

H3 Handover

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

Policy

To ensure staff receive all relevant information to enable them to carry out their duties effectively

Procedure

Handover process / meeting

1. Older adult's residential services staff handovers must be at the start and finish of every shift.
All handovers should be carried out in a place where confidentiality can be maintained and in a business-like manner.
2. Where there is no handover meeting staff should refer to / review any communication records for information about previous shifts and follow through any outstanding actions.
3. Handovers should be used to prioritise and delegate necessary actions and inform all staff of:
 - Relevant information concerning the health and well-being of the people who are using the service.
 - Any building / equipment issues.
 - Staffing.
 - Appointments, both external and internal.
 - Telephone calls which need to be recorded.
4. It is the responsibility of the person carrying out the handover to ensure that any staff member returning from a period of absence is updated on significant events.
5. Handovers should not replace familiarisation of the daily records and person centred care plans.
6. In domiciliary services / supported living services staff should report any significant issues to the office / out of hours staff. All information must be recorded on the daily records / communication records by the member of staff.

Recording

1. All entries should be legible, accurate, factual, dated, timed and signed by the person making the entry. Services should record information as agreed with their service manager.
2. Records should be used to capture information and record it (as in point 3 of handover process / meeting) such as:
 - Relevant information concerning the health and well-being of the service users.
 - Any building / equipment issues.

- Staffing.
 - Appointments, both external and internal.
 - Telephone calls which need to be recorded.
3. Personal details about the people using the services / staff must not be recorded e.g telephone numbers / specific medical details. For handover purposes it is appropriate to write the person's name and the relevant document you are referring to e.g. Persons care on IAS / support plan OR persons file / staff file.
 4. Messages for individuals must be signed and dated for when received.
 5. Any message that requires an action must be acted upon and the outcome recorded, signed, timed and dated.