, Referrals, Admissions & Discharge Procedures

## 9.0   Appendices

**Appendix 1** – Admission Criteria

**Appendix 2** – Application Form

**Appendix 3** – List of Admission, Transfer and Exit Documentation

# Appendix 1: Admission Criteria

**1.0   Criteria for Admission to Prosper Adult Day Services**

1.1   Applicants must be aged eighteen years or over.

1.2   Applicants must be a person with a moderate level of intellectual disability (ID).

1.3   Applicants must have a psychological assessment dated within twenty four months of their targeted start date.  *Prosper retains the right to request an independent psychological assessment and any other assessment as deemed necessary, to determine eligibility for its services.*

1.4   Applicants to Prosper Fingal **must** be residing within the County of Fingal Local Electoral Areas of Balbriggan, Swords and Howth-Malahide (Fingal County Council 01-8905000 / info@fingal.ie).  Proof of address is required.

1.5   Applicants to Prosper Meath **must** be residing within the County of Meath Local Electoral Areas of Navan, Trim, Ratoath, Kells, Ashbourne, and Laytown-Bettystown (Meath County Council 046-9097000 / info@meathcoco.ie).  Proof of address is required.

1.6   A suitable vacancy must be available.

1.7   All requests for admission must be in writing on the official Prosper Application Form.  Applications will only be accepted if paperwork is completed in full.

1.8   Applications must be received by the agreed deadline for receipt of applications for that year.

1.9   Applicants must agree to an appraisal of need by Prosper to determine (1) applicant suitability to Prosper services and (2) Prosper's capacity to provide services to meet the applicant's needs appropriately, while not impacting negatively on those currently receiving a service.  As part of the appraisal of need the applicant must be willing to spend a short period of time in a service environment and/or be open to home visits by Prosper staff.  *Please note - the*

*completion of an appraisal of need does not imply automatic admission to a service.*

1.10 The ATE Committee must agree that the needs of the applicant can be met by Prosper based on the information provided.

1.11 Adequate and sustainable funding must be secured from the HSE to support each individual. This must be transferred, **in advance** to Prosper before any applicant can be offered a service.

**2.0 Additional Criteria for Admission for People with Specialist Support Needs (additional to ID)**

2.1 Prosper was established to provide services and supports to those with a moderate level of intellectual disability. Prosper services are not designed to provide specialist supports in the areas of mental health, diagnosed medical conditions, autism or physical / sensory disability. Therefore, decisions regarding admission for applicants with specialist support needs, additional to intellectual disability, will be considered on a case by case basis. In each individual case the question must be asked is Prosper the appropriate provider with reference to the specialist expertise required, the resource implications, the impact on existing service users and the availability of the appropriate physical / specialist service environment required.

**3.0 Additional Criteria for Admission to Prosper Rehabilitative Training (RT) Programme**

3.1 Applications to the Prosper RT programme must meet specific related programme entry criteria and be approved by the HSE Rehabilitative Training Guidance Service (RTGS) for entry onto the programme. *Applicants must be aware that the provision of service is for the **duration of the training programme only**. On completion of the Prosper RT programme, if an individual wishes, they may apply to transfer to a Prosper Day Service.*

# Appendix 2: Application Form

## APPLICATION FORM FOR ADULT DAY SERVICE

| Section 1. Applicant Details | | | | |
|---|---|---|---|---|
| Name: | | | | |
| Address: | | | Permanent: ☐ | |
| | | | Temporary: ☐ | |
| Phone No.: | | Date of Birth: | | |
| PPS No.: | | NIDD No. (if known): | | |
| Medical Card No.: | | Medical Card Expiry Date: | | |
| Who applicant currently lives with: | | Relationship to applicant: | | |
| Assessed Level of Intellectual Disability: | | | | |
| Date of most recent Psychological Assessment: | | | | |
| Free Travel Pass: Yes ☐ No ☐ | | Disability Allowance: | Yes ☐ No ☐ | |
| Additional disabilities / syndromes / difficulties (tick ✓ all that apply): | | | | |
| Sensory ☐ | Physical ☐ | Autism ☐ | Other ☐ | |
| Details of additional disabilities / syndromes / difficulties: | | | | |

