

## Admissions and Exit Policy Adult Services

### 1. The Hamlet Charter

We believe that everyone at The Hamlet should be happy and safe. We are committed to a positive, planned approach to entering and leaving our services. We will focus on the unique needs and circumstances of each individual. Our charges are set at a level to support the provision of a high-quality service that requires specialist resources and highly skilled staff. The Adult Service is committed to ensuring we offer a smooth admission / exit and transition process for the individual, parent/carer and other organisations and professionals involved.

### 2. Purpose of this policy and why we have it

This policy ensures that everyone understands the importance and value of a consistent, well supported approach. We are fair, consistent and open in our decision-making process. We aim to set fees that are realistic and will cover our costs

### 3. Scope of this policy

The policy is intended for:

- Students who attend or are moving on from adult day opportunities
- Members who attend Out of Hours
- Family / carers / appointees
- Staff within the Adult Service
- Volunteers within the Adult Service
- External professionals involved in the transition process or commissioning of the service.

### 4. Policy implementation and monitoring

We have clear eligibility criteria:

- The individual has a disability
- The individual is between 18 – 29 for day opportunities or 16 plus for Out of Hours
- That the total number of students will not exceed 30 or the maximum numbers allowed for any one activity at Out of Hours (Out of Hours brochure)
- That the needs of the individual student or member can be met with regard to their specific care needs e.g. suitable space, care resources

- Both the care and social needs of other students are considered to ensure a balance can be achieved for all attendees.

#### **Decision making:**

The management team will normally meet in March to discuss Summer referrals on our expression of interest list and monthly thereafter until the summer.

If the above eligibility criteria are met, the Senior Manager of the Adult Service will make a decision about whether to offer a service taking all information into account and notify the individual and all those involved of the outcome. The following factors will be taken into account (these are not in order of importance, but are used as an aid to decision making):

- Other services available in the area to meet the specific needs of the individual
  - Family circumstances (including working parents; other dependent family members; living arrangements; siblings attending our centres)
  - Travel and locality – proximity to our centres
  - Length of time that the student has expressed an interest in attending The Hamlet.
- If all things still remain equal, we may offer each individual a proportion of time each week.
  - If we are unable to offer a place, we will give as full an explanation as possible without breaking confidentiality.
  - The Chief Executive will monitor and review applications for admission to the service and their outcomes.

#### **Transition into the service:**

- Transition into the service is planned via a review or documented discussion, with an action plan put into place on how this time-limited process will be achieved. This can be a gradual transition or an immediate transition based on individual needs
- An Adult Service referral form must be completed before commencing the service by the manager in consultation with the individual/ parent/ carer or professional
- A member of the management team will complete a Core Assessment prior to a student or member starting at The Hamlet (adult day opportunities).

#### **Charging:**

Each student or member makes payment to attend The Hamlet. This can be made in the following ways:

- Direct commissioning from Norfolk County Council / or Continuing Healthcare
- Direct payment made by the individual or nominated appointee
- Pay privately without using a Personal Budget.

#### **Charges and Payment:**

Charges are dependent on the assessed needs of the student / member. They have been worked out taking into account the cost of providing the service. They are regularly reviewed. At least 28 days' notice will be given before any change is introduced. The board of trustees monitor these changes.

A contract is drawn up between the person responsible for paying the charges and The Hamlet. An invoice detailing charges for use of service is sent out with dates/ activities and when payment is required.

Charges are still made for days / activities that are cancelled as per contract. There may be circumstances where a session will not be charged. This is at the discretion of the Senior Manager.

#### **Missed payments:**

If a payment has not been received within 30 days, a statement and reminder will be sent with a copy of the invoice(s). We reserve the right to cancel a service.

#### **Exiting the service:**

Adult Day Opportunities:

- Students must leave the Hamlet at the end of August following their 29th birthday. Students may leave the service at various times depending on their individual circumstances and choices
- Transition out of the service is planned, with an action plan put into place on how this time-limited process will be achieved
- Transition will normally start at or around the age of 28 years to allow time for change and consideration of the needs of individuals
- Students are supported to visit possible day-care providers in Norfolk to provide an informed choice
- Feedback is given to families / other professionals regarding providers visited
- Families / carers are encouraged to contribute to the discussion on suitable providers and to visit themselves if possible
- The Hamlet will support transition via other placement coordinators from other providers visiting the individual at The Hamlet and The Hamlet supporting the individual at their new placement if required. This will be

time limited and at the discretion of the manager (funding will be required to cover additional staffing costs and mileage).

**This policy should be read in conjunction with other relevant Hamlet policies and accompanying procedures.**

**Date approved by the Board:** September 2020

**Date of next review:** 2022

**Post holder(s) responsible for this policy:** Senior Manager Adult Services

**Signed by Chair of the Board of Trustees:**

A handwritten signature in black ink, appearing to read "Susan Maple". The signature is written in a cursive, flowing style.