

HANDOVER		
VERSION No	4	
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Policy Statement

The purpose of a shift handover policy is to ensure the continuity of care people receive by the passing on of essential information and the professional transfer of responsibility and accountability at the changeover of support or care workers from one shift to the next. People receiving support are vulnerable to gaps in care that result from a breakdown in communication and failures in the transfer of accountability between workers. Shift handover is an important process carried out within safeguarding and person-centred planning frameworks to ensure the safety and wellbeing of residents, workers and others. Shift handover reduces the chance of adverse events, reportable incidents, and legal claims of negligence.

The Policy

It is vital that all personnel involved in the shift-handover process are fully aware of their roles and responsibilities, as outlined below:

-  outgoing personnel are responsible for ensuring the incoming personnel understand the status of individual residents, day to day procedures, activities and systems before leaving the workplace;
-  incoming personnel are responsible for ensuring they understand their responsibilities and that there is sufficient competent staff to carry out the work before the outgoing personnel to leave the workplace
-  people returning from a long break need a more comprehensive handover
-  care is required when an experienced person is handing over to someone with less experience.

The handover

-  senior staff responsible for shift handovers will receive adequate training and supervision before being responsible for handovers
-  the individuals being cared for are included in the handover process to the greatest extent possible and in such a way that supports their safety, health and wellbeing.
-  The nurse in charge who is / are responsible and accountable for the transfer of information at the beginning or end of a shift, to ensure the safety and wellbeing of people in the home
-  a handover is a mandatory part of each shift for all staff
-  accurate, relevant and timely information is required to preserve the continuity of care and support of a resident
-  An up to date handover notes are printed and given to incoming to shift HCA staff by the nurse in charge
-  The nurse in charge has a duty to keep up to date the handover notes on the nurses' laptop throughout the shift
-  The handover notes contain photographs of the residents as well as a brief summary of their needs and risks assessed
-  communications should outline what has happened during a shift or a series of shifts if necessary so that the actions and level of support required to ensure that the individual resident or group of residents are safe
-  all handover communication needs to be understandable and unambiguous, and any written information needs to be legible

-  care or support workers need to understand their individual and combined responsibilities during the shift
-  all communication during handover must comply with the organisations policy on Data Protection and Confidentiality and the related legislation in those policies

Training Statement.

Staff will be trained and supervised in preparation for being responsible for shift handovers. All staff will be aware of their responsibilities in a shift

Related Policies
Confidentiality
Data Protection
Equality and Diversity
Health and Safety
Privacy and Dignity
Record Keeping