

My introduction for support workers

Prepare this with the participant in their preferred way. Add relevant detail or point to the full source; this introduction does not replace current instructions, induction or training. Check who may receive it and what may be displayed.

Getting to know [name] - introduction for support workers

Prepared on / with whom / how I took part / person who will review this:

How I communicate, make choices and want to be included:

What I do myself / how and when I want help offered:

What helps support go well / preferences I want shared:

Support agreed for this worker / relevant role or shift:

Current support and professional plans / source, version or effective date / where to open them:

Recent changes or observations / when / who was told / who is reviewing them:

Infrequent risks still relevant to this work / full current plan or instruction:

Questions / agreed contact and availability / alternative contact:

Urgent concern / agreed immediate or emergency route:

Information I do not want displayed / intended readers of this private copy:

Where the current introduction is kept / who updates it and tells workers:

This introduction supports a handover. Use the full relevant plans and the preparation, training and supervision the work requires.

Arrange the worker handover

Adapt this message to arrange the handover. Confirm who has accepted each part, including access, instructions and worker preparation. Share sensitive attachments through the agreed suitable channel.

Subject: Handover before [worker]'s first support with [name] on [date]

Hi [worker and relevant contact],

[Name] would like you to know [welcome, communication or preference they agreed to share]. The agreed support is [work, timing and relevant limits].

Please review [current plans and instructions / source, version or effective date / agreed access]. [Responsible person] will arrange [relevant induction, participant-specific learning, training or supervision] before [affected support].

Please discuss [recent changes or observations / when / who is reviewing them]. Any relevant infrequent risk is covered in [full current plan or section].

The handover is with [person who has agreed / time and method]. Please confirm you can open the records and raise anything unclear or conflicting before the affected work.

Still missing or unconfirmed: [gap / person who accepted the next action / agreed date or trigger / next check]. Support while this is resolved: [confirmed safe arrangement / who is confirming it].

For routine questions use [contact, availability and fallback]. For an urgent concern use [agreed immediate or emergency route]. Do not wait for an ordinary message reply.

Please record observations at [agreed place] and discuss first-week feedback with [contact / agreed point].

Thanks, [name and role]

Check readiness and follow up

Use this before the relevant support and again after the first visits, whenever that is useful. Record gaps, accepted actions and the next check. A completed sheet does not establish worker competency or replace provider processes.

Participant / worker / support being arranged / checked on:

Introduction and sharing reviewed with the participant / how they took part:

Current relevant sources, versions and access checked with the worker:

Relevant induction, skills, training and supervision / confirmed by responsible person / remaining gap:

Handover and questions / person who agreed / time or method:

Routine contact, availability and fallback / immediate or emergency route confirmed:

Missing or conflicting information / next action / accepted by whom or not yet agreed / date or trigger / next check:

Safe support arrangement while a gap is resolved / who confirmed it or who is arranging it:

First-week feedback in the participant's preferred way / worker's unanswered questions:

What needs changing / responsible person who accepted the action / who updates and tells affected workers:

This checklist does not replace required plans, professional advice, worker preparation or the relevant person's assessment of skills and competency.