| Section 2. Nominated Person (Next of Kin) Details | | | |
|---|---|---|---|
| Nominated Person 1 | | Nominated Person 2 | |
| Name: | | Name: | |
| Relationship to applicant: | | Relationship to applicant: | |
| Address: | | Address: | |
| Phone No.: | | Phone No.: | |
| Mobile No.: | | Mobile No.: | |
| If in residential care, name, address and phone no. of contact person: | | | |

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## Section 3. Current School / Service/s

Service/s that the applicant currently uses (tick ✓all that apply):

| School ☐ | | Day Service ☐ | | Other ☐ | |

For each service ticked, please provide details in the boxes provided:

| School | | Day Service | |
|---|---|---|---|
| Name: | | Name: | |
| Address: | | Address: | |
| Phone No.: | | Phone No.: | |
| Contact Person: | | Contact Person: | |
| Is transport provided? | Yes ☐     No ☐ | Is transport provided? | Yes ☐     No ☐ |
| If yes, name of transport provider. | | If yes, name of transport provider. | |
| Other | | Other | |
| Name: | | Name: | |
| Address: | | Address: | |
| Phone No.: | | Phone No.: | |
| Contact Person: | | Contact Person: | |
| Is transport provided? | Yes ☐     No ☐ | Is transport provided? | Yes ☐     No ☐ |
| If yes, name of transport provider. | | If yes, name of transport provider. | |

Reason for applying to Prosper Fingal:

If not in school or service, please describe what the applicant is doing at the moment:

List any certificates received or training courses attended:

| List work experiences or employment (paid and unpaid): | Dates From / To |
|---|---|
| | |
| | |
| | |

## Section 4. Clinical Supports

Names and contact numbers of any clinical supports/s that the applicant uses / used in the last 3 years:

| Clinical Support | Name | Contact Number |
|---|---|---|
| Social Worker | | |
| Counsellor | | |
| Psychologist | | |
| Psychiatrist | | |
| Speech & Language Therapist | | |
| Occupational Therapist | | |
| Physiotherapist | | |
| Dietician | | |
| General Practitioner (GP): | | |
| Other (profession): | | |
| Other (profession): | | |

## Section 5. Personal Planning

| | | |
|---|---|---|
| Does the applicant have a Personal Plan or Person Centred Plan? | Yes ☐ | No ☐ |
| Does the applicant have an Individualised Education Plan or School Transition Plan? | Yes ☐ | No ☐ |

Describe what the applicant likes to do, for example, hobbies, leisure, favourite social activities, group membership, community involvement:

| Activity / Interest | When & Where? | Who supports the Applicant and How? |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

## Section 6. Communication

Tick ✓ all the ways the applicant communicates:

Verbal / Speech ☐          Lámh ☐          Picture Communication Book/Board ☐          iPad / iPhone ☐

Pointing ☐          Gesture ☐          Communication Device ☐          Eye contact ☐

If other, provide details:

Please provide any important information about how the applicant communicates:

How does the applicant communicate that s/he is:

| Sad: | | Angry: | |
|---|---|---|---|
| Happy: | | In Pain: | |

Does the applicant have difficulties understanding questions or following directions?          Yes ☐          No ☐

If yes, give examples:

Does the applicant have difficulties in social situations?          Yes ☐          No ☐

If yes, give examples:

