Recording different types of information

Note: If printed, this document is for immediate reference only. Do not file it, as it will go out-of-date over time and be replaced by newer versions on-line.

# Case Notes

Use a case note to record all communication with the adult/ carer/ adult’s network. You can record multiple communications relating to the same issue/ incident on a single case note if they arise on the same day (record the time of each communication). Ensure that the title of the case note reflects the multiple communications – for example, “Telephone calls to medical professionals regarding dentistry appointment”.

Record communications that took place on a different day on a new case note. Where this new case note corrects, overrules or is related to an earlier case note, then clearly say so and make a reference to the relevant case note(s).

Upload email correspondence into the document section of the case file within LAS with a brief case note stating who it is to and from and the date of the email. Alternately practitioners can copy emails received into case notes but must ensure that only the valid information is copied and that information identifying the sender, sent to and date and time are all recorded (that is, do not only record the message content of the email).

# Recording needs and outcomes

The Care Act Assessment and other assessment forms used require a record of a person’s presenting needs, that is, the needs that present themselves, *regardless of whether and how those needs are being currently met.* A record then needs to be made of the person’s outcomes, that is, what they hope to achieve. This is the end result and is not a record of the intervention, which is the means to the end. Given the holistic approach to assessment and care and support planning, it is important to record all of a person’s outcomes. The assessment and review and care and support planning sections have a full description of outcomes.

It is never appropriate to cut and paste emails or other contact notes into assessments and/or safeguarding assessments.

# Recording Supervision sessions

***Supervisor:*** Record decisions and actions and agree them promptly, in line with agreed standards. Ensure that recording is clear and factual and clearly document any decisions made/actions required. Record individual case discussions in the Case Notes in LAS. The supervisor is responsible for putting the notes onto LAS.

Where notes are not typed up and agreed at the end of the session, the agreement via a returned email with the supervision notes is acceptable.