

Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

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Social Services & Wellbeing Directorate

Admissions and Commencement of Service

November 2023

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1. Introduction

- 1.1 This policy aims to provide a clear and comprehensive summary of the processes by which Bridgend County Borough Council (BCBC) Regulated Care Services will follow for the admission and commencement of care and support services for people assessed as requiring additional care and support.
- 1.2 This policy applies to all regulated care and support services provided by Bridgend County Borough Council's Social Services and Wellbeing directorate.

2. Legal and Regulatory Framework

- 2.1 In the formulation of this policy, the Council has considered case law decisions, the applicable legislation and statutory guidance including:

- Social Services and Well-being (Wales) Act 2014
- Registration and Inspection of Social Care (Wales) Act 2016 (Regulation 6, 14, 15, 16, 17, 18)
- Adoption and Children Act 2002
- Children and Family Measure 2010
- The Regulated Services (Registration) (Wales) Regulations 2017
- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017
- Statutory guidance for service providers and responsible individuals of care home and domiciliary support services
- The Regulated Services (Annual Returns and Registration) (Amended) Regulations 2019
- The Regulated Services (Penalty Notices) (Wales) Regulations 2019
- The Local Authority Fostering Services (Wales) (Amendment) Regulations 2019
- Code of practice for local authority fostering services
- The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018
- Independent Review of Determinations (Adoption and Fostering) Regulations Wales 2010
- The Disqualification from Caring for Children (Wales) Regulations 2004
- Fostering Services (Wales) Regulations 2003
- The Care Planning, Placement and Case Review (Wales) Regulations 2015
- Code of Practice to Part 6 of the Social Services and Well-being (Wales) Act 2014
- The Local Authority Fostering Services (Wales) Regulations 2018
- Fostering Panels (Establishment and Functions) (Wales) Regulations 2018

3. Definitions

- **Admission** – the process of starting and entering receipt of regulated services
- **Assessment** – actions and paperwork completed at the beginning of service provision to identify the needs of the individual receiving services
- **Commencement** – the beginning of provision of a regulated care service
- **Provider Assessment** – builds on the information which has informed the decision to provide a service for the individual, including any existing care and support plan. The assessment is proportionate to the nature of the placement and the Person's particular circumstances.
- **Personal Plan** – information for people and their representatives of the agreed care and support to be provided
- **Service Provider** – the regulated service providing care and support to a person with an identified care and support need
- **Referral** – the document or initial contact made from a professional to begin the process of organising care and support for a person from a regulated Care and Support service provided by BCBC.

4. Admissions

- 4.1 This policy is applicable to all regulated services provided by Bridgend County Borough Council's Social Services and Wellbeing Directorate. This policy is applicable to all people and staff involved in the admissions and commencement of service processes relevant to that regulated service.
- 4.2 As this policy covers all regulated care and support services provided by Bridgend County Borough Council's Social Services and Wellbeing directorate, all services have service-specific guidance in place that details the approach that is taken towards the admissions and commencement of service process.
- 4.3 For all care and support services provided by BCBC, a referral is made to the service to begin the process of care and support provision. There are multiple referral routes utilised across the different services provided, and more details as to the referral processes can be found in each service specific procedure. For a person to receive support from a service provided by BCBC, an assessment and referral will be made from a trusted assessor, for example a social worker, therapist, or GP.
- 4.4 As set out by the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) regulations, a "service provider must not provide care and support for a person unless the service provider has determined that the service is suitable to meet the person's care and support needs and to support the person to achieve their personal outcomes." Therefore prior to the admission or commencement of services, in accordance with Regulation 14 of RISCA (2017) and associated guidance in the Statutory Guidance for Service Providers and

Responsible Individuals, in meeting service standard regulations for Care Homes, Domiciliary Support Services, Secure Accommodation Services and Residential Family Centres (2019), a decision must be made in relation to the care and support plan in place for the person as to the suitability of the service to meet the needs and requirements of the person. For residential services, a suitability pre-assessment will take place along with an impact risk assessment to ensure the person is suited to the service, as well as the service being suited to the person. These assessments will be completed by Service Managers or their delegated individual who have the appropriate experience, ability and have received training in completing assessments.