## Section 7. Health Information

For each health issue tick ✓ 'yes' or 'no' as it applies to the applicant. For each health issue ticked 'yes', provide further detail (e.g. triggers, treatments, aids / appliances):

| Health Issue | | | | Further Detail |
|---|---|---|---|---|
| Hearing problems | Yes ☐ | No ☐ | | |
| Visual problems | Yes ☐ | No ☐ | | |
| Dental problems | Yes ☐ | No ☐ | | |
| Hayfever / sinus problems | Yes ☐ | No ☐ | | |
| Skin problems | Yes ☐ | No ☐ | | |
| Bone or joint problems | Yes ☐ | No ☐ | | |
| Allergies | Yes ☐ | No ☐ | | |
| Special dietary needs | Yes ☐ | No ☐ | | |
| Epilepsy | Yes ☐ | No ☐ | | |
| Diabetes | Yes ☐ | No ☐ | | |
| Fainting spells | Yes ☐ | No ☐ | | |
| Heart problems | Yes ☐ | No ☐ | | |
| Asthma/breathing difficulties | Yes ☐ | No ☐ | | |
| Mental Health difficulties | Yes ☐ | No ☐ | | |

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## Section 7. Health Information cont.

| Does the applicant have a diagnosed mental health difficulty? | Yes ☐ | No ☐ |
|---|---|---|
| Is the applicant connected to a mental health service? | Yes ☐ | No ☐ |

If yes, please give service name and contact details:

Detail any other health issues / concerns for the applicant:

List the medication (prescribed and over-the-counter) the applicant takes and when they take it. If they are on more than five medications please attach medication names and when taken on a separate sheet.

| Medication: | | When taken: | |
|---|---|---|---|
| Medication: | | When taken: | |
| Medication: | | When taken: | |
| Medication: | | When taken: | |
| Medication: | | When taken: | |

| Can the applicant take their medication independently? | Yes ☐ | No ☐ |
|---|---|---|

If not, describe the support they need:

## Section 8. Personal Care

Tick ✓ if the applicant requires 'no support' or 'needs support' for each task. For each task where 'needs support' is ticked, provide further detail (e.g. aids / appliances required, type / level of support):

| Task | No Support | Needs support | Further Detail |
|---|---|---|---|
| Combing hair | ☐ | ☐ | |
| Shaving | ☐ | ☐ | |
| Brushing teeth | ☐ | ☐ | |
| Bathing / showering – upper body | ☐ | ☐ | |
| Bathing / showering – lower body | ☐ | ☐ | |
| Washing hair | ☐ | ☐ | |
| Drying body | ☐ | ☐ | |
| Dressing | ☐ | ☐ | |
| Putting on shoes and socks | ☐ | ☐ | |
| Toileting | ☐ | ☐ | |
| Continence | ☐ | ☐ | |
| Menstruation | ☐ | ☐ | |

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## Section 9. Activites of Daily Living

Tick ✓ if the applicant requires 'no support' or 'needs support' for each activity.  For each activity where 'needs support' is ticked, provide further detail (e.g. aids / appliances required, level of support provided).

| Activity | No Support | Needs support | Further Detail |
|---|---|---|---|
| Walking | ☐ | ☐ | |
| Walking while carrying objects | ☐ | ☐ | |
| Road safety / travel / using public transport | ☐ | ☐ | |
| Managing own purse / wallet / money | ☐ | ☐ | |
| Keeping appointments | ☐ | ☐ | |
| Preparing snack / hot drink | ☐ | ☐ | |
| Keeping own bedroom tidy | ☐ | ☐ | |
| Shopping | ☐ | ☐ | |
| Time management | ☐ | ☐ | |
| Using computer | ☐ | ☐ | |
| Using mobile phone | ☐ | ☐ | |
| Speaking up for oneself | ☐ | ☐ | |
| Spending time with friends | ☐ | ☐ | |
| Taking part in education / courses | ☐ | ☐ | |
| Spending time in the community | ☐ | ☐ | |

