



Saint John of God  
Community Services clg.

## **Kerry Services Policy 11**

Handover of Information across Shift  
Patterns Policy and Procedure

Completed May 2024

THIS DOCUMENT OUTLINES ST JOHN OF GOD COMMUNITY SERVICES CLG.  
Kerry Services

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<b>Responsibility for evaluation and audit</b>	Managers / Supervisors
<b>Pages, incl. cover and signature</b>	5



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# Policy and Procedure

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It is the policy of Saint John of God Kerry Services to operate a Handover of Information system to ensure that essential information in relation to the safety and welfare of service users and staff is communicated across the shift change over pattern. The records will be maintained in a diary / communication book/ or equivalent as a record of compliance.

The handover allows communication of general information and any safety concerns between shifts. This will ensure that staff are aware of relevant information and in the event of an emergency staff are aware of concerns and to ensure they avoid any unnecessary risks. This will also ensure staff have the relevant current information to support service users to the highest possible standard.

The Service is committed to implementing a method of ensuring that information relating to Health, Safety and Welfare are identified and notified to relevant personnel on a daily basis to ensure the effective running of each service area and maintain appropriate standards of communication.

The policy and procedure applies to all employees of Saint John of God Kerry Services. The Director of Services/Senior Management/Residential area Heads/ Supervisors and Co-Ordinators will ensure that all staff are aware of this Policy and that it is implemented at unit and residential level. It is the responsibility of front line staff, both outgoing and incoming staff, to ensure completion of the Handover on a daily basis.

1. During a handover between shifts, the outgoing employee will be responsible for informing the incoming employee of any health, safety and welfare concerns.
2. Actions taken to reduce the risk, inform maintenance etc., are to be recorded in the Handover Diary/Communication Book / or equivalent and such data will be recorded on the relevant date in the diary provided, with the time noted.
3. Incoming staff are to sign the diary / communication book / or equivalent.
4. Each service area and residential unit will have a diary system / communication book / or equivalent in place to record pertinent information to be handed over to incoming staff.

5. Each shift will identify one staff member to facilitate the handover to the incoming staff.
6. All staff will record issues for handover in the diary as they arise throughout the shift and sign these entries.
7. Both staff i.e. the staff going off duty that facilitated the handover and the staff coming on duty will sign the handover diary.
8. Information to be included in the handover diary / communication book / or equivalent as follows:
  - Any concerns relating to Fire Safety/checks and current status
  - Any risks/concerns relating to service users health, safety and welfare
  - Current status relating to maintenance / immediate maintenance issues
  - General information regarding appointments/events etc.
9. Service user clinical notes/daily reports are not to be recorded in the handover diary / communication book. This information is to be recorded in the resident's notes/handover report.
10. Verbal handover is given in relation to resident's care with reference to residential notes.
11. The Residential Handover Report relating to service users currently in place in Residential Services is to be signed by both the staff member giving the report and the staff member receiving the report.



## SIGNATURE PAGE

I have read, understand and agree to adhere to the attached Policy and Procedure:

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