

Referrals & Assessments

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02	Sep 2022	Fonts, headings, colours, grammar and removal of related policies list.	Sep 2022
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Contents:

Section No.	Section Header	Page No.
01	Introduction	2
02	Statement	2
03	Aim	2
04	Responsibilities	3
05	Enquiries	3
06	Referrals	4
07	Emergency Admissions	4
08	Assessment Process	5
09	Data Protections	6
10	Information Sharing	6
11	Transition Planning	6
12	Move in Planning	7
13	Entering into a Placement	8

14	Transfer of Discharge	9
15	Communication	9
16	External Agencies	9
17	Monitoring and Review	10

1. Introduction

- 1.1. Keystage Housing recognises that moving home, (when moving into one of our properties) can be a stressful and an unnerving experience, and as such staff endeavour to work with the individuals and their representatives at each stage of the process to ensure stability and transparency.
- 1.2. Keystage Housing also recognises that people at time may choose to, or need to move on from our service, and as such we endeavour to ensure that we are fully supportive of this process and ensure a smooth transition out of the service as possible, including working assertively to prevent any instances of homelessness.

2. Statement

- 2.1. Keystage Housing is committed to ensuring that all referrals for placements are dealt with in a thorough, timely and professional manner and in adherence with Keystage Housing's anti-discriminatory practices. Prior to offering a placement with Keystage Housing a comprehensive assessment will be undertaken to ensure that all prospective Service Users know that the home they choose to reside in will be able to meet their needs and aspirations. Information obtained to inform the assessment will be collected, processed and stored in accordance with the Data Protection Act 1998.

3. Aim

- 3.1. To ensure a consistent, effective and person centred approach to the management of referrals to our accommodation services.
- 3.2. Outline the process for entering Keystage Housing services for individuals, their representatives and agencies making referrals and to ensure this process is fair and consistent.
- 3.3. Ensure our positive approach and focus on person centred practice begins at the referral stage and continues throughout initial assessment and transition.
- 3.4. Develop a detailed outline of the resettlement support required to meet people's needs, preferences, any associated risks and planned outcomes.
- 3.5. Ensure clarity when determining whether the Service can meet the needs of an individual.
- 3.6. Ensure that the individual is central to the decision-making process throughout referral, assessment and resettlement planning.
- 3.7. Ensure that staff understand their responsibilities in the referral, assessment and transition processes.
- 3.8. Ensure effective and safe transition when people enter our services.

4. **Responsibilities**

- 4.1. Senior Leadership Team:
 - 4.1.1. For overseeing the implementation of this policy across its services.
 - 4.1.2. Ensuring our department, and locality managers are aware of their roles regarding this role and offering support where necessary.
 - 4.1.3. Ensuring swift responses to any enquiries which come through them.
 - 4.1.4. Ensuring relevant paperwork is in place to allow for the Locality Management team, Property Management team and other staff to carry out their roles.
- 4.2. Locality and Property Managers:
 - 4.2.1. To implement this policy and procedure.
 - 4.2.2. To ensure all staff are aware of this policy, and its contents.
 - 4.2.3. To receive all referrals and deal with them in a timely manner, arranging assessments and informing all relevant partners.
 - 4.2.4. To work with the named worker to develop an individual support plan for individuals and getting this agreed with any existing partner providers in place where necessary.
 - 4.2.5. To liaise with the senior leadership team throughout the process to ensure all parties who need to know are kept up to date.
 - 4.2.6. To ensure that the new tenant pack is ready for the individual to move in.
- 4.3. Employees:
 - 4.3.1. To support the Locality Management and Property Management team with all roles regarding the robust and trauma informed referral, assessment and transition of new service users/tenants
 - 4.3.2. To be a familiar figure for the new service users/tenants and partners, to liaise with during the process.
 - 4.3.3. To ensure the rota is designed to allow the new service users keyworker enough one to one support time to build a strong and positive relationship.

5. **Enquiries**

- 5.1. Any enquiries about vacancies and placements within Keystage Housing should be referred to the Referrals and Assessments Co-ordinator to deal with the enquiry and allocate the appropriate person to carry out the referral assessment.
- 5.2. The enquiry will be recorded and logged in the referrals file to ensure it is tracked and followed up. All known information will be recorded onto a referral form. As early as possible, any supporting documents such as Mental Health Risk Assessments should be requested to support any enquiries.
- 5.3. All enquiries should be sent via a Keystage Housings referrals form or via the Complex Needs Consideration Panel- where referrals will be manually updated internally.

