

## Handover Policy and Procedure (ALICS)

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Name of responsible (ratifying) committee	Policy Review Group
Document Manager (job title)	Managing Director (Live in Care)
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### Version Tracking

Version	Date Ratified	Brief Summary of Changes	Owner
1	28 Sept 2018	Changes to reflect new live care management structure and companies	DS
16/1	1 April 2020	Annual issue update	DS
2	25 Sept 2020	Scheduled review, no material changes	DS

### Purpose of this document

This document is designed to outline the importance Agincare's Live-in Care companies place on the provision of a thorough and detailed handover between care workers leaving placement and a new care worker arriving.

### Policy Statement

Agincare accept that any changes and interruptions can be distressing for our clients and handovers form a vital part of minimising and alleviating any negative impact the change in care worker may have. Handovers between care workers are an essential part of facilitating a smooth transition of our clients care service provision from care worker to care worker.

### Process

Care workers have to leave placement with a client for a variety of reasons. Handover is a vital task to ensure that information about the clients support, care needs and environment is accurately passed on to the new care worker to maintain continuity in a quality service.

- a. Once the incoming care worker has accepted the placement, he /she will receive a confirmation of placement email which provides information about the placement.

- b. The care worker is required to make contact with the client and care worker currently in place at least 2 days before commencing duties to introduce him/herself.
- c. Handover usually take place at 1300hrs **unless** specifically advised to the contrary on request of the client, outgoing care worker or due to emergency changes **and agreed by the Care Coordination Team in order to ensure a coordinated handover at the revised time.**
- d. Changes to handover times are not to be agreed by the care workers themselves but **must** be arranged through the office and authorised.
- e. It is the incoming care workers responsibility to arrive in a timely manner for handover.
- f. Handovers usually take an average of 2 hours. Outgoing Care workers must allow for the expected handover time when arranging transport/ travel to leave the placement and must not make costly travel arrangements that may not be able to be met should the incoming care worker be delayed.
- g. An Induction to service/handover form must be completed by both, the outgoing and the incoming care worker. Care workers signature indicates agreement to sufficient information having been received on the following:
  - Client information (this includes introduction to the client, a general tour of the premises and clients care plan, risk assessments, medical conditions, financial arrangements, contact with other health care professionals and documents which are required to be maintained whilst in placement)
  - Client specific equipment
  - Medication management
  - Access to property and security
  - Personal protective equipment (PPE)
  - Reporting to the central office
  - Financial transaction
  - Emergency transfer/discharge information
- h. It is the **outgoing care workers** responsibility to post the signed induction to service/handover form back to the office on leaving placement. Where there are disagreements between the incoming and outgoing care worker during handover and signing off, the office must be informed immediately.
- i. Handovers must take place face to face and are not acceptable to be carried out over the telephone unless in exceptional circumstances and only when instructed to do so by the Agincare Live-in Care company Office Team.
- j. Outgoing care workers must **NOT** leave placement prior to the arrival of the new care worker unless specifically authorised to do so by the Care coordinator or manager.
- k. Ineffective/incomplete handovers can lead to a break down in service provision to our clients.
- l. If it can be identified and evidenced that a poor handover has caused distress, injury or breakdown in the care provided to our clients, the care workers may be dealt with under Agincare's disciplinary policy and procedures.
- m. All handovers are to be carried out in a **professional manner** by care workers at all times.

- n. Care workers who place a client at risk due to an unprofessional handover could find themselves subject to disciplinary procedures

### **REVIEW OF THIS POLICY**

Review of this document is recorded on the controlled index and reviewed annually as part of the management review process.

### **Policy Review Group**

**Date:** September 2020