

Good practice communication guide for managers



When the person comes into your care

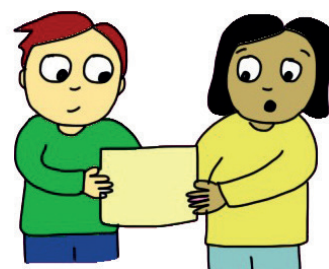
Ensure that you and the care team:

- fully understand their care needs
- get to know them
- always keep the person you are caring for at the centre of everything you do.



Request a copy of the key information summary (KIS) from the person's GP and ensure that you receive an updated version when any changes take place.

Be aware if the KIS contains a 'do not resuscitate' or other special requirements – make sure the care team are aware.



If the person experiencing care has recently moved home, encourage them to register with the local GP practice as soon as possible. Keep the details of their old address to hand until this has happened and all records have been transferred.

Consider each person you are supporting and introduce the concept of an anticipatory care plan (ACP) to ensure that their future care wishes can be discussed and written down.

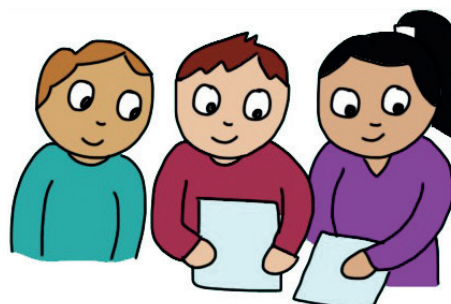
Lots of information can be found on the HUB, ihub and NHS websites to help you with this.

Ensure that staff handovers include information on any changes to the person.



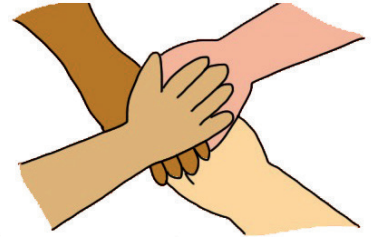
Ensure that all carers are aware of any specific health matters for everyone they are supporting and that they receive relevant information and training to ensure that the care provided is personalised to their needs.

Ensure all staff know where all records are for all people in your care.



Who else can provide support?

Ensure you are aware of the people that matter to the person coming into your service. This can include friends, next of kin, welfare guardian or other contact. Ensure these details are available to the carer.

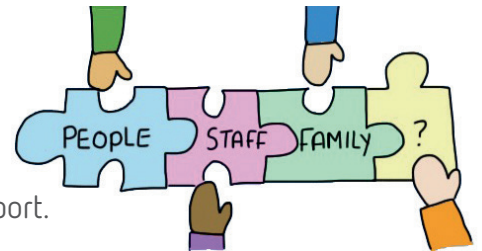


If the person is still living in their own home, do they have friends or neighbours who are able to provide support to them? Ensure these details are up to date and available to carers.

Who could you contact to get support?

It is helpful to have a policy to guide carers.

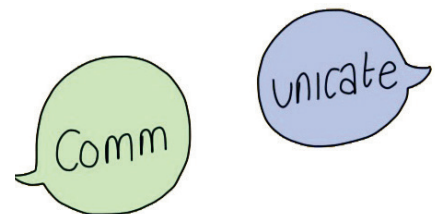
Line managers, colleagues, responder services, GPs, district nurses, and pharmacy, 999 and the NHS24 111 services are there to provide support.



What happens if a person needs unplanned support?

Have a phone available for carers to use with the person they are supporting.

It is helpful to have a protocol in place should a carer arrive at a person's house and encounter an unplanned event that they need to deal with.

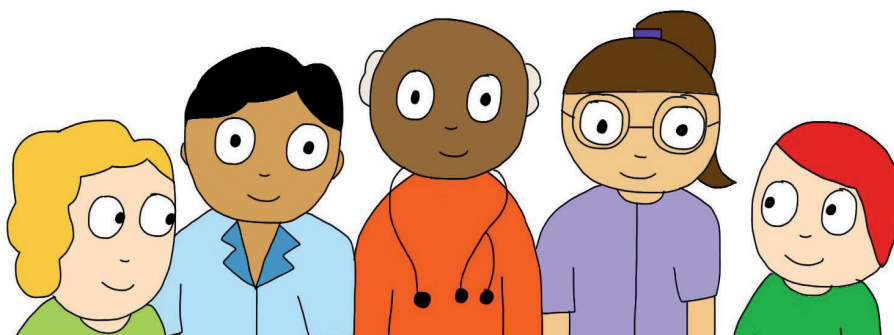


It is helpful to have staff trained to deal with unexpected situations.

Make sure your staff teams know what to do when an unplanned event occurs.

What happens if a carer is delayed?

It is helpful to have a procedure for informing people who are due to receive a visit of any delay.



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