

CITY of EDINBURGH COUNCIL

HEALTH AND SOCIAL CARE DEPARTMENT

PROCEDURE

Handover of Care package to Care At Home Agencies

Introduction

To ensure that our service is as efficient as possible and the service user continues receives the continuity of care required during a change of care provider, a formal handover meeting will be required. The tasks outlined below should be carried out on every occasion when transferring the service from Home Care to a Care At Home Agency and consequently will form part of the contract.

The tick box has been provided as a reminder of tasks that need to be considered and should be completed if they are included in the transfer

1. Home Care Coordinator will decide the length of time our staff will be involved to ensure the handover is effective. They should also decide who should be included in the transfer and what tasks and duties needs to be undertaken.
2. HCC will contact CAH Agency and arrange a date and time for handover and agree on timescales for this. The date and time must be logged on SWIFT and copied into Team diary or equivalent.
3. Service Users and anyone else involved in an individual's care should be contacted and advised of the date and time of handover and what it will involve. This must be logged on SWIFT.
4. During the handover meeting, the Personal Plan will be discussed with the Service User and the CAH worker. This will include any progress the Service User has made (including goal setting), since starting the service, likes and dislikes and the best way to carry out the tasks with the Service User and any Carers (if involved).
5. If the HCC and CaH Agency feel it appropriate, the Social Care Worker will carry out the tasks along with the CAH Worker. This length of time will be agreed with the outcome that tasks are carried out safely and in a way that suits the Service User and Carers (if involved).
6. The Personal Plan will be left within the Service User's home. The medication log and the MARS sheet (when available) must be returned to the Local Office for filing in the Service Users file.

7. Following handover, the HCC will record on SWIFT details of the handover.

8. The form must be signed and dated and filed in the Service User file when handover process is complete.

Signed:

Date: