



Essential

Effective Handover

Your name:

Date:



Part A

Please tick the correct TRUE or FALSE ANSWER.

Example: A care plan should evolve over time to incorporate changes in the resident's needs.

True

False

1. Handover meetings are not necessary for all care staff.

True

False

2. Effective handover can reduce communication errors between health professionals.

True

False

3. Too much information in a handover can result in staff losing interest.

True

False

4. One barrier to effective handovers is locating staff to attend.

True

False

5. Handovers that are held in noisy public areas will be effective.

True

False



PART B

Select the **MOST CORRECT** answer from the options below each question.

Example: *Person centred care planning should consider these needs of the older person:*

- a) Physical and medical
- b) Medical and psychological
- c) Social and spiritual
- d) Physical, medical, psychological, social and spiritual

1. The goal of handover meetings is to pass on accurate and reliable information:

- a) to ensure continuity of care
- b) to ensure a discontinuity of care
- c) to ensure termination of care
- d) to ensure a shortening of care

2. Handovers are important as care staff often do not have adequate time to:

- a) have lunch breaks
- b) complete work tasks
- c) read residents notes
- d) discuss personal matters

3. The location of the handover needs to protect the residents:

- a) needs
- b) confidentiality
- c) meal requirements
- d) family members

4. Effective communication during handovers involves speaking slowly, clearly and:

- a) avoid using slang
- b) using positive body language
- c) remembering your audience
- d) all of the other answers

5. Effective handovers need to be easy to understand and:

- a) relevant
- b) irrelevant
- c) impractical
- d) purposeless



PART C

Select the MOST CORRECT word or phrase to complete the sentence.

Example: A resident's.....signs such as temperature are also described as "obs" or "observations."

- a) life
- b) vital
- c) key

1. To ensure the safety of all residents, handover meetings must include information.
 - a) logical
 - b) accurate
 - c) imperfect

2. To ensure the safety of all residents, handover meetings must include information.
 - a) are
 - b) can sometimes be
 - c) are not

3. Handovers are not just about talking, listening is as important.
 - a) just
 - b) not
 - c) sometimes

4. SBAR is recommended for use by the World Health Organisation, the letter S stands for
 - a) standing
 - b) situation
 - c) support

5. Effective handovers provide communication that is both verbally and in writing.
 - a) clear
 - b) unclear
 - c) sometimes clear

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