6. Referrals

- 6.1. If the employee assessing the referral is assured that the person being referred has a primary need of Enduring Mental Health, Learning disability/autism, they will make the decision whether they feel able to proceed with the referral.
- 6.2. Referrals must come from an agreed provider for the scheme, via any MOU's, SLA's or partnership agreements set.
- 6.3. The Referrals and Assessments Coordinator will send information about Keystage Housing and Keystage CIC vacancies and current vacancies to interested parties, along with the referrals form either in hard copy or via online. It should also be requested that the form is returned with the most recent (if applicable) Care Plans.
- 6.4. All referrals must be screened by the Referrals and Assessments Co-ordinator for suitability of placement.
- 6.5. If the referral is not deemed appropriate at that time, the Referrals and Assessments Coordinator must convey their reasons, in writing to both the Property Manager and the referrers.
- 6.6. Referrers and/or applicants have the right to request an appeal to this decision within seven days of the decision. All requests must be provided in writing.
 - 6.6.1. If the referral is appropriate for the service then:
 - 6.6.1.1. The Manager will then contact the referrer to arrange an initial assessment within five working days of receiving the referral.
 - 6.6.1.2. The Manager will assign the person(s) responsible for completing the referral.
 - 6.6.1.3. GDPR and consent must be provided before any personal or sensitive information is shared.

7. Emergency Admissions

- 7.1. Keystage Housing does accept emergency referrals, pending availability, as Keystage Housing recognises that situations sometimes arise which make rapid action necessary. In these instances all Keystage Housing employees should be guided by the spirit of the procedures planned admissions and gather and supply all necessary information as soon as possible in as diligent and thorough a manner as possible.
- 7.2. Keystage Housing would require the same information as standard referrals, however would seek to fast-track the referral process, in gaining sufficient information and formulating an interim risk assessment where required.
- 7.3. An assessment for the suitability of the placement would be carried out or information gathered from various sources to determine the suitability and a decision made on the evidence gathered, which must include the following:
- 7.4. A complete referral form, this will include, amongst others, details surrounding the next of kin, GP name and contact details and medication requirements:
 - 7.4.1. The most recent risk assessment.
 - 7.4.2. The most recent needs assessment.
 - 7.4.3. Medical reports and CPA reports.
 - 7.4.4. Any additional information which would benefit Keystage Housing staff that could be provided would be appreciated.

- 7.5. This role will be undertaken by the Referrals and Assessments coordinator and the Locality Management Team in close consultation with the directors of the company.
- 7.6. Both the Locality Management Team and the Referrals and Assessments Co-ordinator must be satisfied as to the appropriateness of the admission for both the service user being admitted and the accommodation where they are being placed.
- 7.7. An emergency admission is made when the service user cannot remain in their current placement and there is no other suitable alternative placement available at the time.
- 7.8. Emergency placements may be of short duration to enable more suitable accommodation to be identified. Regardless of the length of stay by the service user, the following will take place to ensure that the service users' needs are met:
- 7.9. Regular planning meetings will be arranged and managed by the relevant professional in the referring team. These meetings will include all professionals working with the service user.
- 7.10. Upon receipt of an emergency admission, Keystage Housing staff will:
 - 7.10.1. Assess the service user needs in relation to the placement.
 - 7.10.2. Undertake risk assessments.
 - 7.10.3. Complete an emergency admission plan that informs staff how best to meet the service users' needs.
 - 7.10.4. Keep records and provide information to other professionals about the service user's behaviour and wellbeing within the placement.
 - 7.10.5. Undertake monitoring procedures and work on a resettlement plan were required.
 - 7.10.6. A key worker will be appointed to coordinate communication between Keystage Housing staff, parents and other professionals.
 - 7.10.7. Explore service users' religious and cultural beliefs as part of the assessment of need and support where practical.
 - 7.10.8. Explore service user's particular likes, dislikes and interests.
- 7.11. Where the service user is placed at the accommodation pending more suitable accommodation being identified, Keystage Housing staff will liaise closely with the new accommodation provider, sharing pertinent information. This will ensure as smooth a transition as possible for the service user.
- 7.12. Where the service user is not moving on, as soon as they are deemed to be settled, in consultation with the service user, professionals, families and home staff, the Keystage Housing Resettlement plan and risk assessment procedure will be followed.

8. Assessment Process

- 8.1. The Referrals and Assessments Co-ordinator will make initial contact with the Referrer to make initial arrangements to assess the potential service user and where appropriate will request information relating to the person's Community Care Assessment, current Care Plan/Reports (where applicable) from social care and mental health providers, Oasys and Risk Of Harm reports, adjudications and information relating to the engagement of the individual during their time in custody and engagement with probation services within the community.