## Section 10. Safety

| | | |
|---|---|---|
| Does the applicant have behaviours that are difficult to manage? | Yes ☐ | No ☐ |
| Does the applicant have a current Behaviour Support Plan? If yes, provide details: | Yes ☐ | No ☐ |
| Have any concerns been expressed around the applicant's safety? If yes, provide details: | Yes ☐ | No ☐ |
| Has the applicant experienced any significant traumatic events / accidents / incidents? If yes, provide details: | Yes ☐ | No ☐ |

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## Section 10. Safety cont.

| | | |
|---|---|---|
| Are there situations that the applicant should avoid? | Yes ☐ | No ☐ |

If yes, provide details:

| | | |
|---|---|---|
| Does the applicant have any fears or phobias? | Yes ☐ | No ☐ |

If yes, provide details:

Does the applicant have any obsessions or compulsive behaviours that could put them at risk (e.g. walking backwards)?          Yes ☐          No ☐

If yes, provide details:

Consider the following situations and indicate with a tick ✓ whether or not a safety concern would arise for the applicant should they be faced with this situation:

| Situations | Yes | No |
|---|---|---|
| Crossing the road | ☐ | ☐ |
| Leaving the building without informing staff | ☐ | ☐ |
| Taking medication that has not been precribed for them | ☐ | ☐ |
| Choking while eating certain foods | ☐ | ☐ |
| Staying home alone | ☐ | ☐ |
| Behaviours that are difficult to manage, directed at themselves or others which could result in injury | ☐ | ☐ |
| Group / crowded places / situations | ☐ | ☐ |
| Other | ☐ | ☐ |

If other, provide details:

## Section 11. Any Additional Comments

Record any other comments you want to make here:

## Section 12. Sign Off

We agree that all the information recorded on this form is true and accurate. We agree that no important information about the applicant's disability, medical condition/s or support needs has been left out. We accept that failure to provide such information could affect this application to Prosper Fingal.

| Applicant: | | Date: | |
|---|---|---|---|
| Advocate: | | Date: | |
| **Official Use Only** | | | |
| Date of receipt: | | Signed: | |

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# Appendix 3: List of Admission, Transfer and Exit Documentation

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# List of Admission, Transfer and Exit Documentation

| Documentation | Format |
|---|---|
| **Admission Procedure** | |
| Enquiry / Applicant List | 1 Record Fingal & 1 Record Meath |
| Application Form | 1 Form Fingal & 1 Form Meath |
| Application to Prosper Information Leaflet | 1 Form Fingal & 1 Form Meath |
| Consent to Seek Personal Information | 1 Form Fingal & 1 Form Meath |
| Admission Contact Record | 1 Record for both Fingal & Meath |
| Person Overview Form | 1 Form Fingal & 1 Form Meath |
| Support Needs Assessment | 1 Form for both Fingal & Meath |
| Applicant Placement Observation Tool | 1 Form for both Fingal & Meath |
| RT Referral and Entry Form | 1 Form Fingal (HSE form) |
| Letter of Offer RT | 1 Form Fingal |
| Letter of Offer Day Service | 1 Form Fingal & 1 Form Meath |
| Acceptance of Training Place | 1 Form Fingal |
| Acceptance of Day Service Place | 1 Form Fingal & 1 Form Meath |
| Consent to Use Personal Information | 1 Form Fingal & 1 Form Meath |
| Bank Details for RT Participants | 1 Form Fingal |
| Hep B Vaccination | 1 Form for both Fingal & Meath |
| NIDD Data Form | 1 Form for both Fingal & Meath (NIDD form) |
| Review of Twelve Week Placement | 1 Form for both Fingal & Meath |
| **Transfer Procedure** | |
| Operations Client Location & Movement Report | 1 Record Fingal & 1 Record Meath |
| Day Service Transfer Form | 1 Form for both Fingal & Meath |
| **Exit Procedure** | |
| Operations Client Location & Movement Report | 1 Record Fingal & 1 Record Meath |
| Exit Form | 1 Form for both Fingal & Meath |
| RT Exit Form | 1 Form Fingal (HSE form) |