- 4.5 Where a person does not already have a care and support plan in place, due to an emergency provision of service for example, an initial pre-assessment of the needs of the person will still be required. For accommodation-based services (for example residential or supported living settings) a suitability pre-assessment and impact risk assessment will be completed. For Domiciliary-based services, the initial service delivery plan will be based on the referral and initial assessments conducted by the relevant professionals as above, in conjunction with discussions with the person where appropriate, other relevant professionals where possible, and family members, if possible.
- 4.6 For all admissions that are either planned, emergency, long-term, or short-term respite provision, the following information must be provided to the service where possible:
- Name
 - Date Of Birth
 - Gender
 - Current address
 - Medical details including any health conditions and associated clinical risk assessments e.g., epilepsy, and current GP practice details
 - Medication prescribed and known medication administration requirements
 - General information on support levels (strengths-based on what they can do and outcome-focused on what they need/want help with to achieve)
 - Dysphagia support needs
 - Whether the person is fully ambulant or requires moving and handling transfer and support
 - Night-time routine where appropriate and applicable
 - Existing Day routines that may be impacted by provision of service, for example does the person attend a day service or any community groups?
 - Contact details for carer, family members, Next of Kin
 - Communication abilities and/or any Speech and Language support requirements
 - Any known history of challenging behaviour or areas of risk?
 - Anything else that is critical to a person's day-to-day care & support needs

4.7 Each service specific procedure contains information on the following:

- Arrangements for confirming that the service can or cannot support the person to achieve their personal outcomes
- Who will be consulted as part of the process
- The information to be considered
- The assessment processes (including for emergency admissions) and who will undertake the assessment
- The circumstances where a service will not be provided
- Opportunities to visit the service for accommodation-based services
- The arrangements for commencing the service

4.8 All service specific assessments provided relating to the admission of a person to a regulated service in BCBC will be provided by a professional who has the relevant skills, knowledge and experience, and has received training and been assessed as competent in carrying out assessments. This will normally be the registered manager of the service, or their delegated person who will have also have the relevant skills, knowledge, and experience, and have received training and been assessed as competent in completing assessments.

4.9 Each service specific guidance will detail the measures that will be taken when completing any initial pre-assessment prior to admission to the service. These will include, but not be limited to:

- The referral processes
- Checks required to ensure the service is suitable and can meet the needs of the person
- Any relevant visits to the person's current residence
- Any relevant visits to the person's proposed residence (for residential services)
- Capacity to give informed consent
- Medication administration requirements
- Behavioural analysis
- Risk assessment compilation
- Liberty Protection Safeguard requirements
- The service's ability to meet the needs of the person

5. Commencement of Service

5.1 The processes related to the commencement of each service are set out within the person's service specific procedure. In each instance the procedure covers the arrangements that are required to be made for the commencement of the service.

5.2 Once a decision has been made that the service can meet the care and support needs of the person, an initial Personal Plan will be developed with the person and any other relevant person/s before the provision of care and support

begins. Where the commencement is an emergency provision, a personal plan will be developed and implemented within 24 hours.

- 5.3 In Adults Residential Services, a Residential Placement Agreement is completed and signed by both the person, or their next-of-kin that holds the delegated authority for the person if they do not have capacity, and the manager of the residential accommodation. This is to be completed within the first 24 hours of commencement of their placement whether this is on a long-term or short-term, respite basis.

6. Provider Assessment and Personal Plans

- 6.1 The personal plans created for the person in service will be set out and provided to the person as prescribed in RISCA Regulation 15. The initial personal plan that is created prior to the commencement of service, or within 24 hours of commencement in the case of emergency provision, is required to contain the following details:

- How, on a day-to-day basis, will the person's care and support needs be met
- How will the person be supported to achieve their personal outcomes
- The steps which will be taken to mitigate any identified risks to the person's well-being
- The steps which will be taken to support positive risk-taking and independence, where it has been determined this is appropriate.

- 6.2 Information provided in the referral from the appropriate professional, and/or the initial assessment process will be used to create and populate the initial personal plan with the information required under sections 4.6 and 6.1 above. Where any of the information under section 4.6 is not available, the service will ensure they obtain this information as soon as practicably possible.

- 6.3 The regulated service will complete a full provider assessment within 7 days of commencement of service, in line with the requirements set out in regulation 18 of the Regulation and Inspection of Social Care (Wales) Act 2016 and associated guidance found in the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. All personal plans and service delivery plans are reviewed and updated following the completion of the provider assessment. This assessment will form the personal plan and service delivery plan for that individual whilst they are in receipt of services from the regulated service.

- 6.4 Personal Plan reviews will take place quarterly, at a minimum, or as and when required. The service will keep records of all versions of the personal plan, detailing the changes of any revisions and outcomes. A copy of the updated personal plan will also be provided to the person.

7. Emergency Admission

- 7.1 Regulated services provided by BCBC aim to avoid unplanned and emergency admissions but recognise and accept that situations will arise from time to time which require swift action. In this instance, all background procedures required for a planned admission remain applicable as stated above, and the relevant staff member from the regulated service provision will gather, obtain, and/or supply the required information as soon as practicably possible.
- 7.2 As previously stated, initial personal plans will be created and implemented within 24 hours of the commencement of service based on the information provided from the referral and any conversations that are able to take place with the person, relevant professionals, and/or family members where possible.

8. Training Requirements

- 8.1 For each service there will always be a minimum of one person who is trained, competent, and has the relevant skills, knowledge and experience required to complete assessments.

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