- 8.2. The information obtained will be forwarded to the identified assessors together with some reference as to the type of placement requirement. Any further arrangements to conduct placement visits and changes to assessment dates will be carried out by assessors.
- 8.3. If the individual is being assessed for a particular accommodation the relevant Locality Management Team member will be expected to be involved at this stage. Assessment may be carried out as a joint panel assessment jointly in one visit or the Locality Manager may prefer to gather further information to inform the assessment process separately.
- 8.4. The identified assessors will assess the individual using the Keystage Housing referral management tools on the portal alongside any referral consideration toolkits used by the service, ensuring they gather in-depth information from all relevant people involved in the person's support and housing needs.
- 8.5. All relevant documentation relating to the individual should be requested at this time. This should include; current care plans, risk assessments, behavioural guidelines, records of accidents and incidents and any professional reports. This information will be used by the Assessors when completing their assessment and will be shared with the Locality Management Team and the Referrals and Assessment Coordinator.
- 8.6. As a matter of professional courtesy, the Referral and Assessment Coordinator (in the first instance) or in their absence, the Locality Management Team will liaise with the Referrer to enquire and discuss envisaged suitability for the scheme to ensure consistency between both parties.

9. Data Protection

- 9.1. Keystage Housing recognises the importance of processing the personal data of service users within our services in a fair and proper way, in accordance with the Data Protection Act 2018. Keystage Housing will at all times endeavour to ensure that all data relating to service users is stored and processed in accordance with the Data Protection Act 2018 (GDPR).
- 9.2. Keystage Housing request that the referrers seek consent from the individual in regards to GDPR at point of referral and follow their organisational policies and procedures.

10. Information Sharing

- 10.1. Keystage Housing will work in partnership with external agencies involved in the care and support of the individual to provide appropriate resettlement support to the individuals in accommodation services. Keystage Housing will request consent from individuals in regards to information sharing and communication with external providers and agencies.

11. Transition Planning

- 11.1. If the decision is made to offer a placement arrangements will be made for the individual, relevant others to visit the accommodation and meet with the staff team.

- 11.2. The staff team should ensure that all visitors are warmly welcomed and that the vacant bedroom is; clean, tidy and immediately habitable.
- 11.3. The staff team should ensure that all staff and service users (where appropriate) are made aware of the details of the visit.
- 11.4. The Management Team will then send a letter offering a placement, together with a deposit invoice (where applicable), which will include the completed assessment to the Individual once it receives final approval from the Directors. This will be provided to the individual within 72 hours of the assessment being conducted.
- 11.5. The Referrals and Assessments Coordinator will ensure that the database is kept updated throughout this process and once a panel meeting date is known this will also be entered.
- 11.6. The decision to offer a placement within a Keystage Housing service will be jointly made by the Referrals and Assessments Coordinator and the the Locality Management Team, including input from a Director and any external partners where a protocol and method of working has been agreed by both parties. If a decision is made that there are no suitable vacancies within the Organisation the Referrals and Assessment Coordinator will let the referring authority and relevant others know as soon as possible and offer a clear explanation.

12. Move in Planning

- 12.1. Prospective Service Users should be invited to visit the service, and will be able to meet the staff prior to moving in. In case of unplanned emergency referrals the Manager must inform the new Service user of key aspects, Support Agreement and philosophy within three days of moving in and the Service user must have the support agreement, Licence Agreement, terms and conditions and all other necessary information within five working days.
- 12.2. Service Users are moving in on the basis of an assessment of needs undertaken by the a member of the Locality Management Team following a referral. This assessment must take into account the views of the service user, their family (if appropriate) and other community or hospital based professionals involved in their care and support. The Manager must obtain a summary of the care management assessment and associated care and support plan for the Service Users who are referred through care management arrangements, where applicable.
- 12.3. The service user must have a sign up meeting with either the manager or one of the staff team. At the meeting the new service user will receive a welcome pack which will include:
 - 12.3.1. A copy of the signed Licence agreement.
 - 12.3.2. An up to date EPC certificate (where applicable).
 - 12.3.3. An in date Gas safety certificate (where applicable).
 - 12.3.4. How to Rent (where applicable).
 - 12.3.5. (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/496709/How_to_Rent_Jan_16.pdf)
 - 12.3.6. An inventory of all furniture provided by Keystage Housing.
 - 12.3.7. A Key holding agreement.
 - 12.3.8. A service user guide to Repairs.
 - 12.3.9. A service user guide to confidentiality and data protection.
 - 12.3.10. A service user guide to complaints and compliments.

- 12.3.11. A service user guide to safeguarding.
- 12.4. In the event the service user lacks the capacity to sign their own tenancy, the court appointed appointee must be present at this meeting to sign on the individual's behalf.
- 12.5. When moving in, the Service User should be introduced to their named key worker who will be responsible for the planning and implementation of the resettlement plan in collaboration with the Service User, relatives, other staff and healthcare professionals.
- 12.6. All staff are responsible for supporting the new Service user to settle into the service quickly by providing them with practical help to adjust their new accommodation.
- 12.7. The Service user's permission for photographs for support records must be obtained.
- 12.8. Service Users must have the opportunity of remaining registered with their own GP with the GP's agreement, or to register with a new GP if they wish.

