

**PROCEDURAL GUIDANCE FOR SUPPORTED LIVING SERVICES/OUTREACH/ADULT CARE HOMES**

# PROCEDURE TO BE FOLLOWED AT HANDOVER

The following guidance will vary and is dependent on service type, number of staff and staff availability, shift times and commissioning requirements.

1.1 The handover will normally be conducted in the person supported’s home and should be done in a way that is not intrusive. Staff should be aware of the need to deal with confidential information in a sensitive manner.

1.2 Individual method of handover should be identified by the Team Leader in agreement with their Area Manager which is appropriate for the service. The Team Leader will agree a specific protocol with the Area Manager for the property/service and ensure that all staff understand and follow the protocol. The handover protocol should be stored on Carista under ‘service documents’.

1.3 There must be an auditable written record of what information has been handed over (Appendix 2) or agreed equivalent which must include all areas in Appendix 2.

1. **Minimum Requirements at Handover**
   1. Regardless of the agreed method of communication at handover, the following is the minimum expected information to be exchanged

* Key changes in support needs for each person supported
* Any incidents which have occurred and been reported
* Any changes to risk management plans
* Any medication changes, medication administered
* Read and action the service diary and communication book
* Any staffing issues e.g. sickness, minimum staffing levels, highlight

to Team Leader/On Call any cover required for next shifts

* Confirmation of balance of service user monies in line with G016 Management of Service User Finances, using Personal Cash and Income Expenditure Sheet (**Appendix 1b, 1c OR 1a)**
* Number of technology devices available for staff
* Clear identification of key holder where appropriate
* Clear arrangements for the induction of any new/casual/agency staff to the service
* Health, safety and security issues, including equipment and environment
* Which people supported and staff are in or out of the building with likely timescale of their return, if applicable

**3.0 Workplace Orientation Form** (Appendix 3) for agency / casual staff to be completed for any staff on their first shift at this service or with a different person supported or upon request.