

Providing information in cases of emergency/rapid admissions

Not all admissions are planned and, in some cases, admissions may happen very quickly – for example, when someone suffers a very sudden decline in health and requires immediate care, or when a person is discharged from hospital at short notice.

This information sheet sets out your obligations under consumer law to provide information in cases of emergency and rapid admission situations.

Rapid admissions

Where admissions happen quickly, you should make sure that:

1. A potential resident and their representatives are **provided with all the information they need** about your home (that is, the key and important additional information) in a clear fashion **as soon as reasonably practicable** – and at least by the time you make them an offer of a place in your home. It will not be enough to provide them with the information once the resident has moved into the home.
2. **You have systems in place** to meet your information obligations when emergency and rapid admissions occur, while ensuring that a resident gets the care they need, when they need it.

For example, in cases of hospital discharge you will normally need to visit the potential resident to make sure your home can meet their needs – this may involve:

- a. Before starting the assessment process, explaining the key information to the potential resident and their representatives. This will include information about:
 - Your weekly fees
 - Any upfront payments
- b. Providing them with further written material about your home – for example, an information pack – that clearly highlights the important, additional information and answering any specific questions they have at that point
- c. If appropriate, embarking on the assessment process



Remember!

Ensuring that you have systems in place to provide potential residents and their representatives with upfront information in cases of emergency/rapid admissions is likely to be particularly important where residents lack mental capacity. In these cases you will need to engage with their statutory advocate, who will have been appointed to act on the resident's behalf.



You should take extra care in cases of rapid and emergency admissions to ensure that the information you provide is given in a way that potential residents and their representatives can genuinely process and understand, before making decisions.



The fact that an admission might happen at speed is not an excuse for you to fail to give residents and their representatives the information they need to make informed decisions – it will not be enough to give a resident the information once they have moved into your home.