

Mixed Pathway 2 Week Handover Training

Background

The 2 week handover training has been developed in response to feedback from staff across the mixed pathway; it will assist people to understand the elements, aims and process in the context of the homeless pathway.

Customers experience increased levels of anxiety when moving from level to level in the pathway; sudden poorly planned moves can exacerbate mental health conditions, increase substance misuse usage and often lead to customers putting up barriers to service transfers.

This session will provide staff with engaging and useful activities to identify how the key elements of the handover process operate. The training will reinforce importance of good quality, timely information which will increase customer service but improve practices across pathway partners.

Aims

The aim is to create tools that assist staff to identify the benefits of carrying out the 2 week handover process.

Toolkit

The toolkit has been designed for staff to deliver in group sessions as well as being suitable for delivery in a one to one setting.

Use the guided times for each activity to break the sessions up into separate activities and deliver in different sessions. All the tools have been produced in order to provide staff with easy to use materials that can be delivered by those with little or no previous experience of leading sessions.

The content has been designed to be as interactive as possible. Each section includes a summary of activity, the aims of the session and details of how long to spend on each activity.

Throughout the toolkit you will see a range of symbols which are referenced below:



Aim



Handout

Group
Work

Time



Activity



Tools

Pre-session Information

Before beginning delivery of the 2 week handover training module it is recommended that you:

1. Familiarise yourself with the entire pack.
2. Have access to flip chart stand, paper and pens for each session.
3. Choose a venue that meets all learners' access needs and make sure that there are sufficient tables for use.

Session Size

10 – 15 people for each session

- Job title
- Which partner they work for



2 Activity: What is the 2 week handover process?



Duration 15 minutes

Split the group in to 2. Ask the group 1 what they know about the 2 week handover process, and group 2 about the risks of an unplanned move.



Ask each group to feedback in turn. Use the flip chart and pens to capture people's thoughts

Group 1

Benefits of a planned move including:

- the benefits of good quality referral and risk information
- customer engagement with new service provider can help to relieve anxiety
- the benefits of identifying a move out date, enables the customer to plan their move and reducing anxiety
- 2 week timescales enables staff and customers to plan the move

Group 2

Risks of unplanned move

- Increased customer anxiety, more likely to put up barriers to moving
- Increase stress on staff having to all of sudden accommodate a new customer
- Potential impact on customers mental / physical health and their substance misuse issues



3 Activity: Mixed Pathway 2 Week Handover Process



Duration 10 mins



Handout the Mixed Pathway 2 Week Handover Process

Talk through the process stage by stage with staff. Reflect back to the benefits of using this process identified on the flip chart paper and how this will improve partner working and the quality of customer service.

Underline the importance of ensuring the HSR is up to date and risk referral information is updated.

Highlight the risks associated with poor quality information and not using the 2 week process, reflect back risks identified by staff on the flip chart paper.



4 Group work activity: Customer Case study



Duration 15 mins; 5 to review case study 10 mins to discuss



Handout the Customer Case study

Organise participants in to pairs; ask staff to pick out key information that referral partners will need, using their new knowledge of the 2 week handover process, thinking in particular about:

- What information on the HSR needs to be up to date prior to nomination

- Risk
- Mental Health and substance misuse issues
- Engagement work to date
- Identifying a move out date
- Organising a 3 way handover meeting with new service provider and what information needs to be highlighted

Discuss the issues if information is missing or out of date, the risk associated with which could include;

- referral refused by agency, pathway targets are effected
- customers experience poor service
- reduced customer engagement
- false representation of customer risks therefore not suitable for accommodation



5 Activity: End of session Reflection



Duration 10 mins

Discuss the themes raised in the session and answer any question.

