

Quick Reference Guide One Point Service Case Summaries

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Introduction

This Quick Reference Guide provides standards, expected and tips on how to write a useful case summary.

The case summary quickly and succinctly introduces the child/ young person. A good quality case summary enables colleagues to get to know the child and understand their current situation:

- It shows the child (it's their file) that you know them and what is happening for them at the time;
 - It helps colleagues to gain an immediate connection with the child and understand current priorities, if you are away from the office;
 - It helps the Emergency Duty Team staff to be more prepared to respond in an emergency;
 - It's a great way to get to the heart of the child's situation in supervision.
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- ✓ The skill is to make sure that the case summary is up-to-date, useful, accurate and succinct. It needs to be as brief as it can be whilst providing good, specific information.
 - X Don't repeat information just because it could fit under more than one heading.
 - X Don't keep adding to the Case Summary so it grows and grows, amend it.
 - ✓ The previous version becomes a case note.

When to write and update the Case Summary

- There should be an up-to-date case summary on every child's file;
- Case summaries should be updated whenever there is a significant change in circumstances and reviewed/updated during case discussions/supervisions;
- Workers to ensure case summary up to date prior to annual leave.

What should be included in a Case Summary

- **Pen picture**

- ✓ A short paragraph which helps to bring the child to life – who are they, what are they like, where do they live and with whom, how do they like to communicate?
- ✓ Include any diversity/cultural needs or customs of the child or family that a colleague would need to be aware of if they needed to call or visit unexpectedly.
- ✓ Who is in the Family Network.

- **Reason why we are involved with the child/young person and their family**

A very succinct summary of why the child is open to the OPS and relevant previous referrals/involvement.

- **Identify whether there are any barriers to visiting the family (shielding, self-isolating, aggressive parent, dangerous animal)**

- **Identify who the child lives with and who has PR/legal status (explain how the child has contact with their family if living apart from them)**

- **Visiting/contact arrangements and frequency (include rationale for this decision)**

- **Identify issues relating to safeguarding, including around domestic abuse within the home**

- **Identify other professionals working with the child and family**

- **Danger/Worry Statement(s)** Summary of current danger/worry statements – no need to re-write these, use what you already have or summaries if there are a few. Include what would increase risk and visiting arrangement. Articulate any bottom lines.

- **Safety/Wellbeing/Success goals/plan** Succinct summary of current plan. If the child and family have a Safety Plan reference in summary and state where this can be found.

! Up-to date

Useful

Accurate

Succinct