



All case workers are responsible for completing records which are **timely, comprehensive** and of **good quality**.

There must be a consistent approach to all recording and records should be:

- Accurate and concise;
- Up to date
- Relevant
- Easy to read and in plain English, with any abbreviations explained

Recording guidance

- All entries to be recorded by the date of the event, not the date of writing up
- All recording must be finalised within **72 hours** of the event. In the event of a safeguarding issue it must be recorded and reported immediately
- All case recordings are to be finalised within their Liquid Logic record by the 5th of every month to enable performance data to be obtained
- All service users may access their personal records and case workers must ensure records are accurate and none judgmental, all recording should be evidence based with clear distinction between fact and opinion

Within the reason for contact section

- This should include the purpose of the visit / contact
- Any case note where you have seen a child i.e statutory visit/direct work session/attendance at a meeting the wording **Child seen** – is to be added in green
- Any case note where you have a planned visit/contact with a child and they are not present note in **red** text that the **Child not seen**
- Any case note that reflects a meeting has been held, consent obtained from a family member or written information/records shared with a family note in **blue** text this event

Within Detailed Notes section

- Who you have seen, children and adults, and whether you have seen the child/ren alone?
- What you saw e.g. home conditions, observations of interactions between household members, visitors
- What practice tools you used and how the family responded
- What issues / challenges were discussed, advice given, how did family members react?
- The child's story as they have told it to you. This includes the child's views, wishes and feelings about what they would like to happen both now and in the future
- Any safeguarding/risks or issues
- If you include any direct quotes of the child's wishes, feelings or comments highlight their actual words in **green**.

Within the Analysis of Information section

- All significant events (home visit, direct work, significant information received) must include an analysis, case notes should be analytical and not a transcript of the visit
- Weigh up the issues, challenges and other information you have obtained against the purpose of your visit/contact
- Consider the strengths of the situation set against any concerns or risks and what impact these issues will have on the family
- How is the family progressing towards the plan and the outcomes we are trying to achieve
- Case worker analysis of the visit should consider how the information **impacts on the safety and welfare of the child** and how this affects the plan in place/any changes required or specific progress made

Within the Actions section

- Using your analysis, determine what actions are needed next
- Also consider any other actions to take forward