

Providing Services and supports to People with an Intellectual Disability

POLICY ON ACCESS TO SERVICES – REFERRALS, ADMISSIONS, TRANSFERS

The purpose of this policy is to clearly set out Ability West's position in relation to referrals, admissions and transfers for individuals who request a service and/or supports from the organisation.

Referral applies to the process by which referrals are made on or on behalf of an individual.

Admission applies to the process by which an individual is admitted to the organisation's services.

Transfers applies to the process by which an individual moves/transfers from one service to another within the organisation's services; it also includes the transition process involved.

Ability West's policy on referrals, admissions and transfers sets out broad principles and accompanying procedures which are to be applied across all services in order to ensure that:

- Fair and proper procedures are followed in relation to the management of referrals, admissions and transfers
- the organisation has the resources available to provide the required service and/or supports at a safe level at the point of referral or transfer request
- the rights of people with disabilities are to the forefront in determination of decisions, taking into account available resources
- the nature and duration of service/supports being offered is clear
- the individual service and support need requirements of the person is clear

- Consultation and support through the process with all relevant stakeholders (including the individuals and/or their representatives, incumbent individuals)
- Processes occur in a timely manner
- on successful admission/transfer individuals and/or their representative are provided with clear written agreement in relation to placement
- on unsuccessful admission/transfer individuals and/or their representative are provided with clear written reasoning for decision
- there is a process in place whereby decisions can be appealed
- unmet needs are collated so that the need for further service development can be made clear to the funding authority
- the organisation can operate within its available funding, made available to the organisation by its funders
- all applicable standards, such as the National Quality Standards (H.I.Q.A.) are adhered to
- All application National Legislation and Regulations are adhered to.

Ability West, as patron to a number of special schools clearly acknowledge that children from such schools are positively considered in terms of referral and admissions to Ability West services.

In line with its vision and mission statement, Ability West upholds the dignity and respect of all individuals throughout the referrals, admissions and transfer process.

It is the policy of Ability West to endeavour to provide the most suitable service and supports to each service user, with the service and supports designed to assist each person achieve his/her full potential, and this is taken into account when decisions are being made in relation to admissions and transfers.

Ability West considers requests for referrals and transfers for services and supports on the basis of age, geographical area, disability and the capacity of the organisation to provide a suitable service and supports.

Specific procedures have been developed to ensure that adequate processes are in place for the above situations. This includes process for ratification by Board of Directors and appropriate notification to the H.S.E.

This policy will be reviewed every two years or more frequently if required.

Signed: *Breda Crehan-Roche*

Approval Date: 24/06/2013

Implementation Date: 24/06/2013

VERSION HISTORY:

Rev. 0	PREPARED BY: Bill Griffin, Director of Client Services Eileen Costello-Conneely, Service Quality Manager	DATE: 23/07/2009
	APPROVED BY: Breda Crehan-Roche, Chief Executive	DATE: 28/09/2009
Rev. 1	REVIEWED BY: Gerry Haslam, Director of Client Services Eileen Costello-Conneely, Services Quality Manager	DATE: 02/04/2013
	APPROVED BY: Breda Crehan-Roche, Chief Executive	DATE: 29/04/2013
Rev. 2	REVIEWED BY: Gerry Haslam, Director of Client Services Eileen Costello-Conneely, Services Quality Manager Service User Council Policy Advisory Group of Ability West	DATE: 18/06/2013
	APPROVED BY: Breda Crehan-Roche, Chief Executive	DATE: 24/06/2013
	NEXT REVIEW DUE:	DATE: 24/06/2015

REVISION HISTORY:

REVISION	DATE	DESCRIPTION OF CHANGE	CHANGE NO.
0	28/09/2009	Introduction of new policy	N/A
1	05/04/2013	See Q.A.R.F. No. 177	0177
2	18/06/2013	See Q.A.R.F. No. 182	0182