




## Brothers of Charity Services Ireland – West Region Procedure for Applications, Admissions, Transfers and Discharges



<b>Document reference number</b>	2018/01	<b>Revision No.</b>	2 Revised July 2021
----------------------------------	---------	---------------------	------------------------

<b>Approved by</b>	Eamon Loughrey, Director of Services		
<b>Signed</b>			
<b>Approval date</b>	July 2018	<b>Next Revision Date</b>	July 2024


## Table of Contents

1.0	Introduction .....	5
2.0	Procedures .....	5
3.0	Purpose .....	5
4.0	Scope.....	6
5.0	Legislation/other related policies.....	6
6.0	Responsibilities.....	6
7.0	Glossary of Terms and Definitions.....	6
8.0	Procedures and Principles governing Applications, Admissions, Transfers and Discharges:.....	6
9.0	Steps for Children’s Applications, Admissions, Transfers & Discharges.....	7
10.0	Steps for Adult’s Applications, Admissions, Transfers & Discharges .....	9
11.0	Transfer of Individuals.....	11
12.0	Discharge from a service .....	12
13.0	Appeals Procedure .....	13
14.0	Notifications .....	13
15.0	Flowchart - Applications and Admissions Process .....	14
15.1	Flowchart – Transfers & Discharges .....	15

### Forms

Name of Form	Snapshot	Location	Hyperlink to relevant forms <small>(Ctrl &amp; click to follow link)</small>
New Applicants - Children’s Services Application Form (Part 1)	 2 pages	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  November 2021
New Applicants - Children’s Services Application Form (Part 2)	 2 pages	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  November 2021

New Applicants -Adult Services Application Form (Part 1)	 1 page	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  November 2021
New Applicants - Adult Services Application Form (Part 2)	 2 pages	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  November 2021
Existing Applicants (child & adult) currently within Services who are seeking new or enhanced service supports	 2 pages	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  November 2021
General Data Protection Regulations (GDPR) – (Privacy Notice) – Information Sheet	 3 pages	Shared drive: S:\West\ Data Protection & GDPR\ GDPR Privacy Notice	<a href="#">Click here</a>  May 2018
General Data Protection Regulations (GDPR) – Privacy – <b>Easy Read</b>	 6 pages	Shared drive: S:\West\ Data Protection & GDPR\ GDPR Privacy Notice – Easy Read	<a href="#">Click here</a>  Feb 2022
NASS – Letter Template re NASS families & Person Supported	 1 page	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  Sept 2021
NASS – Letter Template re NASS <b>Easy Read</b> for Person Supported	 1 page	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  Sept 2021
NASS <b>Easy to Read</b> Information Leaflet V1.0	 6 pages (booklet)	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click here</a>  Sept 2019
NASS Information Leaflet V1.0 Aug. 2019	 6 pages (booklet)	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click Here</a>  August 2019

Galway - Individual Service Agreement for HIQA designated centres – Adult	 22 pages	Shared drive: S:\West\Service Agreements	<a href="#">Click Here</a>  June 2018
Roscommon - Individual Service Agreement for HIQA designated centres	 25 pages	Shared drive: S:\West\Service Agreements	<a href="#">Click Here</a>  May 2021
Galway - Children Individual Service Agreement for HIQA designated centres	 7 pages	Shared drive: S:\West\Service Agreements	<a href="#">Click Here</a>  October 2021
Applications & Admissions Procedure Checklist ( <b>for children and adults – new applicants</b> )	 1 page	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click Here</a>  October 2021
Applications & Admissions Procedure Checklist ( <b>for children and adults currently within services</b> )	 1 page	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click Here</a>  October 2021
Individual Transition Checklist	 1 page	Shared drive: S:\West\ Applications, Admissions, Transfers & Discharges – Forms & Documentation	<a href="#">Click Here</a>  November 2021
Consent Forms	Choose relevant form	Shared drive: S:\West\ Consent Forms	<a href="#">Click here for Consent Forms folder</a>

## **Ethos**

*'We are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work. We believe in the intrinsic value of every person and we aim to further the dignity of all associated with our services.'*

*'We continue the Brothers of Charity Services' tradition of being open to the best contemporary influences. We want to be inspired by the most creative ideas ...and to ask how we give them concrete expression.'*

The Brothers of Charity Services Ethos (2001), Going Forward Together.

