

A useful support handover

Keep the person's preferences and agreed next steps visible.

Use the sections that help. Write, draw or complete this with someone you choose.

01 What the person wants shared

Check who needs this information and the person's preferences about sharing.

02 What happened: relevant facts

Separate what you observed from what someone reported. Record dates or times where useful.

03 The person's words and preferences

Include what the person said or communicated, without guessing their feelings or motives.

Use authorised care records for formal documentation. Follow existing escalation and emergency procedures when required.

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Use the sections that help. Write, draw or complete this with someone you choose.

04 What helped and what needs follow-up

Record the support offered and the response you actually observed.

05 Agreed next steps

Who will do what, by when, and where will completion be recorded?

06 What still needs checking

Mark unknown or unconfirmed information clearly. Do not fill gaps with assumptions.

Use authorised care records for formal documentation. Follow existing escalation and emergency procedures when required.