



Admissions and Referral Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure a transparent, fair, and person-centred approach to the referral and admission of new service users to CARERS' HANDS H C A LTD, in accordance with CQC standards and ethical care practices.

2. Scope

This policy applies to all referrals and admissions to our home care service, whether made by local authorities, healthcare professionals, families, or self-referring individuals.

3. Policy Statement

We aim to ensure that all service users are admitted in a manner that recognises their individual needs, promotes their independence, and ensures a safe and smooth transition into our care.

4. Legal and Regulatory Framework

- CQC Regulation 9: Person-Centred Care
- Health and Social Care Act 2008
- Equality Act 2010
- Mental Capacity Act 2005 (where applicable)

5. Referral Process

- Referrals may be received via phone, email, referral form, or in person
- Basic information gathered to determine eligibility and capacity
- Urgent referrals are prioritised appropriately



6. Assessment and Admission Process

- A comprehensive needs and risk assessment is carried out
- Assessment includes input from the individual, family, advocates, and professionals
- Consent is obtained and all preferences are documented
- Eligibility and suitability are confirmed before admission is offered

7. Compatibility and Planning

- Matching of care staff to user needs, preferences, and culture
- Service delivery plan developed based on assessment outcomes
- Start date, care schedule, and roles explained clearly to all parties

8. Transition Support

- Welcome information provided to each new user
- Introduction to care staff arranged when possible
- Queries and concerns addressed promptly

9. Refusal of Admission

- If we are unable to safely meet a person's needs, we will explain the reasons and offer signposting to alternative services
- All refusals are documented and reviewed

10. Documentation and Records

- All admissions are logged in our client databases
- Records include referral source, assessments, signed agreements, and care plans
- Confidentiality is maintained at all times

11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, incident reports, recruitment data, and service user feedback. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:



- ☐ Call the Office: 07535 8524917
- ☐ Email: carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026