Highlight to staff that:

- Through these activities the group will have become more comfortable and have an understanding of the module content
- Participants understand the importance of managing referrals within 2 week targets
- Participants understand the importance of ensuring referral information is up to date and accurate
- Participants have reflected about practices involved in the referral process



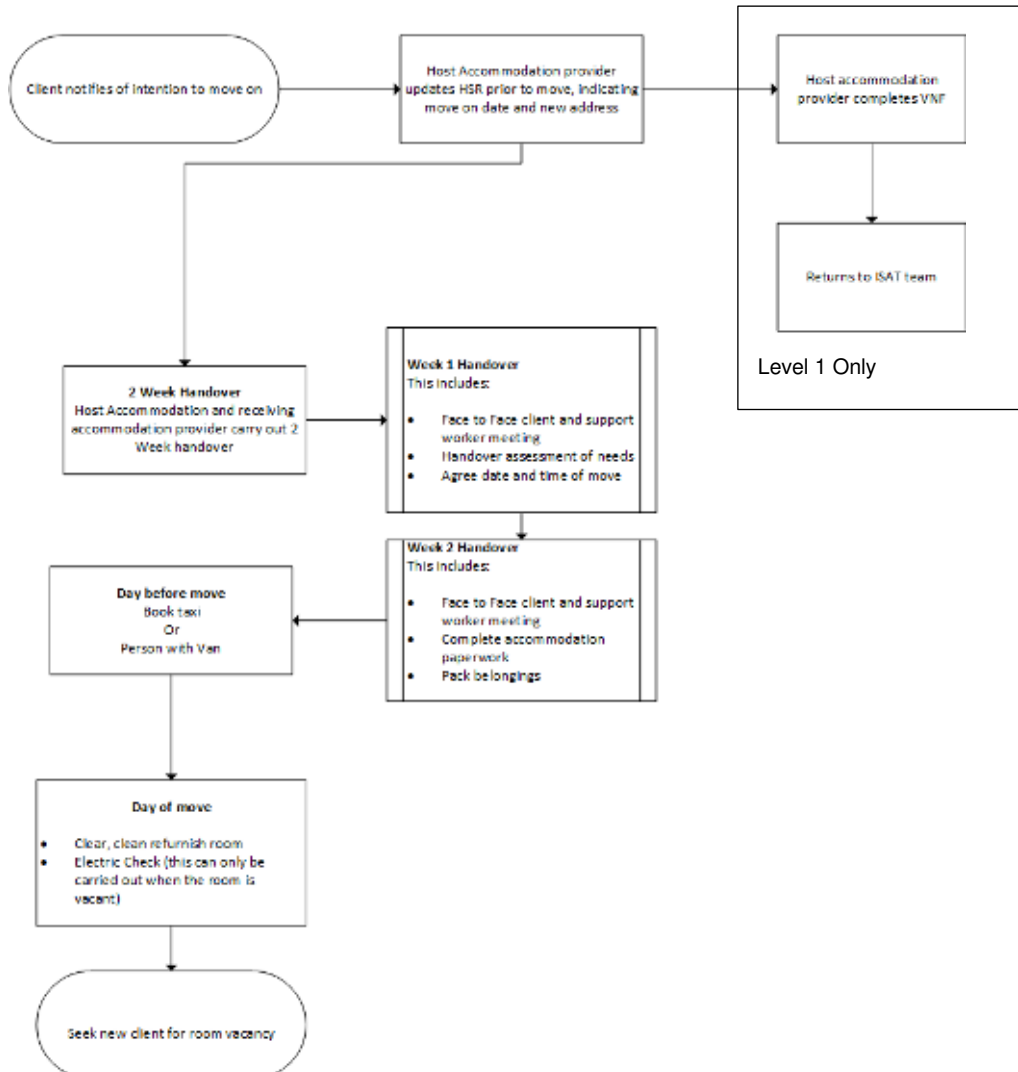
Handout

Mixed Pathway 2 Week Handover Process

1. Client move-on is agreed by accommodation provider or client notifies current accommodation provider of intention to move-on.
2. Current accommodation provider updates HSR prior to move indicating move-on date and address
3. Handover; start **2 week** handover process between current accommodation provider and recipient accommodation provider. Ensure that any tenancy termination / license agreement paperwork is completed and forward to partners prior to move out.
 - a. **Week 1; Occurs at current accommodation provider**
 - Face to face meeting between client and current and new accommodation provider
 - Review of on-going client needs
 - Date and time of move agreed
 - b. **Week 2; Occurs within new accommodation provider**
 - Second face to face client and support worker meeting
 - Complete accommodation sign up paper work
 - Pack belongings
 - c. Day before move:
 - Book taxi or person with van
 - d. Day of move
 - Clear, clean and refurnish room

