

# Admissions, Placement & Commencement of Service Policy & Procedure

## 1. Policy Statement

This policy outlines the structured procedures Silver Lining Care Ltd (SLC) follows in assessing, admitting, and commencing care services for young people. Silver Lining Care Ltd (SLC) is committed to providing a structured and responsive process.

This policy ensures compliance with:

- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, particularly:
  - Regulation 14: Suitability of Service
  - Regulation 18: Provider and Admissions Assessment

This policy supports a child-centred, trauma-informed, and multi-agency approach, integrating digital systems, safeguarding, and best practice standards.

## 2. Guiding Principles

- Foster positive transition experiences.
- Ensure a safe and compatible match with existing residents.
- Embed young people at the centre of decision-making.
- Maintain robust safeguarding and compliance with regulations.
- Uphold a commitment to continuous staff training and advocacy.

## 3. Roles and Responsibilities

- **Home Manager:** Leads the admission and assessment process, compatibility checks, and team briefings.
- **Senior Management & Responsible Individual:** Monitor compliance and support placement decisions.
- **Keyworker:** Builds rapport, coordinates induction, and represents the young person's voice.
- **Social Worker/Carer:** Provides essential background, supports assessments and planning.
- **Independent Advocate:** Ensures the young person's voice is heard and rights respected.

## **4. Pre-Admission Process**

### **4.1 Information Gathering & Consent**

- Initial referral information is obtained from the young person, their social worker, carer, or representative.
- Consent must be gained from the young person. Where capacity is uncertain, appropriate documentation from the local authority is required.
- Staff use digital case management systems to log and securely store all relevant information.

### **4.2 Admissions Pack Completion**

The Admissions Pack is a central, structured tool for managing all aspects of the young person's admission. It must be:

- Completed within 7 days of a standard admission.
- Completed within 72 hours of an emergency placement.
- Used to inform the Personal Plan, placement strategy, and review schedule.

#### **Pack Includes:**

- Admission Form (demographics, status, goals)
- Location Risk Assessment
- Document Checklist
- Professional Meetings Log
- SONAR Assessment
- Provider Assessment (Reg. 18)
- Matching & Impact Assessments
- Transition Plan
- YP Interview, Goals & Wishes
- Inventory and Toiletry Checklists

### **4.3 Care Needs Assessment**

- Completed by the Home Manager, with senior oversight.
- Includes physical and mental health, communication needs, risks, preferences, wishes, and goals.
- Aims to balance privacy with informed planning, focusing on abilities and future development.

#### **4.4 Impact & Compatibility Assessment**

- Evaluate how the new admission may affect or be affected by other young people.
- Conducted using structured tools (matching document and impact scoring).

#### **4.5 Pre-Admission Training**

Conducted over approximately 3 days:

- Admission briefing on the young person's profile.
- Review of previous transitions to apply lessons learned.
- Personalised training on identified support needs (e.g., trauma, de-escalation, health needs).

#### **4.6 Staff Briefing & Information Sharing**

- Review of personal placement plan, risk assessment, and behaviour strategies.
- Assignment of keyworker(s).
- Staff planning sessions for introductions and engagement strategies.

### **5. Admission Procedure**

#### **5.1 Day of Admission**

- Young person welcomed and supported by familiar staff.
- Provided with essentials: bedding, toiletries, clothing, etc.
- Helped to personalise their room (e.g., posters, colour choice, belongings).
- Supported in unpacking and familiarised with the home's layout, rules, and routines.
- Questions are asked about expectations, house rules, and preferences.

#### **5.2 Introductions**

- Young person is introduced to staff and other residents.
- Handbook reviewed in detail with keyworker.
- Encouraged to ask questions and express feelings.

### **6. Emergency Admissions**

- Governed by separate Emergency Admission & Review Policy.
- Basic telephone assessment recorded for the first 72 hours.
- Full assessment completed within 3 working days.
- Social services must provide a formal assessment within 2 working days.

## **7. Post-Admission Review & Support**

### **7.1 Initial Review**

- Conducted within 7 days of admission.
- Ensures care plan reflects current needs and goals.

### **7.2 Ongoing Reviews**

- Triggered by significant changes in need, placement concerns, or at set intervals (as agreed).
- Organisation may initiate reviews independently.
- Any permanent change triggers revised support and updated funding agreements.

### **7.3 Young Person Voice & Advocacy**

- Young person encouraged to give feedback throughout.
- Offered access to independent advocacy.
- Interview and goal-setting tools from the Admissions Pack form the basis for this engagement.

## **8. Keyworker Role**

- Keyworker(s) are introduced during the transition or on day one.
- Young people may request a change at any time.
- Relationship-building is prioritised to promote safety and trust.
- Keyworker supports goal-setting and monitors progress.

## **9. Staff Debrief & Continuous Learning**

### **9.1 Debrief Post-Admission**

- Team debriefs on transition.
- Review of training effectiveness.
- Collection of feedback from the young person.
- Identification of additional support or training needed.

## **10. Implementation & Monitoring**

- Overseen by the Home Manager with Senior Management.

- Monitored by the Responsible Individual.
- Reviewed quarterly to support continuous improvement.

### **11. Legislative Framework & Reference Materials**

- The Regulated Services (Wales) Regulations 2017
- The Social Services and Well-being (Wales) Act 2014
- National Assessment and Eligibility Tool:  
<https://socialcare.wales/hub/sswbact-assessment-tool>
- Blank Admissions Pack (March 2025)

### **12. Training Commitment**

Silver Lining Care is committed to continuous staff development. Training is reviewed and updated in line with regulatory guidance and the evolving needs of our young people.

**Review Date: July 2026**