13. Entering into a placement

- 13.1. After a service user has been assessed and has decided that they wish to be accommodated by Keystage Housing, the process will be as follows:
 - 13.1.1. Service Users wishing to live in one of the services.
 - 13.1.2. Prospective Service Users should be invited to visit the service, and will be able to meet the staff prior to moving in. In case of unplanned emergency referrals the Manager must inform the new Service user of key aspects, practices and philosophy within two days of moving in and the Service user must have the support agreement, Licence agreement, addendums and all other necessary information within five working days.
 - 13.1.3. Service Users are moving in on the basis of an assessment of needs undertaken by the Manager or staff team following a referral. This assessment must take into account the views of the service user, their family (if appropriate) and other community or hospital based health care professionals involved in their care and support. The Manager must obtain a summary of the care management assessment and associated care and support plan for the Service Users who are referred through care management arrangements.
 - 13.1.4. The service user must have a sign up meeting with either the registered manager or one of the directors of the service. At the meeting the service user will receive a service user welcome pack which will include:
 - 13.1.4.1. Two copies of the Licence agreement.
 - 13.1.4.2. An easy read guide to a Licence agreement (where applicable).
 - 13.1.4.3. An up to date EPC certificate (where applicable).
 - 13.1.4.4. An in date Gas safety certificate (where applicable).
 - 13.1.4.5. An inventory of all furniture provided by Keystage Housing.
 - 13.1.4.6. A Key holding agreement.
 - 13.1.4.7. A service user guide to repairs.
 - 13.1.4.8. A service user guide to confidentiality and data protection.
 - 13.1.4.9. A service user guide to complaints and compliments.
 - 13.1.4.10. A service user guide to safeguarding.
- 13.2. In the event the service user lacks the capacity to sign their own tenancy, the court appointed appointee must be present at this meeting to sign on the individual's behalf.



- 13.3. Prior to moving in and receiving support there must first be a written agreement for the cost of care between the service and the funding authority (or individual if self-funding).
- 13.4. When moving in, the Service user should be introduced to their named key worker who will be responsible for the planning and implementation of the resettlement plan in collaboration with the Service user, relatives, other staff and healthcare professionals.
- 13.5. All staff are responsible for supporting the new Service user to settle into the service quickly by providing them with practical help to adjust their new accommodation.
- 13.6. The Service user's permission for photographs for support records must be obtained.
- 13.7. Service Users must have the opportunity of remaining registered with their own GP with the GP's agreement, or to register with a new GP if they wish.
- 13.8. The service user should be introduced to their named key worker who will be responsible for the planning and implementation of care and support in collaboration with the Service user, relatives, other staff and healthcare professionals.

14. Transfer of Discharge

- 14.1. If a service user has to be admitted to hospital, the Manager must:
 - 14.1.1. Inform the next of kin where consent has been provided, and inform partner agencies.
 - 14.1.2. Complete an incident form if applicable, and keep a copy of all the resettlement plans on their file.
 - 14.1.3. Follow up transfer with a phone call to ensure that hospital staff have all the information they require to care for the service user.
- 14.2. If a service user is moving to another service or has decided to leave Keystage Housing the Manager and staff team have the duty to support the service user with regards to all practical aspects of the move i.e. helping the service user to pack their belongings and if necessary supporting the person to make arrangements to have their belongings moved to a new placement. The Manager also has the duty to liaise with a new service provider in the interest of providing the service user with the necessary care and support if this is appropriate, information is required and consent given.

15. Communication

- 15.1. The Local Management Team is responsible for ensuring all staff read and understand policies and procedures. Individual staff members are accountable for ensuring they read and understand procedures. Any new policy and procedure issued must be discussed at Staff Meetings and staff must acknowledge and receipt on the HR system to demonstrate knowledge and understanding.
- 15.2. Keystage Housing will assure itself that policies and procedures are being adhered to consistently through the Service Quality Audits and other applicable quality assurance processes such as health and safety and other compliance audits.



16. External Agencies

16.1. Keystage Housing will work in partnership with specialist third party care professionals, in relation to the support needs of Service Users and the coordination of their long-term care and support needs and move-on.

17. Monitoring and Review

17.1. Line Managers and team leaders will be responsible for general monitoring of these guidelines. Transgression will be reviewed with individual staff members, but in some cases, it may be appropriate to record examples for discussion as part of staff training or discussion at team meetings.

17.2. Significant and/or repeated breaches of this policy will lead to disciplinary action, up to and including dismissal.



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