### **1.0 Introduction**

The Brothers of Charity Services Ireland – West Region endeavour to offer services/supports in local communities. This enables each person who is supported by our services to positively engage in the social and economic life of their local towns and villages and in doing so, develop a range of relationships that enhance their quality of life.

Our responses are based on the recognition of each person (who is supported by our Service) as an individual, an equal citizen with equal rights and an absolute respect of that status. We therefore, support each person to live their lives based on their personal choices, to identify and select their personal goals in life, and to develop their personal plan to achieve those goals.

### **2.0 Procedures**

The Brothers of Charity Services Ireland –West Region, recognise the need for procedures governing Applications, Admissions, Transfer and Discharges. We aim to support children and adults to make choices about services and supports they require and receive. We are committed to the provision of quality services, delivered in a respectful manner, that meet the needs of children and adults. We aim to state the nature and duration of services being offered and procedures for discharge when appropriate. This Procedure is in line with the National Policy on Application for Services, Transfers & Withdrawal of Services.

### **3.0 Purpose**

The purpose of this Procedure is to provide clear information on the process the Services engage in when:

- responding to Applications for service/supports,
- arranging Admissions to services,
- considering the Transfer of individuals within Services, and
- pursuing the Discharge of service/supports to an individual.

## 4.0 Scope

This Procedure applies to referrals from: Adults/children with intellectual disability, their families, Health Service Executive personnel, GPs, Public Health Nurses, and all others who make referrals. All services within the Brothers of Charity Services Ireland –West Region will adhere to these procedures and process.

## 5.0 Legislation/other related policies

HIQA, National Standards for the Residential Services for Children and Adults with Disabilities January, 2013.

Health Act 2007, (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.

GDPR - In order to fulfil its obligations as a Service Provider the Brothers of Charity Services Ireland is required to create and process records which hold both personal and sensitive data. These records are kept 'in confidence' and processed in strict accordance with the privacy and data protection rights of the individual. The BOCSI - West region shares records only for the purpose of compliance with service delivery, health, and regulatory requirements. Data will be disclosed where required or authorised by law and in line with the General Data Protection Regulations.

## 6.0 Responsibilities

The Director of Services (DoS) (or an assigned Senior Manager by the DoS) and the Applications Management Team (AMT) are responsible for Application, Admission, Transfer or Discharge of individuals in their service. In addition, the local Manager and multidisciplinary staff members of the Service to which the referral is made are involved in the Applications, Admissions, Transfer, or Discharge process.

## 7.0 Glossary of Terms and Definitions

<b>BOCSI WR</b>	Brothers of Charity Services Ireland –West Region;
<b>Individual</b>	Adults or children who are supported by BOCSI WR Services;
<b>DoS</b>	Director of Services;
<b>AMT</b>	Applications Management Team;
<b>AATD</b>	Applications, Admissions, Transfers & Discharges Team;
<b>NASS</b>	National Ability Support System.

## 8.0 Procedures and Principles governing Applications, Admissions, Transfers and Discharges:

8.1 The Day, Residential/Respite Service within the Brothers of Charity West Region must have a clear description of whom it serves. This may include a Resident's Guide, and a Statement of Purpose where

relevant. Centre-based respite service should not exceed 12 nights per month. If children or adults require more than 12 nights respite per month, a Service Application for part-time or full-time Residential service should be submitted.

