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| Care Centre Admission & Discharge Policy & Procedure | | | |
| Policy Author/s | | Susan McGarvie | Care Manager |
| Date | 1 May 2019 | Signature | |
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The decision to make a move into a care home can be a very difficult one both for the prospective resident and the family. As such all care will be taken to make the process as simple and as seamless as possible. The Settlers Park Retirement Village Care Team approach is person-centered, mindful and compassionate – we endeavor to make the Care Centre feel as much like a home for our residents as possible.

The care centre is a service that Settlers Park provides for its residents and the greater Port Alfred community and as such it is important to ensure equity of resources and to ensure that residents who use the facility meet the admission criteria as outlined in the sections below.

1. Purpose

The purpose of this document is aimed at ensuring that all relevant persons are aware of the admissions processes and requirements as determined by Settlers Park Retirement Village management team and aligned with the Older Persons Act and the Housing Development Schemes for Retired Persons Act.

1. Statement

Settlers Park Retirement Village is a life-style retirement village and as such all admissions must comply with the Older Persons Act and the Housing Development Schemes for Retired Persons Act. A prospective resident or family member may call Settlers Park Retirement Village Care Centre for information at any time. Early contact will help residents and families make informed decisions regarding future choices. Obtaining all appropriate information about Settlers Park Retirement Village Care Centre will help both residents and families understand the services offered by Settlers Park Retirement Village Care Centre.

1. Objective

The main objective of this policy is to serve as a procedural guideline to employees with reference to admission of new or existing Settlers Park Retirement Village Residents to the Care Centre.

1. Scope

The Admission Policy is relevant to all existing Settlers Park Retirement Village Residents who wish to enter the Care Centre as well as new residents who intend to move directly into the Care Centre.

1. Responsibility

The Care Manager is responsible for the implementation of the admission policy. All professional care staff and support staff are obligated to familiarize themselves with the policy and the admission process and to implement it accordingly.

1. Related Policies And Documents
   1. The Older Persons Act and the Housing Development Schemes for Retired Persons Act
   2. Older Persons Charter
   3. Communication Policy
   4. Financial Policies
2. Admission Criteria

Residents are admitted to the Care Centre based on certain criteria, namely residents who are frail and in need of full-time care due to physical or mental frailty. This may include, but is not restricted to old age frailties, dementia, Alzheimer’s, stroke, palliative care, and post-surgery rehabilitation.

1. Admission Process
   1. Pre-Admission
      1. New Resident calls Care Centre to make enquiries. Any enquiries made at the admin offices will be referred to the Care Centre. Alternatively, existing resident or resident’s family contact care team. In cases where the family are far away; the neighbours may notify the care team of a potential need for intervention.
      2. Care Centre Admission information is given including:
         1. Fees and Services Information Pack given
         2. Membership Form
         3. Medical Assessment Form
         4. Financial Assessment Form
         5. Living Will Information Sheet
      3. All queries addressed by relevant team member/s
      4. Assessment of prospective resident is done by the care team
      5. All completed forms to be handed in with copy of ID document, medical aid card and financial statements & the living will document where appropriate
      6. Review of financial records and medical assessments by the admission committee
      7. Recommendation to be made by care team re admission of prospective resident
      8. Final approval to made by the Care Manager and the General Manager
   2. On Admission
      1. Admission forms to be completed with all relevant documents including the admission MOU and consent form and copies of ID and medical aid cards
      2. Allocation of room according to availability and resident’s needs
      3. all laundry to be marked and a detailed list to be made and signed by the resident’s family
      4. All valuables to be listed and described if resident wishes to keep valuables with them, but preferably all valuables should be retained by the family for safe keeping
      5. Leach Pharmacy account to be opened and scripts to be reviewed for “blister pack” process
      6. p & P card to be arranged for toiletries and special needs
      7. Pocket money process to be discussed with Welfare Manager
      8. Notification of admission to be made to resident’s doctor and all healthcare providers – OT, physio, audiologist, etc
         1. A new script from the new doctor is to be acquired before or as soon after admission as possible
      9. Discussion with family and resident regarding their wishes should the resident become ill – with reference to palliative care and the living will form
2. Discharge

The Care Centre is available for short and long-stay admissions and discharges are made based on the following criteria:

* The resident and family’s wishes
* Doctors recommendation
* Equity of resources
* At the discretion of the SPRV management and staff for any of the following reasons
  + If the resident presents with behavioural or health issues that is beyond the scope of the facilities’ ability to care for them
  + The resident presents a danger to other residents or staff
  + The resident refuses to pay the agreed tariffs
  1. Discharge process
     1. Ensure that the new residence or facility is appropriate and has the resources to manage the resident’s care needs.
     2. Complete discharge referral form to go with resident to new residence/facility which includes details of the care plan, medications and treatments that will be required and all pertinent information.
     3. Pack up all resident’s possessions – preferably with the resident and/or the family member responsible in attendance. Let the resident or responsible family member sign for any and all valuables that were put away in the safe.
     4. Notify the receiving residence/facility if appropriate.
     5. Follow up and make sure that the resident is settled in their new residence or facility and provide any additional information and support as required to give the resident and the family a smooth transition to the new residence/facility.

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| Review dates: | Reviewed By | Signature | Reviewed By | Signature |
| May 2019 |  |  |  |  |
| May 2020 |  |  |  |  |
| May 2021 |  |  |  |  |
| May 2022 |  |  |  |  |