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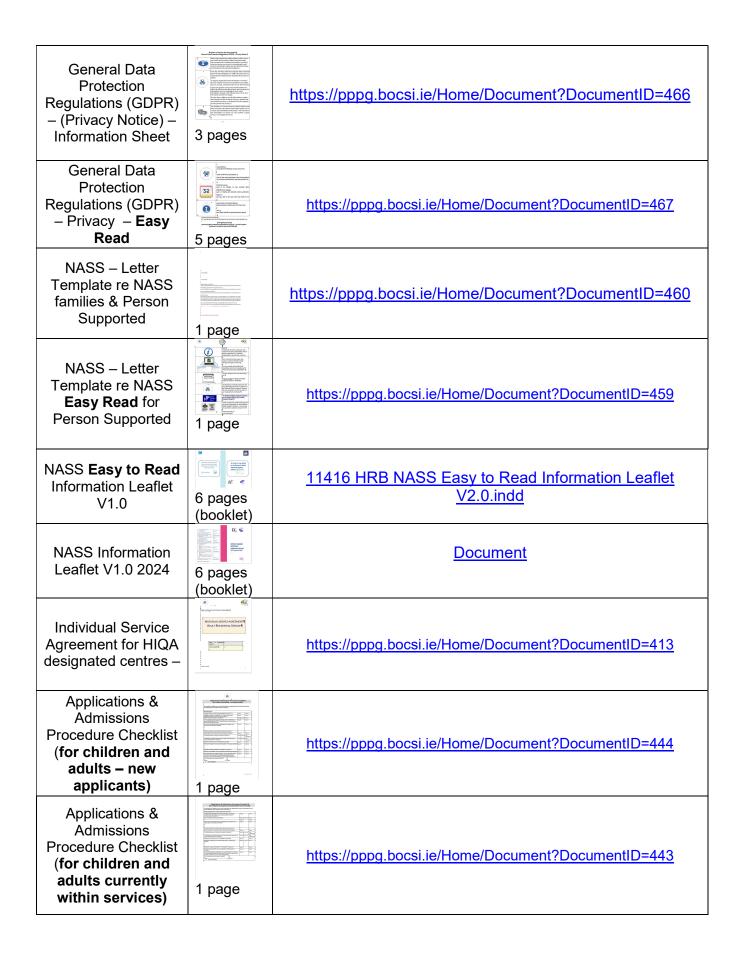# Procedure for Applications, Admissions, Transfers and Discharges

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Approved by	Director of Services – West Region		
Signed	Eamon Loughrey Director of Services		
Approval date	January 2025	Next Revision Date	January 2028

Table of Contents

Name of Form	Snapshot	Hyperlink to relevant forms in BOCSI Document Repository - Regional Policy Documents Tab - West Policies, Procedures, Protocols & Guidelines (PPP&G) *CTRL Key Hold & Click to follow link*
New Applicants - Children's Services Application Form (Part 1)	2 pages	https://pppg.bocsi.ie/Home/Document?DocumentID=452
New Applicants - Children's Services Application Form (Part 2)	2 pages	https://pppg.bocsi.ie/Home/Document?DocumentID=453
New Applicants - Adult Services Application Form (Part 1)	1 page	https://pppg.bocsi.ie/Home/Document?DocumentID=454
New Applicants - Adult Services Application Form (Part 2)	2 pages	https://pppg.bocsi.ie/Home/Document?DocumentID=455
New Applicants Paediatric Service Application Form (Part 1 & 2)	2 Pages 2 Pages	https://pppg.bocsi.ie/Home/Document?DocumentID=448 https://pppg.bocsi.ie/Home/Document?DocumentID=449
Existing Applicants (child & adult forms) currently within Services who are seeking new or enhanced service supports	2 pages	https://pppg.bocsi.ie/Home/Document?DocumentID=457 https://pppg.bocsi.ie/Home/Document?DocumentID=456

General Data Protection Regulations (GDPR) – (Privacy Notice) – Information Sheet	3 pages	https://pppg.bocsi.ie/Home/Document?DocumentID=466
General Data Protection Regulations (GDPR) – Privacy – **Easy Read**	5 pages	https://pppg.bocsi.ie/Home/Document?DocumentID=467
NASS – Letter Template re NASS families & Person Supported	1 page	https://pppg.bocsi.ie/Home/Document?DocumentID=460
NASS – Letter Template re NASS **Easy Read** for Person Supported	1 page	https://pppg.bocsi.ie/Home/Document?DocumentID=459
NASS **Easy to Read** Information Leaflet V1.0	6 pages (booklet)	11416 HRB NASS Easy to Read Information Leaflet V2.0.indd
NASS Information Leaflet V1.0 2024	6 pages (booklet)	Document
Individual Service Agreement for HIQA designated centres –		https://pppg.bocsi.ie/Home/Document?DocumentID=413
Applications & Admissions Procedure Checklist (**for children and adults – new applicants**)	1 page	https://pppg.bocsi.ie/Home/Document?DocumentID=444
Applications & Admissions Procedure Checklist (**for children and adults currently within services**)	1 page	https://pppg.bocsi.ie/Home/Document?DocumentID=443