- 8.2 Quarterly meetings are recommended to be held by the AMT. This group will have an overview of the Applications/ Admissions/Transfers & Discharges procedure and will review applications, waiting lists, and any service transfers or discharges. This group will consist of Senior Managers (Sector/Service Manager), and Multidisciplinary Managers where Head of Psychology and Head of Social Work attendance is mandatory. Others may be invited where relevant. Scheduled meeting dates should be secured by the Manager at the beginning of the year to ensure full attendance.
- 8.3 In County Galway because of its size a local Applications, Admissions, Transfers & Discharges meeting (AATD) will be held on a recommended quarterly basis where there are Applications, Admissions, Transfers or Discharges in that quarter. In County Roscommon the function of the local AATD will form part of the AMT. The composition of the Application, Admissions, Transfers & Discharges Team (AATD) for each local service area will include the Manager assigned by the DoS, multidisciplinary staff, (must include Psychologist, Social Worker), and relevant other staff invited by the Manager. Scheduled meeting dates should be secured by the Manager at the beginning of the year to ensure full attendance.

## **9.0 Steps for Children's Applications, Admissions, Transfers & Discharges**

**All Applications/Admissions/Transfers/Discharges forms are located in the shared drive [S:/West](#) and via hyperlinks on pages 2, 3 & 4.**

- 9.1 **New Applicants - Children's Services Application Form (Part 1)**  
On receipt of a general enquiry/referral letter of a child seeking BOCSI-WR specific supports the manager or identified healthcare professional will forward the Children's Service Application Form (Part 1) to the parent/guardian. This can be completed by parent/guardian in consultation with a relevant healthcare professional. This Form is the initial point of information collection and is for the purpose of determining eligibility.
- 9.2 When Children's Services Application Form (Part 1) is received with Psychology Report/Disability Network report/and or other reports a decision is made regarding eligibility for BOCSI-WR specific supports. When the Children's Service Application Form (Part 1) is received without supporting reports the identified manager or delegate will liaise

with the referring multidisciplinary team and gather the relevant information and reports.

- 9.3 If application is deemed eligible the **Children's Services Application Form (Part 2)** to be completed by a healthcare professional. These forms (Part 1 & Part 2) are to be submitted to the relevant manager prior to the Applications Management Team meeting or local Applications, Admissions, Transfers & Discharges meeting.
- 9.4 **Existing applicants** - Children currently in services in receipt of BOCSI – WR specific support/services who are seeking additional new/enhanced services, the Existing Applicants (child or adult) currently within Services who are seeking new or enhanced service supports Application form must be completed.
- 9.5 Applications Management Team (AMT or local AATD) - Admissions meeting
- The Chair of the AMT or local AATD meeting completes the Outcomes of Admission's meeting section of the Children's Services Application Form – Part 2).
  - The Admissions Procedures Check List to be completed.
- 9.6 The Chair of the AMT or local AATD meeting will forward a letter (signed by the Sector/Services Manager) to the parent/guardian and copy and send to the referrer the outcome of the Admission's meeting.

Where an individual's high risk anti-social behavior is known prior to admission, the letter of admission, which is sent to the family or guardian, would attach clear conditions to the service being offered and a clear statement that the service may be discontinued where these conditions are not met.

In addition the following accompanying forms must be forwarded:

- BOCSI Privacy Notice (both to be sent)
  - Leaflet for new entrants to service
  - Easy Read Version
- NASS letter to families
- NASS Easy Read for Person Supported
- NASS Info Leaflet \*
- NASS Easy to Read Info Leaflet\*

\*To print the leaflets – please select file print, select print on both side of paper and select flip on short edge and select landscape.

- 9.7 Copy of Children's Services Application forms (Part 1 & 2) to be forwarded by Manager to Records Administrator for registering on



OLIS. Each area should scan the Children's Service Application forms to the child's file on the OLIS document management system (OLIS Docs). Roscommon Services place form on the child's file.

- 9.8 Existing Applicants Form – for additional new child service or enhanced service the programme area updates OLIS. Each area should scan the Existing Applicants form to the child's file on the OLIS document management system (OLIS Docs). Roscommon Services place form on the child's file.
- 9.9 For applicants who are waitlisted completion of Prioritisation form and business case (DSMAT) if required.
- 9.10 On receipt of a service/allocation of resource, arrangements on admission will be commenced. The Admission's Procedures Checklist to be completed. The manager will arrange completion of the relevant Individual Service Agreements, Consents, Individual Transition Checklist and any other Transition arrangements. The details will be summarised and referred back to the AMT for recording purposes.

