

# Wellingtonia Handover Policy



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## **HANDOVERS / COMMUNICATION**

**Handover times are stated below:** (handovers should last a minimum of 10 minutes) please ensure that all children are commented on even if it's only very brief. Please note- day to night handovers may take longer.

*Night shift to day shift 7am onwards*

*Day shift to school staff 8.50am- 9am (in school staff room)*

*Day shift to night shift 21.30pm-10pm*

**Senior support workers** will naturally take a lead in delivering handovers however should a senior not be available, **Support workers** with experience will be expected to be responsible for ensuring they happen. Each room has a **checklist** that needs to be completed prior to handovers. This is to ensure that nothing is missed. Again, Senior support workers are responsible for ensuring these are completed or they will be delegated to a support worker if a senior is not available. (*acting senior pay may be given to those selected to step up*)

It is important that staff arrive on shift early to begin the handover process (10 minutes before the shift starts). The handover is of paramount importance for staff working in an environment where effective communication and consistency underpin good practice.

A member of staff on duty meets with the incoming shift at 06.30am prompt and discusses the relevant issues from the previous two shifts. (There may be times when issues from other shifts are relevant to discuss). The Handover Sheet (in the daily log) should be part of the verbal handover.

The incoming staff team should then plan their shift, taking into consideration appointments, meetings, transport, and wishes of the young people also taking into account the previous shift information and what has happened over the last twenty-four hours. Discussing risk assessments, activities and meetings are crucial to managing the shift coordination.

Staff can greatly influence each other during handovers and meetings. An approach that is less than professional can have the effect of bringing the incoming staff down, for example; "It's been a terrible shift, it's all yours and good luck!"

Negative moods, tone of voice, language used, sarcastic and/or derogatory comments can all have a demoralising effect on staff and young people, not to mention creating an abusive environment.

Good communication and positive environments are created with confidence in a system that is clear, consistent and fair. This is maintained by all staff moving in the same direction, ensuring they are familiar with the guidelines, maintaining consistency in their approach and communicating with colleagues on decision making.

Working in isolation, deviating from acknowledged guidelines or changing rules to suit the staff member create confusion, uncertainty mistrust and disharmony for everyone.

## **RECORDING**

Any form of recording by staff should be legible, factual and child centered, it should not have opinion unless the individual states this.

Other staff will need to read what is recorded, as will other agencies e.g. Parents. Social workers. The young people will also read their reports (Unless limitations allow) and have access to their files. It is important to ensure language and presentation of all written work is to a high standard.

Good, clear recording is essential when communicating information to others.

The author should sign all recording; they should also print their name and date the entry.

When applicable, the author should also note the time.

### **Log Book (daily log)**

- Each new log book is numbered with a start date.
- All staff names, signatures and initials are entered into the front of the log book This enables identification of signatory entries.
- Start each new day on a new page. This aids easier referencing.
- Each page is numbered, to ensure that there are no missing pages.
- Staff on duty are identified at the beginning of each day for early, afternoon and waking night shifts
- The name of the person and time of log entry are entered into the first two columns of the log book i.e. times of a young person's comings and goings from the home, staff leaving/returning, visitors to the home, telephone calls etc.
- Every entry is signed by staff making the entry. The signature should be consistent with the specimen signature in the front of the log.
- It is helpful for staff if their name is identified and highlighted in the left hand column if there are any messages.
- Entries should be as short as possible. Contents of entries should be clear, concise and correct and not contain any information of a confidential nature.
- The log book should be a source of information of a non-confidential nature and a directory to where the reader can find further information i.e. daily notes, main file.
- If the page is not fully complete, draw a diagonal line across the remainder of the page before commencing a new day with a new page.

- The handover **MUST** be evidenced in the daily log after **EVERY** shift.

## **Diary**

The home diary is integral to the smooth running of the home and must be kept up to date and checked regularly. Appointments that are missed from the diary can be frustrating for the young person and both internal and external providers.

- The diary must be used to record all events concerning the young people i.e. appointments to see a doctor, review dates, meetings, sessions, Social Worker visits etc.
- Diary entries should also be signed/initialed.

## **Files (paperwork)**

- Each young person has three files; an admissions file, working folder and a medication file.
- It is the responsibility of all staff to ensure that files are kept tidy and are sectioned correctly. Individual Keyworkers/Team leaders should regularly check this is the case.(they are audited by management regularly)
- Young people can have access to their file; however, any information in the confidential section should be removed first. Permission to see information in the confidential section would need to be sought in writing from the Social Worker.
- When a young person departs, Keyworkers need to dismantle the files by sectioning it off into envelopes and taken to Administration for archiving.

## **Central register**

On the main landing there is a central register kept in the white cupboard.

This is to be read and checked at the **beginning of each shift**.

When night staff come onto the landing, the responsible person or team leader should check the register to see which young people are in the building (going around, checking each room, and ticking their name if present). If the young person is at home, they should put a H in the box.

When day shift arrive on shift, they will have a verbal handover with night staff and then check the central register (also going around the bedrooms to check that all young people are present).

## **Communication book**

Each family room has a communication book, which is a hardbound book.

All relevant information during a shift should be entered into this book and be clear and legible.

This should be read at the beginning of the shift by all staff and signed to say you have read and understood the information. This should also be taken onto the landing at the end of the shift for the night team to read and sign.