



<b>Policy Title</b>	<b>Referral and Admission of Young People</b>	<b>Date Implemented or Date of Last Review</b>	<b>04/20</b>
<b>Policy Reference</b>		<b>Date of Next Review</b>	<b>04/21</b>

## 1. Introduction

### i. Aim of Policy

Cove has effective procedures for the management and processing of referrals and admissions to placements, which minimize distress for all young people.

### ii. Definitions

In this policy, ‘referral’ is defined as the approach to Cove by a local authority requesting the consideration of a particular young person by the service. ‘Admission’ refers to the process of a young person being referred, assessed and entering our services, and the procedures that accompany this. ‘Reception’ refers to the practical arrangements made by Cove staff by way of welcome, orientation and introduction of the young person to the Placement.

## 1.2. Referral Procedure

Cove Care – Residential takes referrals from a wide range of UK-wide regional frameworks and databases to which we have undergone rigorous quality assurance processes. These frameworks are supported by national contract arrangements which stipulate conditions for providers working with young people and delivery of the service. Cove also takes referrals directly from individual local authorities and clinical mental health settings, with whom we have developed a sound working relationship on the basis of successful admissions in the past.

When a referral is received from either referral pathway, this must be made in writing by the young person’s social worker or other local authority representative. If the initial referral has been made by a different professional, i.e. CAMHS team or in-patient social worker, they must be directed to request this written referral from the local authority in the first instance.

On receipt of the written referral, Cove Senior Management Team (SMT - comprising of a minimum of 1 director, a senior Head Office manager and at least 1 manager at Registered Manager level or above) will consider the referral, the service admission criteria (see below) and the young person’s potential impact on all Cove placements and the potential impact on the young person by the admission. Further information should be sought from the referrer and liaison with a Cove Team Leader or Deputy Manager at the placement should be made if the



initial consideration is inconclusive. The SMT should consider as much information variables as possible, including age and gender, developmental needs, mental health and risk assessment factors. Other information should include matching placement, staffing needs, and any organizational strengths and deficits, including any potential training needs.

If the initial screening by the SMT is favourable, either a Service Provider Response (SPR - i.e. regional referral form) or a Cove Referral Form should be completed and returned to the referrer. This can be accompanied by, or followed up with, a Cove Placement Offer report made by the Senior Management Team. These documents begin to map out the provisions by Cove which will be in place to meet the young person's specific needs. As such, this is often the commencement of the Care Planning process (see Policy).

When the local authority are satisfied with the SPR or Placement Offer they will usually confirm funding for the placement and an admission date. Best practice would be for the process to be a planned transition from the young person's current residence to the Cove Placement, although by the nature of the complex needs of the young people we work with sometimes admissions are necessarily more urgent. In these instances the impact and practicalities of a more emergency-driven admission are clearly considered as part of the above impact screening process by the Cove SMT from both the perspective of the young person being admitted and the current young people in placement.

## **1.2 Admission Procedure**

- i. The admission criteria to Cove placements is:
  - a. Both boys and girls, dependent on the existing gender balance and needs of the unit
  - b. Up to 17 year olds, where young people's needs are carefully assessed in terms of their age, ability, vulnerability and other risk factors prior to admission
  - c. Those children with mental health needs (MH), either suspected or previously diagnosed, at the time of referral
  - d. Young people with Emotional and Behavioural Difficulties (EBD)
  - e. Young people with moderate to severe learning difficulties (LD) are not considered for admission
  - f. Young people who require residential placements due to the inability or unsuitability of their current placement
- ii. The admission process is:
  - i. Prior to admission, the placing authority should sign an Individual Placement Agreement (IPA). Wherever possible, prior to admission, the Social Worker should also provide:
    - Local LAC paperwork relating to the essential information, social, educational and health needs, and care plan of the young person
    - A Medical Consent form, signed in every case by the social worker or individual parental responsibility for the young person
  - ii. If admission is agreed by all relevant agencies, the young person will be notified about this and arrangements made for any pre-admission or familiarisation visits



(see below). At this stage, if the timescale allows (i.e. pre-admission) the young person will usually receive:

- Young Person's Handbook
- Written details of the Young Person's Care Team, including key-worker; education link; any involved therapy provision where appropriate; any specialist mental health professional where necessary; and the senior team member/s responsible for overall care team supervision.

