WILLEN HOSPICE

Referral & Admission Policy & Procedure (CL025)

Approved By	Senior Management Team

Date of Approval	January 2017

Author(s) & Role(s)	S. Leverett, Senior Sister

Review Date	January 2023

Amendment History

Version	Date	Amended by	Reason
06	January 2017	Sally Leverett	Major review of policy with detailed information on the various organisations operational policies removed and list of related operational policies included at the end.
07	January 2020	Jackie Meissner-Associate Director for In Patient and Community Services. Kay Fenton-Medical Secretary and PA Director of Clinical Services	Policy due for review. Amendments made to support changes in clinical services and referral pathways.

Referral & Admission Policy & Procedure

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Policy and Procedure (CLO25)

For the purposes of this document the term 'the Hospice' relates to Willen Hospice and Willen Hospice Ventures and the term 'staff' relates to employees, bank & agency staff and volunteers.

1.0 Policy Statement

This policy is designed to outline the services offered at Willen Hospice and be a guide as how to refer into those services.

2.0 Responsibility/Accountability

Ultimate Responsibility	Director Clinical Services
First Line Responsibility	Clinical Heads of Departments
Additional Responsibility	All Clinical Staff

3.0 Aim

The Hospice offers patients aged 18 years and over who have a life limiting illness, specialist palliative care which addresses their physical, social, emotional, spiritual and psychological needs.

This may involve input from one or all of the following teams, the Inpatient unit (IPU),Clinical Nurse Specialists (CNS), Willen at Home Team (WAH), Spiritual Lead, Patient & Family Services Team (PAFS), End of Life Psychologist, Physiotherapy or the Wellbeing Team.

4.0 Eligibility Criteria

The Hospice offers specialist palliative care services to patients aged 18 years and over with a life limiting illness.

Other diagnoses are assessed for suitability and accepted if the problem is deemed to be within the specialist palliative care expertise of Willen Hospice.
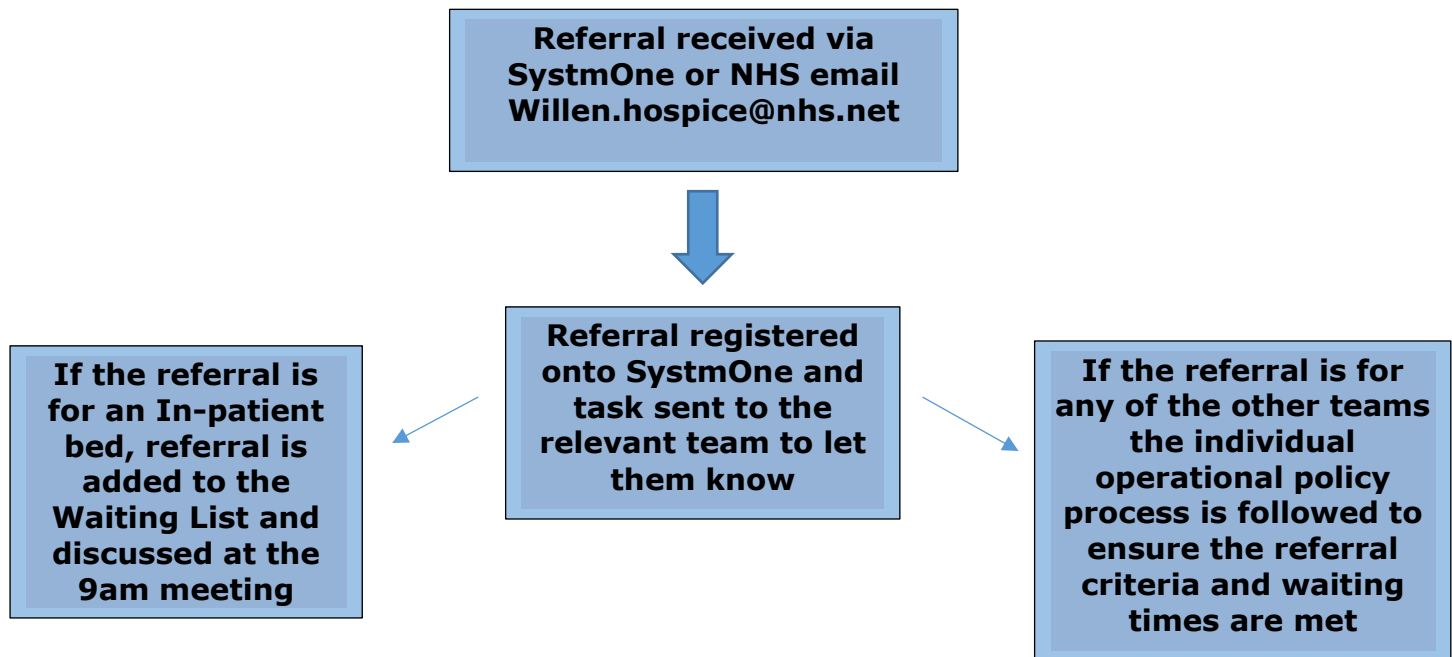
The Hospice team will carefully assess patients who are referred for In-patient Care and have an underlying diagnosis of dementia e.g. Alzheimer's, learning disability or profound psychiatric illnesses, as maintaining patient safety is paramount. However, support and advice may be provided within the patients' own environment if appropriate.

Due to demand for services particularly in the Inpatient Unit the Hospice cannot accept requests for planned respite admissions nor can the Hospice offer long term inpatient care.

5.0 The Referral & Admission Procedure

The referral and admission procedure for each service can be found in each of their own operational policies.

WILLEN HOSPICE REFERRAL PATHWAY

Referral received via SystmOne or NHS email Willen.hospice@nhs.net

Referral registered onto SystmOne and task sent to the relevant team to let them know

If the referral is for an In-patient bed, referral is added to the Waiting List and discussed at the 9am meeting

If the referral is for any of the other teams the individual operational policy process is followed to ensure the referral criteria and waiting times are met

6.0 Audit

Adherence to the stated procedure will be audited annually through an audit trail of a random selection of referral and admission episodes over the course of the year to ensure adherence with the principles above.

7.0 Compliance with Statutory Regulations

Care Quality Commission- Essential standard of quality and safety
(2010) Data Protection Act (1998)
NMC Code professional conduct
(2015) Human Rights Act (1998)

Equality Act (2010)
Mental Capacity Act (2005)
The Health and Social Care Act
(2008) End of Life Care Strategy

8.0 Related Policies

Willen at Home Team (WAH) Operational Policy and Procedure
Physiotherapy Operational Policy and Procedure
Complementary Therapy Operational Policy and Procedure
In-patient Unit (IPU) Operational Policy and Procedure
Lymphoedema Operational Policy and Procedure
Patient and Family Services Operational Policy and Procedure Willen
Wellbeing Centre Operational Policy and Procedure