## **10.0 Steps for Adult's Applications, Admissions, Transfers & Discharges**

**All Applications/Admissions/Transfers/Discharges forms are located in the shared drive [S:/West](#) and via hyperlinks on pages 2, 3 & 4.**

- 10.1 **New Applicants - Adult Services Application Form (Part 1)**  
On receipt of a general enquiry/referral letter regarding an adult seeking BOCSI- WR specific supports the manager or identified delegate will forward the Adult's Service Application Form (Part 1) to the referrer/family/adult and request is made for any available Psychology Report. This Form is the initial point of information collection and is for the purpose of determining eligibility.
- 10.2 When Adult's Services Application Form (Part 1) is received with Psychology Report, a decision is made regarding eligibility for BOCSI- WR specific supports. When the Adult's Service Application Form (Part 1) is received without supporting reports the identified manager or delegate will liaise with the referrer and gather the relevant information and reports to further assist with determining eligibility.
- 10.3 If application is deemed eligible the **Adult's Services Application Form (Part 2)** to be completed. These forms (Part 1 & Part 2) are to be submitted to the relevant manager prior to the Applications Management Team meeting or local Applications, Admissions, Transfers & Discharge meeting.
- 10.4 A follow up meeting with the applicant and/or relevant others will be arranged to discuss support needs.

- 10.5 **Existing Applicants - Adults currently in services** in receipt of BOCSI – WR specific support/services who are seeking additional new/enhanced services, the Existing Applicants Form (child or adult) currently within Services who are seeking new or enhanced service supports must be completed.
- 10.6 Applications Management Team (AMT or local AATD) - Admissions meeting.
- The Chair of the AMT or local AATD meeting completes the Outcomes of Admission's meeting section of the Adult's Services Application Form – Part 2).
  - The Admissions Procedures Check List to be completed at this meeting.
- 10.7 The Chair of the AMT or local AATD meeting will forward a letter (signed by the Sector/Services Manager) to the applicant/or relevant people and copy send to the referrer the outcome of the Admission's meeting.

Where an individual's high risk anti-social behavior is known prior to admission, the letter of admission, which is sent to the family or guardian, would attach clear conditions to the service being offered and a clear statement that the service may be discontinued where these conditions are not met.

In addition the following accompanying forms must then be forwarded

- BOCSI Privacy Notice (both to be sent)
  - Leaflet for new entrants to service
  - Easy Read Version
- NASS letter to families & Person Supported
- NASS Easy Read for Person Supported
- NASS Info Leaflet \*
- NASS Easy to Read Info Leaflet\*

\*To print the leaflets – please select file print, select print on both side of paper and select flip on short edge and select landscape.

- 10.8 Copy of Adult's Services Application forms (Part 1 & 2) to be forwarded by Manager to Records Administrator for registering on OLIS. Each area should scan the Adult's Service Application forms to the individual's file on the OLIS document management system (OLIS Docs). Roscommon Services place form on the adult's file.
- 10.9 Existing Applicants Form - If it is agreed that the additional new service is being provided:

- Is within programme area, the programme area must update OLIS;
- If outside of programme area Sector office is to update OLIS.
- If outside of Sector forward a copy of the application to Records Administrator to update OLIS.
- If additional new service and/or an enhanced service is offered the relevant programme area should update OLIS.
- Each area should scan the Existing Applicants form to the adult's file on the OLIS document management system (OLIS Docs). Roscommon Services place form on the adult's file.

10.10 For applicants who are waitlisted completion of Prioritisation form and business case (DSMAT) if required.

10.11 On receipt of a service/allocation of resource, arrangements on admission will be commenced. The Admission's Procedures Checklist to be completed. The manager will arrange completion of the relevant Individual Service Agreements, Consents, Individual Transition Checklist and any other transition arrangements. The details will be summarised and referred back to the AMT for recording purposes.