Individual Transition Checklist	 1 page	https://pppg.bocsi.ie/Home/Document?DocumentID=445
Consent Forms Choose relevant form		1. Consent Form – Sharing Information wit External Agency or Third Party – June 2019 https://pppg.bocsi.ie/Home/Document?DocumentID=468 2. Consent Form for the Administration of Medications https://pppg.bocsi.ie/Home/Document?DocumentID=469 3. Consent Form Medical Emergency Treatment, General Anaesthetic https://pppg.bocsi.ie/Home/Document?DocumentID=470 4. Request & Consent for Admin. Of Complementary (Alternative) Medication https://pppg.bocsi.ie/Home/Document?DocumentID=471

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

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

QueryGeneral enquiry into services provided by BOCSI West Region. Retain information in a manual record.
Applications
An applicant is anyone seeking a service. It includes new applicants, (i.e. not known to the service), transfers (from other service, geographic area or team) and previous applicants (i.e. may already be in receipt of services have been

previously discharged). Applications are processed on receipt of a letter and/or the relevant application forms. Each application should be date stamped on the day it is received and this is used as the application date.

Eligibility
- Individual presents with an intellectual disability
- Individual is deemed suitable for BOCSI West Region Service

Waiting for a Service
- If new Applicant isdeemed eligible on receipt of Part 1 Application Form and resource is not allocated, the Applicant will be– placed on the relevant Waiting List (appropriate Category and Sub Category) at Sector or Programme Level, using the formal client recors system.
- Existing Applicants –
  - If resource is not allocated Applicant will be put on the relevant waiting list (appropriate Category and Sub Catgory) at Programme Level using the formal client record system
  - Sector office will list as waiting for an element of service if outside the service area

Receiving a service
- Provision of any element of service

Admission
  - When an individual commences an element of service in BOCSI West Region

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 Office, 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/letter of applications regarding a Child seeking BOCSI – West Region services the manager or identified delegate will forward the **Children's Service Application Form (Part 1)** to the applicant (e.g. referrer/ parent/ guardian ofChild supported).

A request is made for any available Psychology Report that confirms the applicant has an intellectual disability. This Form (Part 1) is the initial point of information collection and is for the purpose of determining the persons' eligibility.

The Services' Privacy Notice will be included with the acknowledgement letter on receipt of correspondence.

9.2 When **Children's Services Application Form (Part 1)** is received with Psychology Report, a decision is made regarding eligibility for BOCSI-WR services. When the Children'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.

9.3 If application is deemed **eligible** based on Children's Services Application Form (Part 1) the applicant will be informed in writing. The application form will be forwarded to the Records Administrator in order to obtain a unique file reference number. This form and any other documents will be saved on to the services client record systems.

The personal information required at this stage is minimal, specifically name, date of birth, gender, address, email and/or phone number.

A follow up meeting with the applicant and/or relevant others will be arranged to discuss support needs.

9.4   To progress **eligible** applications the **Children's Services Application Form (Part 2)**-will be completed. Both forms **(Part 1 &Part 2)** are submitted to the relevant manager prior to the Applications Management Team meeting or local Applications, Admissions, Transfers & Discharge meeting.   Following this meeting the relevant manager forwards **Part 2** and acceptable Identification Documentation to the Records Administrator.

If a new applicant is deemed **eligible** and resources are not allocated, the applicant will be put on the relevant Waiting List (appropriate category and sub-category) at Sector or Programme level using the formal client record system.

For applicants who are waitlisted completion of Prioritisation form and/or a business case (i.e. HSE Disability Supports Management Application Tool (DSMAT) Form) if required.

When a resource is allocated the admissions procedure will be finalised.

9.4.1   **New Applicants – Paediatrics Services Only**
A dedicated application form for new applicants to the Paediatrics Services in Galway Services only should be used. This is titled **Medical Department (Paediatrics) Application Form Part 1 & 2.** The Completed form should be returned to Paediatrics Department BOCSI.

9.5   If the application is deemed **ineligible** based on **Children's Services Application Form (Part 1),** the application form and associated documentation will be forwarded to the Records Administrator in order to obtain a unique file reference number.   This form and any other documents will be saved on to the services client record systems and the applicant will be informed in writing.

The personal information required to place a record for applicants who are ineligible on the client record system is minimal, specifically name, date of birth, gender, address, email and/or phone number.