### **1.3 Reception Procedures**

- i. In accordance with the guidance contained in the Quality Standards: 'children are able to move into the Placement in a planned and sensitive manner'. This may involve, depending on the referral assessment and where highlighted in the risk assessment, familiarisation visits, with an allocated supportive escort, where the young person can view their new Placement and meet the young people and staff members.
- ii. As soon as possible after their admission, or prior to their admission if the opportunity arises (i.e. at the referral assessment of familiarisation visit) the young person is introduced to their allocated key-worker, co-worker and support worker. Arrangements will be made to ensure that at least one of these key staff is available on the day of their admission wherever possible.
- iii. The Young Person will be entered into the Placement Admissions log.
- iv. Head Office will complete a Cove Care New Young Person In Our Care form, detailing the young person description, needs, health issues and risks, and forward this to the home local authority and the West Mercia Database for information.
- v. Following admission, the young person will be sensitively and gradually inducted into life at the Placement. This will involve the following processes occurring, within the accompanying estimated timescales (although these will sometimes be different for each young person). The key-worker is responsible for coordinating this.
- vi. Any information the young person needs following their reading of the Statement of Purpose and Young Person's Handbook, or assistance in reading and comprehension of these documents if needed by the young person. Action: immediate/ongoing within the first 7 days.
- vii. A full orientation to the Placement, including all relevant fire safety information. A Fire Evacuation will be completed for the young person with 2 weeks of their admission, and thereafter each month. Action: immediate/ongoing within first 2 weeks.
- viii. Copies of their initial generic risk assessments and care plans, where appropriate, for discussion and agreement. Action: within 7 days.
- ix. A summary of their Individual Placement Agreement, where appropriate, and the aims of the placement as discussed in the pre-admission referral process. Action: within 7 days.



- x. A copy of the Cove complaints procedure. Action: within 7 days.
- xi. Information on the independent advocate service. Action: within 7 days.
- xii. The policy on Bullying Prevention. Action: within 7 days.
- xiii. The policy on managing difficult and aggressive behaviours at Cove, along with expectations of the Placement relating to acceptable/unacceptable behaviours and sanctions. The keyworker will clearly describe the use of Positive Behaviour Strategies (PBS) as a way of managing positive behavior rather than negative, and areas for PBS for the young person will be discussed early in their admission. This will include the risks associated with the young person running away from the Placement and/or going absent without leave, as indicated in the Placement Plan and with the agreement of the Social Worker. Action: within 7 days.
- xiv. Details of all Case Files that will be maintained for the Young Person and a list of contents for each; with the Policy on Access to Case Records. Action: within 7 days.
- xv. A written health plan should be agreed with the social worker, family and young person and implemented within the action timescale. Action: 28 days. The health plan will include:
  - GP Registration and information
  - Date of last statutory medical (access local authority statutory medical form if due)
  - Hearing
  - Optical
  - Dental
  - Mental health state
  - Allergies
  - Medication
- xiv. Where the young person has clear mental health difficulties, the key workers will commence a Wellness Recovery Action Plan (WRAP – see policy) which will identify strategies for prevention, maintaining wellness and avoiding relapses. Action: within 2 weeks and ongoing.

#### **1.4 General Reception Protocols**

- i. Young people are encouraged to bring their favourite and cherished possessions with them (as 11.3 of the National Minimum Standards for Children’s Placements).
- i. An inventory of the young person’s belongings will be made, signed by the young person and countersigned by two admitting staff at Cove. A copy will be updated on an ongoing basis to reflect the status of the young person’s belongings as they change throughout the admission, signed and countersigned as above.



- ii. The young person's food preferences, dietary needs, leisure activities and educational activities should be discussed, recorded and placed in their action plan. Their Social Worker may also be present during these discussions.

Signed by Cove Care

Lee Smith

Director

4/20