



Smooth transitions: best practice in transitions between services and health information handover

(Updated September 2020)

This document aims to provide best practice ideas for staff to create a smooth transition for residents between services. It also provides a health information handover sheet that should be filled out and given to the new service when a resident is booked in.

Best practice ideas

- Reflect on how a new resident may experience visiting your service for the first time. They will probably be a bit anxious and a warm welcome will be much appreciated - never underestimate the impact of a big smile and the offer of a warm cup of tea. Assess whether the room used for interviews is inviting and relaxing.
- Wytham Hall provides a best practice example in offering potential residents an informal visit before a formal interview. During such an informal visit nothing is asked of the client, not even their name. They are told something of Wytham Hall's history, informed of their strengths and weaknesses, introduced to the staff team and given a tour of the main building.
- How many questions does your interview form have? Are any questions duplicated from the referral form and / or any of information be provided from the staff referring the resident? Are the interview questions strength-based and optimistic?
- When a resident moves in to a service, it is best practice for staff to support them to register with the local GP (usually within a certain timescale) to ensure they don't run out of medication and have access to health support quickly when needed. When a resident wishes to remain with their current GP, their key worker should consider the residents ability to pick up any recurring prescriptions, especially if the current GP is a distance away.
- When a client is moving out of a service, it is good practice for staff to complete the **Resident Health Check list** (included on next page of this document) to ensure all health information is passed on to the new service. This handover sheet includes critical information such as listing the client's current medication and the date new medication is required.



- Losing belongings between services can be deeply upsetting for clients. Examine the flexibility of your service's policy around the storage of residents' belongings. It is good practice to have a clear policy and an agreement that is signed by the resident, so they are clear around expectations. For example, some services can store a resident's belongings for a duration of time after they have moved out and may have to dispose of belongings if they are not collected within a specified timescale.
- Consider how you could support a resident to leave with all their belongings when they move out of your service (book a taxi/ van with a staff member to help on move on day).



City of Westminster

Resident health check list (give a copy to new service and client)



Name:				NHS number:	
Health diagnosis:					
Current GP details	Address:			Phone:	
Current medication				Is the medication blister packed?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Date of medication renewal					
Pending health appointments					
Health service	Appointment date	Address	Contact name	Phone number	
The health services client is linked into and contact details e.g. Mental health service, Social services, Learning & Development service, Substance use service Groundswell HHPA, Podiatry, Dentist, Optician, Incontinence service, Dementia services					
Service	Address	Contact name	Phone number		