

FOURCREST CARE (WATTON) LIMITED

QUALITY POLICY STATEMENT

QP-26

Title: ADMISSION POLICY

1.0 INTRODUCTION

- 1.1 We recognise that the admission process can be a traumatic time for new Service Users.
- 1.2 Staff will support Service Users and their families by making the admission process as least stressful as possible and involve them in all aspects of the process.

2.0 POLICY

- 2.1 Supporting Service Users and their families through the admission process, and be available to answer any questions they may have.

3.0 SUPPORTING SERVICE USERS AND THEIR FAMILIES

- We will give information about the service to those who are seeking a placement.
- We will attempt to arrange with the Service User, their family or supporters an informal visit to the home to familiarise with the surroundings, residents and staff.
- If the Service User cannot visit the home prior to admission we will endeavour to send out staff to introduce themselves and give full information about the home.
- Where possible, we will consult with Service Users first before all other parties on the key decisions to be made about their admission.
- We will endeavour fully inform the Service User of the duration of the admission whether it is a short or long term placement.
- We will endeavour to give the prospective Service User choices about their long term placement.
- We will introduce Service Users to both staff and other Service Users.
- The manager will stress that staff are available to discuss any aspect of the admission with the Service User, family and supporters.
- We will identify a key worker for Service Users to aid in the settling in process.
- We will encourage Service Users to bring items of furniture and other personal effects.
- We will talk to the Service User to establish and document daily personal routines for example, receiving a newspaper or placing a bet.
- Service Users will be given full access to all recourses within the home. For example hairdressers, garden or recreational area.
- We will support Service Users to maintain friendships and contacts with friends within the community.
- Where possible, we will assist and support Service Users to engage in activities within the community.
- We will attempt to create a private space for privacy when needed.
- We will give opportunity for the Service User to reflect on the move and express their feelings.

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4.0 REVIEW OF POLICY

4.1 This policy was reviewed by: C Rowlands

Designation: Manager Date: 3.1.24

4.2 This policy will be reviewed in Jan 2025

REFERENCED DOCUMENTS TO BE USED WITH THIS POLICY

1. Other Policies

None.

2. Procedures

None.

3. Forms & Logs

None.

4. Files & Books

None.

5. Legislation, Standards and Guidance

None.