## 11.0 Transfer of Individuals

Proposed transfers within the organisation follows the applications and admissions procedures.

OLIS/NASS Requirements:

- Transferring People Supported within Programme Area – Local Area/manager/admin support can transfer people supported directly onto OLIS within their programme area. Send notification by email of changes to Records Administrator.
- Transferring people supported to a different Programme Area within Sector – Local Area/manager/admin support completes Amendment/Transfer form and forwards to Sector office for update on OLIS and copy to Records Administrator.
- Transferring People Supported to a different Programme Area outside sector. Local Area/manager/admin support completes the Amendment/Transfer form and sends to Sector office. Sector office to forward to Business Systems Officer for update on OLIS and copy to Records Administrator.
- 

Transfers outside the organisation the **OLIS Discharged/External Transfer/Deceased form** is to be completed and forwarded to the Records Administrator and a copy to the relevant Sector/Services Manager.

## 12.0 Discharge from a service

- 12.1 Discharges can arise naturally because a person has reached the pre-ordained age limit when a service will cease (e.g., children's services), or through choice (e.g. person allocated a resource and not engaging), moving out of County or transferring to another agency. It is expected that the organisation requesting a discharge of an individual would be a relatively infrequent event. It can arise where an individual does not require the services provided due to having skills and abilities that are better supported by other services. In rare circumstances, discharge could occur due to persistent anti-social behavior which has not been responsive to rehabilitation and which greatly impacts on the quality of life of others.
- 12.2 The Applications Management Team and/or Applications, Admissions, Transfers & Discharges Team is responsible for carrying out the various stages in the process that may end in ultimate discharge from the service. The following are the proposed stages of a discharge process, during which the individual and his or her family are kept fully informed.
- 12.3 Where an individual's high risk anti-social behavior is known prior to admission, the letter of admission, which is sent to the family or guardian, would attach clear conditions to the service being offered and a clear statement that the service may be discontinued where these conditions are not met.
  - 12.3.1 A verbal warning is first given to the individual and notified to his/her family, guardian or advocate. The reasons for the warning and the consequences if the unacceptable behaviour continues are clearly stated.
  - 12.3.2 A written warning is given to the individual and conveyed to his/her family or advocate, where the verbal warning has proved ineffective. The service manager meets with the family or advocate to discuss the implications of the written warning.
  - 12.3.3 Where high risk anti-social behaviour continues at an unacceptable level, suspension may be invoked. Reasonable notice is given to the individual and advised to his/her family, guardian or advocate. Suspension would be for an agreed period of not more than one week as decided by the Applicant Management Team.
  - 12.3.4 The committee may recommend full discharge from the service when all efforts at remediation have failed and where serious risk continues to other individuals, and staff. Following a meeting with the individual, where appropriate, family, guardian or an advocate, a formal letter of discharge

is issued by the Director of Services, outlining the individual's history and the efforts made to maintain the service before discharge.

- 12.4 In situations where insufficient resources are provided by funding agents in any given year and the Service is unable to provide all of its services, the Service reserves the right to withdraw an element of service or a service to an individual for a given period of time.

### **13.0 Appeals Procedure**

If an applicant for a service is not satisfied with how the service has responded to their application for a service or their discharge from a service, they can choose to appeal the matter. Appeals may be sent, in writing, to the Director of Services.

The appellant will be sent a written response within 5 working days. This will inform them that their appeal has been received and is receiving attention. A response will be written to the appellant and shall be issued within 40 days of receiving the formal appeal.

