

CONSUMER TRANSITION GUIDANCE

Guidance for transitioning consumers from one support service to another

June 2022

As part of the transition of Psychosocial clients across to new services, feedback from outgoing and incoming providers was collected to understand what makes for an effective transition. This information has formed the basis of this guidance document, that can be used for future consumer transitions.

Consent

Consent whether verbal or written must be given by the consumer prior to commencement of transition to allow the transfer of information.

The consent can be documented on existing agency consent forms with detailed information added as to what the consumer is consenting to.

Handover

The timing of transition must be considered and where possible avoiding periods such as school holidays and Christmas, as staff may be on leave and have less time available to successfully transition consumers.

Direct handover is not always possible due to recruitment activity and delays in staff coming onboard, but ideally it will occur with the worker that will be taking over consumer support.

Required information

1. A comprehensive and up-to-date consumer handover plan (template available), that includes:

- consumer name
- date of birth
- address
- contact number
- preferred method of contact e.g. call, text, email
- carer/family contacts
- carer/family supports provided
- current service provider supports including GP, psychiatrist, peer support worker etc. Include contact details where possible
- brief consumer history
- presenting and anticipated needs and supports required
- identified consumer goals

- current mental health status and early warning signs
 - any other comorbidities
 - any other relevant information.
2. Comprehensive risk assessment including any mitigation strategies currently in use. Informing the consumer that the new provider will complete a new risk assessment as part of the intake process.
 3. Regular communication to consumers about transition progress. When occurring, how the process will work, who they can contact etc.
 4. Handover meetings to occur with the new and old provider alongside consumer. These to start as early as possible from transition commencement date.
 5. Clear plan and guidance from funding body on transfer of data (what/how/when). PMH-MDS episode to be closed once transfer is complete.
 6. If appropriate, provide outcome measures that have been completed (e.g. RAS-DS) as well as most recent individual support plan that list goals and strategies.
 7. Documented risk assessment and support plan from outgoing provider for consumers who choose not to transition or do not provide consent for transfer of information must be completed. Alternate supports information to be provided by outgoing provider to consumer and their carers/family to ensure they can access supports should their needs change.
 8. Collect feedback from clients about transition experience throughout and make changes as required.

Contact

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