9.6   **Existing Applicants - Children currently in services** in receipt of BOCSI – WR specific support/services who are seeking additional new/enhanced services may complete the Existing Applicants Form (Child or Adult) Currently within Services, who are seeking new or additional enhanced service supports. This form and any other documents will be saved on to the services client record systems The applicant will be informed of the outcome.

If a resource is not allocated, the applicant will be put on the relevant Waiting List (appropriate category and sub-category) at Programme level using the formal client record system.

For applicants who are waitlisted completion of Prioritisation form and/or a business case (i.e. HSE Disability Supports Management Application Tool (DSMAT) Form if required.

When a resource is allocated the admissions procedure will be finalised.

9.7 **Applications Management Team (AMT or local AATD) Admissions meeting.**

When a resource is allocated to a new or existing applicant the admission arrangements will proceed.

The allocated resource will be put on the formal client record system at the appropriate Programme level and the **Admissions Procedures Check List** will be completed.

The manager will arrange completion of the relevant Individual Service Agreements, Consents, Individual Transition Checklist and any other transition arrangements.

When a resource is not allocated the applicant will be put on the relevant Waiting List (appropriate category and sub-category) at Sector or Programme level using the formal client record system.

9.8 The Chair of the AMT or local AATD meeting will inform the applicant (i.e. Referrer/Family Representative/Child Supported) in writing of the outcome of the admissions meeting. This letter of response will include detail on the resource/service that has been allocated and other requested services not available that are waitlisted

In addition the following accompanying forms must be forwarded with the above correspondence.

- 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*

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/letter of applications regarding an adult seeking BOCSI – West Region services the manager or identified delegate will forward the **Adult's Service Application Form (Part 1)** to the applicant (e.g.referrer/family representative/adult supported).

A request is made for any available Psychology Report that confirms the applicant has an intellectual disability. This Form (Part 1) is the initial point of information collection and is for the purpose of determining the persons' eligibility.

The Services' Privacy Notice will be included with the acknowledgement letter on receipt of correspondence.

10.2 When **Adult's Services Application Form (Part 1)** is received with Psychology Report, a decision is made regarding eligibility for BOCSI-WR services. 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** based on Adult's Services Application Form (Part 1) the applicant will be informed in writing. The application form will be forwarded to the Records Administrator in order to obtain a unique file reference number. This form and any other documents will be saved on to the services client record systems.

The personal information required at this stage is minimal, specifically name, date of birth, gender, address, email and/or phone number.

A follow up meeting with the applicant and/or relevant others will be arranged to discuss support needs.

10.4 To progress **eligible** applications the **Adult's Services Application Form (Part 2)** will be completed. Both forms **(Part 1 & Part 2)** are submitted to the relevant manager prior to the Applications Management Team meeting or local Applications, Admissions, Transfers & Discharge meeting. Following this meeting the relevant manager forwards **Part 2** and acceptable Identification Documentation to the Records Administrator.

If a new applicant is deemed **eligible** and resources are not allocated, the applicant will be put on the relevant Waiting List (appropriate

category and sub-category) at Sector or Programme level using the formal client record system.

For applicants who are waitlisted completion of Prioritisation form and/or a business case (i.e. HSE Disability Supports Management Application Tool (DSMAT) Form if required.

When a resource is allocated the admissions procedure will be finalised.

10.5   If the application is deemed **ineligible** based on **Adult's Services Application Form (Part 1),** the application form and associated documentation will be forwarded to the Records Administrator in order to obtain a unique file reference number.   This form and any other documents will be saved on to the services client record systems and the applicant will be informed in writing.

The personal information required to place a record for applicants who are ineligible on the client record system is minimal, specifically name, date of birth, gender, address, email and/or phone number.

10.6   **Existing Applicants - Adults currently in services** in receipt of BOCSI – WR specific support/services who are seeking additional new/enhanced services maycomplete the Existing Applicants Form (child or adult) Currently within Services, who are seeking new or additional enhanced service supports. This form and any other relevant documents will be saved on the services client record systems. The applicant will be informed of the outcome.

If a resource is not allocated, the applicant will be put on the relevant Waiting List (appropriate category and sub-category) at Programme level using the formal client record system.

For applicants who are waitlisted completion of Prioritisation form and/or a business case (i.e. HSE Disability Supports Management Application Tool (DSMAT) Form) if required.

When a resource is allocated the admissions procedure will be finalised

10.7   **Applications Management Team (AMT or local AATD) Admissions meeting.**

When a resource is allocated to a new or existing applicant the admission arrangements will proceed.

The allocated resource will be put on the formal client record system at the appropriate Programme level and the **Admissions Procedures Check List** will be completed.

The manager will arrange completion of the relevant Individual Service Agreements, Consents, Individual Transition Checklist and any other transition arrangements.

When a resource is not allocated the applicant will be put on the relevant Waiting List (appropriate category and sub-category) at Sector or Programme level using the formal client record system.