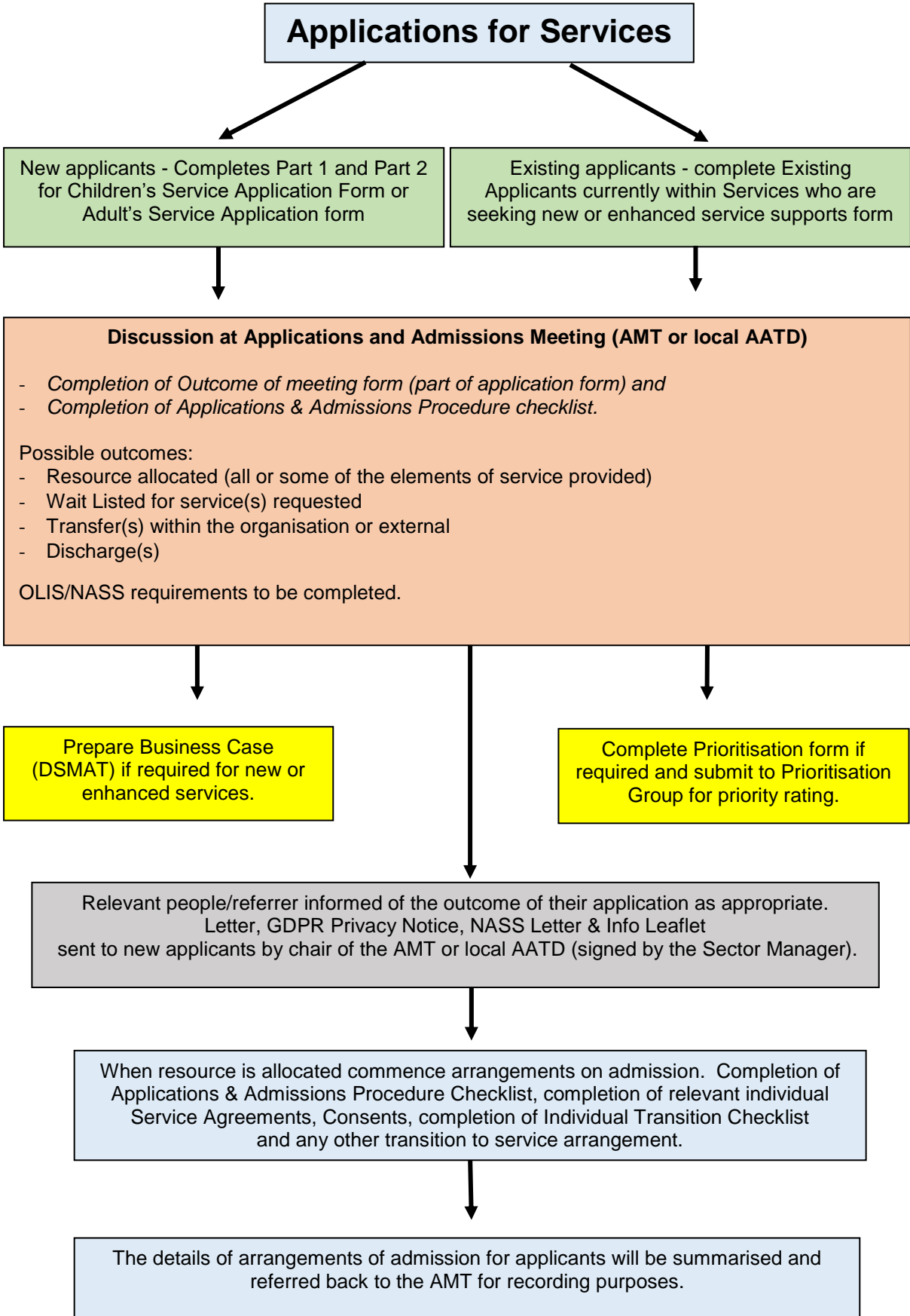
The Manager will inform those in the service who need to know of the issue and the outcome. If the appeal to the Director of Services fails, the decision may be appealed in writing to the HSE.

An appeal may also be made to the Ombudsman.

### **14.0 Notifications**

Following the AMT or local AATD Meeting, formal notification/recording must be made to the OLIS/NASS database regarding all admissions, transfers and discharges. The HSE to be notified as appropriate. The person responsible in the Service for transmission of this information must be clearly indicated.

# 15.0 Flowchart - Applications and Admissions Process



## 15.1 Flowchart – Transfers & Discharges

