



# BEYOND LIMITS

Beyond the limits of conventional support

## TRANSFER OF CARE POLICY

This policy sets out how Beyond Limits will ensure the safe, planned and person-centred transfer of care for the people we support. The main underlying principle being that transfers of care must preserve the individual's dignity, minimise anxiety or distress and ensure continuity of care, support and relationships.

**July 2025**

Review: July 2026

## INTRODUCTION

This policy aims to ensure the safe, planned and person-centred transfer of care for the people we support. We are committed to ensuring that transfers of care must preserve the individual's dignity, minimise anxiety or distress and ensure continuity of care, support and relationships.

## PURPOSE

The purpose of this policy is:

- To define best practices for the transfer of individuals, both individuals who we are receiving into our care and those who are leaving our care and support and moving to a new provider.
- To promote positive communication and ensure rights-based practices during any transitions.
- To ensure the involvement of families, all support staff, advocates and professionals in decision-making and planning.
- To reduce any risks associated with transitions for people with complex needs.

This policy applies to all staff and services within Beyond Limits who are supporting people and applies to all transfers between:

- External Care providers.
- Acute hospital settings.
- Short breaks or respite.
- Crisis services or mental health inpatient units.

## VALUES & PRINCIPLES

The following values and principles underpin our working practices and must be adhered to by all persons involved in transfers of care:

- **PERSON-CENTRED AND RIGHTS-BASED:** Every individual must be fully involved in their transition planning, with information provided in accessible formats where appropriate (e.g. easy-read, pictorial).
- **TRAUMA-INFORMED:** Recognise that transitions can be distressing for people. All communication must be solely delivered with aim of minimising fear, building trust and ensuring that familiar people and routines are maintained wherever possible. (Continued over)

- **CONSISTENCY & CONTINUITY:** Reduce unnecessary disruption by maintaining known staff and routines where possible. Staff should work closely with the individuals circle of support.
- **PREDICTABILITY & PREPARATION:** Support individuals well in advance with visits to new settings or visit current settings and establish important staff relationships and routines. It may help to prepare visual aids of timetables etc to support predictability.
- **COLLABORATIVE & MULTI-AGENCY:** Engage health and social workers, education and advocates if appropriate and safeguarding teams to manage any identified risks.

## ROLES & RESPONSIBILITIES

It is important that all transactions are managed holistically and led by one person that oversees the process from start to finish.

### Senior/Service Leader

- Should engage professionals and oversee the transition.
- Develop a transition plan (service design and working policy) bespoke to the individual's needs, ensuring communication style and sensory needs are clearly documented.
- Monitor the individual's emotional wellbeing before, during and after the move.

### Support Staff

- Responsible for providing person-centred support in line with the working policy.
- Provide input on any known or new triggers, routines and de-escalation techniques.

### Families

- Should be invited to co-develop the Service Design and Working Policy and contribute historical and emotional insight into what works well.

## PRE-TRANSFER PLANNING

A Service Design and Working Policy should be developed, along with a Behavioural Support Plan (CALM Assessment) and Safety Assessments if required. Safety Assessments include:

- Emotional/attachment needs.
- Medication requirements (any risks associated with self-management).
- Environmental triggers and sensory needs/sensitivities.
- Capacity and consent considerations.

## PREPARATION & FAMILIARISATION

The Service Leader should be responsible for arranging multiple visits for either:

- Visiting the person at their current setting in order to support the person's transition to Beyond Limits – OR – accompanying someone we support to visit their new provider. This is crucial to ensure as far as possible that the transition results in minimal disruption to the individual.
- To assist the process, consideration should be given to facilitating the person to personalise their space ahead of moving (e.g. choosing their décor, bringing with them familiar items).
- Be mindful of using communication aids, social stories, easy read guidance, etc.
- New staff can be introduced through shadowing and meet-and-greet sessions. Where appropriate, the individual or their representative should be involved in the recruitment process.

On the day of transfer, this could be whether we are receiving an individual into our care or supporting someone to leave our service, we should ensure a familiar and trusted staff member is present throughout. This could be the Team Leader or Service Leader or someone else of the person's choosing.

It is important to provide reassurance to the individual and maintain a calm and predictable environment with minimal changes to their daily routine. Staff will ensure all belongings are transferred with the individual e.g. medication, sensory equipment and important comfort items.

## TRAINING & COMPETENCY

All staff involved in the direct support of people receive the following training:

- A full induction which includes all mandatory care training such as Medication, Health and Safety, First Aid, Learning Disability and Autism and Safeguarding.
- Bespoke training relevant to the person you will be supporting such as Epilepsy, Brain Injury, Management of Diabetes and Personality Disorders.
- Other training includes Person Centred Planning, Positive Behaviour Support and Healthy Relationships.

## MONITORING & QUALITY ASSURANCE

The service of each person we support will be audited as a minimum on a quarterly basis. Daily notes, finance and medication are reviewed to ensure all paperwork meets the expected standard. Complaints and safeguarding concerns are investigated and outcomes shared for service improvement.

This policy will be reviewed annually or following any significant events.