10.8   The Chair of the AMT or local AATD meeting will inform the applicant (i.e. Referrer/Family Representative/Adult Supported) in writing of the outcome of the admissions meeting.   This letter of response will include detail on the resource/service that has been allocated and other requested services not available that are waitlisted.

In addition the following accompanying forms must be forwarded with the above correspondence.

- 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*

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/administration support can transfer people supported directly onto OLIS within their programme area. Send notification of changes by email to the sector office.
- Transferring people supported to different Programme Area within Sector – Local Area/manager/administration support completes Amendment/ Transfer form or email and forwards to Sector office to update records.

- Transferring People Supported to a different Programme Area for an element of service outside of current sector. Local Area/manager/administration support completes the Amendment/Transfer form and sends to Sector office. Sector office forwards completed form to Business Systems Officer 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.

12.2   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.

The AMT or the local AATD in conjunction with the Sector Manager and Director of Services 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.

12.2.1   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.

12.2.2   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.

12.2.3   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.

12.2.4 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.

12.3 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 Acceptable Forms of Identification

Acceptable Forms of Identification as Proof of Identification of the individual and confirmation of correct name and date of birth. Full colour photocopy or picture of documentation is acceptable. List of Acceptable form of identification;

- **Birth Certificate**
- **Passport (from Country of Citizenship)**
- **Irish Certificate of Naturalisation**
- **National Identify Card** for EU/EEA/Swiss Citizens
- **Garda National Immigration Bureau (GNIB) Card**
- **Recent Arrival in Ireland** (less than 6 weeks)
- **Passport & other accepted documentation** in specific circumstances
- **Irish Driving Licence or Learner Permit, including Old Paper Format**
- **Children Under 16 years (any one of the following)**
  - Birth Certificate
  - Passport

16.0 Flowchart - Applications and Admissions Process

Applications for Services

New Applicants Complete New Applicant's Form Children's or Adult Services Part 1 to determine Eligiblity for Services and forwards to Record Administratorto obtain a unique file reference number.

Existing applicants - complete Existing Applicants Form - currently within Services who are seeking new or enhanced service supports

Applicants deemed Eligible complete New Application Form Children's or Adult Services Part 2 and forward to Records Administrator

Applicants deemed Ineligible do not complete New Application Form Children's or Adult Services Part 2, documentation is forwarded to Records Administrator

Discussion at Applications and Admissions Meeting (AMT or local AATD)

- *Completion of Outcome of meeting on the relevant application form*
- *Completion of Applications & Admissions Procedure checklist*

Possible outcomes:
- Resource allocated (all or some of the elements of service provided)
- Wait Listed for service(s) requested
- Transfer(s) within the organisation or external
- Discharge(s)

Prepare Business Case (DSMAT) if required for new or enhanced services.

Complete Prioritisation form if required and submit to Prioritisation Group for priority rating.

Relevant people/referrer informed of the outcome of their application as appropriate.
Letter, BOCSI Privacy Notice, NASS Letter & Info Leaflet
sent to new applicants by chair of the AMT or local AATD (signed by the Sector Manager).

When a resource is allocated arrangements on admission procedure will commence.
. Completion of Applications & Admissions Procedure Checklist, completion of relevant individual Service Agreements, Consents, completion of Individual Transition Checklist

The details of arrangements of admission for applicants will be summarised and referred back to the AMT or local AATD for recording purposes.

16.1 Flowchart – Transfers & Discharges

Transfers

Transfers within the Organisation follows the Applications and Admissions Procedures.

Transfers outside the Organisation

OLIS/NASS Requirements

- **Transferring People Supported Within Programme Area.** Local/Area manager /administrator support can transfer people supported directly onto OLIS within their programme area. Send notification by email of changes to Sector office.**Transferring People Supported to a different Programme Area within Sector**. Local/Area manager/admin istrator support completes Amendment/Transfer form and sends to sector office

- **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 will send to Business Systems Officer for update on OLIS and copy to Records Administrator.

OLIS/NASS Requirements

Local/Area manager/administrator support complete OLIS – Discharged/ External Transfer/Deceased Form and send to Records Administrator for transfer or deactivation on NASS and a copy to the relevant Sector/Services Manager office

Discharges

People Supported who are discharged from a Service Provider area (e.g. age limit)

People Supported who are discharged from BOCSI Services (e.g. transferring to another agency, moving out of county, not engaging with an allocated resource).

Where Organisation is requesting Person Supported to be discharged from Service (anti social/ forensic type behaviour or withdrawing an element of service due to insufficient resources).

Local/Area manager/administrationcompl etes Discharged/ External Transfer/Deceased Form and sends to Records Administrator and a copy to the relevant Sector/Services

Local/Area manager/administrator completes OLIS – Discharged/External Transfer/Deceased form and sends to Records Administrator for update on OLIS and Transfer or deactivation on NASS where applicable.