- Book / complete electric check (this can only be carried out when the room is vacant)
- Create welcome pack for next client

Mixed Homeless Pathway Move-on internally and externally





Handout

Customer Case study

Paul is 47 year old male and has been in the service for 6 months, he lives in shared housing and has the following areas on his support plan / notes:

- **Mental Health:** Struggles with anxiety and depression, medicated with Mirtazapine 30mg – is being managed by a GP and often presents as ‘hiding away’ in their flat.
- **Substance Misuse:** No current heroin use, but occasional (2 x weekly) cannabis – engaged with Bristol Drugs Project, on a 45ml methodone script. Paul states that he is not using on top but does enjoy cannabis at weekend / pay days to help him relax.
- **Homeless:** Paul been in the homeless system in Bristol for the last 6 years on and off, with some rough sleeping and sofa surfing between placements.
- **Physical health:** Currently HepC positive through needle sharing, does not wish to engage with treatment as they is not noticing any symptoms and doesn't feel ready for this yet.
- **Finances:** Receiving ESA (£87.79 weekly) & PIP (£50 weekly). Paul is carrying an HB overpayment that is being deducted along with current service charges through direct payments. Support Worker has been encouraging Paul to save for essential items for move-on, but he feels he should get these as part of moving in and his money isn't lasting.

Overall Paul is presenting as stable and ready for move-on, though appears to be quite anxious about moving to new accommodation.

Session Plan

Course Title: The 2 Week Handover	
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Learning Outcomes	
1	Identify the stages in the 2 week handover.
2	Consider the timescales for completing each stage.
3	Understand the importance of clear and concise referrals and risk information.
4	Understand the benefit to pathway customers.

Time	LO no.	Overview of content	Learner activities Teaching methods	Notes for Tutor	Method of assessing achievement of LOs	Resources
(5 Mins)		Start /Introduction Aims & Learning Outcomes		Explain purpose Ask group for confidentiality		
(5 mins)		Icebreaker	Each participant to identify themselves -name, job role and partnership			
(15 mins)		What is the 2 Week Handover Process	Split the group in to 2 smaller groups. Ask group 1 what they know about the 2 week handover process, and group 2 about the risks of an unplanned move.		Completion of activity and feedback from each group	Paper or flip chart paper

<p>(10 mins)</p>		<p>Mixed Pathway 2 Week handover Process</p>	<p>Group discussion</p> <ul style="list-style-type: none"> - process - benefits - updating HSR - risks 	<p>Talk through the process stage by stage with staff. Reflect back to the benefits of using this process identified on the flip chart paper and how this will improve partner working and the quality of customer service.</p> <p>Underline the importance of ensuring the HSR is up to date and risk referral information is updated.</p> <p>Highlight the risks associated with poor quality information and not using the 2 week process, reflect back risks identified by staff on the flip chart paper.</p>		<p>Handout</p>
<p>(15 mins)</p> <p>5 mins to read case study. 10 mins to discuss</p>		<p>Customer case Studies</p>	<p>Organise participants in to pairs; ask staff to pick out key information that referral partners will need, using their new knowledge of the 2 week handover process.</p>	<p>Consider</p> <ol style="list-style-type: none"> 1) What information on the HSR needs to be up to date prior to nomination - Risk - Mental Health and substance misuse issues - Engagement work to date 2) Identifying a move out date 3) Organising a 3 way handover meeting with 		<p>Handout</p>

				<p>new service provider and what information needs to be highlighted</p> <p>Discuss the issues if information is missing or out of date, the risk associated with which could include;</p> <p>4) referral refused by agency, pathway targets are effected</p> <ul style="list-style-type: none"> - customers experience poor service - reduced customer engagement - false representation of customer risks therefore not suitable for accommodation. 		
(10 mins)		Reflection	Discuss the themes raised in the session and answer any questions.	<p>Highlight to staff that:</p> <ul style="list-style-type: none"> - Through these activities the group will have become more comfortable and have an understanding of the module content - Participants understand the importance of managing referrals within 2 week targets - Participants understand the importance of ensuring referral information is up to date 		

				and accurate - Participants have reflected about practices involved in the referral process		
		FINISH				

