

**APRIL COMPLETE CARE SOLUTIONS LTD**  
**(The “Company”)**

**Hospital Admission Policy**

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## **Introduction**

All service users admitted to Hospital either planned or in an emergency must receive equitable treatment and be provided with standard information to enable them to be safely orientated and made to feel secure in the environment. At the point of admission the staff looking after the service user must record all information required to ensure the needs of the service user are fully met during their stay in hospital, and ensure that appropriate provisions can be made for discharge.

If a service user is admitted to hospital in an emergency and in the event of a member of staff being present at the time, this member of staff must accompany the service user and inform the Manager or on-call Duty Manager immediately who will then inform the next of kin and other relevant parties.

Each service user arriving to the hospital must be greeted by a member of staff who must introduce themselves by name and title e.g. doctor, nurse.

An outline of the admission process must be described. The name of the doctor under whom the service user has been admitted must be given and details of any routine procedures, i.e. taking of details, routine observations, blood test, must be explained.

The service user must be orientated to the local environment including toilets, washing facilities and nurse call bell system.

### **Admission to a Procedure/Assessment area**

If the receiving area is not a ward, e.g. an assessment area, the location and assessment process must be explained, making clear that the area is not a designated ward, but an area for assessment and that following designated procedures a decision will be made regarding the need for admission or discharge. If admission is required a bed will be located appropriately.

Timely updates of the admission/assessment process must be given to the service user.

### **Admission to a ward**

On arrival to the allocated bed, it must be considered if it is appropriate to introduce the service user to others in the bay.

Visiting times must be explained clearly, highlighting the reasons for restrictions and these details should be highlighted to any accompanying person.

The procedure to be followed in the unlikely event of the fire alarm sounding must also be explained, as should fire alarm test days and times.

### **Individual Needs**

The service user must be asked if they have any particular needs to be addressed during their hospital stay. At this point it is important to establish if the service user has any communication requirements.

Assessing a service user's needs can be achieved by applying standard questions during the admission process including questions relating to previous access to health services. The member of staff escorting the client can assist with this process if the service user is having difficulty.

## **Raising Concerns**

Each service user must be informed that if they wish to raise concerns or are unhappy with any aspect of their care, they may raise the matter with any member of staff so their problem can be resolved quickly.

## **Wrist bands**

Staff must ensure that all service users admitted or under going treatments must have 1 wrist band detailing the following:

- Full name
- Date of birth
- Phone number

The wrist bands must be red if the service user is reported to have an allergy. All details must be checked with the service user or accompanying person prior to application.