

Newtown Neighbourhood Centre

Section 6

Operational

Transition and Exit Policy and Procedure

Policy:	Transition and Exit
Sub heading:	Operational
Status:	Operational
Approval date:	27 th November 2007
Approved By:	Management Committee
Review Date:	November 2010
Staff Training Date:	23.10.08

Policy

All staff and volunteers will adhere to the Shopping Service Transition and Exit Policy and Procedure, which identifies and manages client's risks in a systematic and just manner, reflects the behaviour expected of staff and volunteers and is designed to encourage integrity and professionalism.

Objectives

To assist the smooth transition between the Bus Service, Assisted Shopping or List Shopping services after risks pertaining to clients have been identified.

The exit planning for clients of the Shopping Services commences on initial contact and assessment, with the exit being fair and non-discriminatory. Clients will have an understanding of the process for leaving the service, and that a request to return to the service can occur at any time.

Responsibility

Board of Management
Executive Officer
Shopping Service Coordinator
Shopping Service Staff and Volunteers

Procedure Relating to the Policy

Transition

- All Staff and volunteers are to monitor clients at each opportunity and assess whether an individual places them self, other people or the service at risk.
- Increased risk behaviours may include increased frailty, behavioural issues, and dementia, increasing immobility, short term limited movement e.g. broken leg, or unsafe behaviour.
- All observed behaviour of a risky nature must be reported to the Coordinator at the first opportunity.
- The Coordinator will record this information in the client file.

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- All incidents are to be reported to the Shopping Service Coordinator and recorded on the *Hazard/Incident or Accident Form*.
- The Coordinator will discuss the staff member's concern with the client either at the Centre or at the client's home as soon as practical.
- The Coordinator is to contact the guardian, relative or next of kin, where relevant, if there is a language barrier or cognitive difficulties.
- Depending on the risk the client may be moved to another service immediately.
- If not moved immediately staff and volunteers are to monitor the client over the next 2-3 trips and feedback observations to the Coordinator after each trip.
- The Coordinator will continue to record the relevant information in the client file.
- If the identified risk is continuing, or increasing, the client or a relative requests a different service the Coordinator will visit the client again, conduct a *Risk Assessment* and discuss the need for an alternative shopping service.
- Alternate shopping services may include Assisted Shopping, List Shopping, or with other agencies.
- All contacts and conversations with the client or next of kin/guardian are to be recorded in the client file.
- All communication with the client and/or next of kin/guardian are to be respectful, understanding and informing of the identified risk/s and NNC procedure.
- A letter advising of the outcome of the discussion and providing a calendar with the dates for the alternate service clearly identified is to be written by the Coordinator and sent to the client within 7 days.
- Depending on the availability of vacancies a client may be placed on the List Shopping service, until a vacancy becomes available with the Assisted Shopping service.
- If a client is unable to independently get in, or out of the bus or motor vehicle they may be only offered the List Shopping service.
- If a client is not satisfied with the alternative arrangement the Coordinator will explore all other options and provide a copy of the *Feedback/Complaints form*.

Exit from Service

- If a satisfactory solution cannot be found then the client will need to be exited from the shopping services.
- A referral and the forwarding of the CIARR may need to be made to another agency

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- If a client makes an independent decision to leave the service the Coordinator will ensure the client has made an informed decision, all options have been explored and if exiting the service will conduct an Exit Interview.
- A letter advising of the reason/s discussed for the exit from the service, any alternative options and the right to return to the service, if circumstances change, will be sent by the Coordinator within 7 days of the client exiting the service.
- Each time a client exits the Shopping Service the MDS will be completed.
- The client file is to be closed and archived in a locked filing cupboard.

Documents Relating to the Policy and Procedure

CIARR

Exit Interview Form

Feedback/Complaints Form

HACC National Service Standard Objective 4

Hazard/Incident or Accident Form

Risk Assessment Form

Shopping Service Exit Letter Template