

7 Minute Briefing Case recording

Introduction

Effective case recording is an essential tool for practitioners to reflect on their on going work with people and plan future work. When shared with the person whose file it is they encourage transparency. Recording is also part of the code of practice for social service workers published by the Scottish Social Services Council (SSSC). The purpose of this code is to set out the conduct expected of social service workers

Case Records/ Summaries

Case Records and Case Summaries should be signed by the line manager when inspected as part of a case file audit / inspection or other monitoring process. Unless otherwise stated case notes should be summarised on a quarterly basis or as agreed by the line manager.

Third Party information

Only when directly relevant to Social Services involvement should unverified data, obtained from third parties, be entered on the file and this should always be stated. Such information should be verified with the Service User unless there are very good reasons why this is not possible. Disclosure to third parties of information about a Service User should not be made without the Service Users consent.

Child Protection

Child protection case notes require to be counter signed (with observations if necessary) by the team manager on a four weekly basis and by the Service Manager on a 3 monthly basis. Team Managers should also ensure that case notes of the staff they supervise are of an acceptably high standard. The Service Manager should have mechanisms in place for ensuring that case notes overall within the team are of an acceptably high standard. Counter signatures should reflect an analysis of how the child protection plan is progressing.

Minimum necessary for the purpose

Records should be kept up to date. Minimum dating periods as a general rule will be within 5 working days of the contact. In child/adult protection, serious, and sex offender cases this should be within 2 days. Information should be factual. The nature of Child / Adult Protection and Criminal Justice Service, given their legal standing, is such that a statement or opinion or interpretation are, from time to time, essential and need to be recorded, it is important this is not disguised as a factual statement.

Key Standards for recording

The Case Record is an agency, not a personal, record. Records should be factual and information should be accurate and relevant to purpose. Any opinion should be noted as such. Third party information should be avoided, or if relevant to purpose, clearly identified. Issues of confidentiality should be considered and only information necessary to intervention should be recorded.

Purpose of recording

Documenting the involvement with the individual.
Informing assessment and care planning;
Enabling practitioners to review and reflect on their work;
Assisting practitioners to identify any patterns;
Ensuring accountability of staff;
Meeting statutory requirements;
Providing evidence for legal proceedings;
Enabling continuity when a new worker takes over the case;
Providing performance information;
Providing evidence for inquiries or reviews

1.

Recommendations, Learning and Actions

Identify the learning or recommendations that are relevant to your team and summarise your teams' discussion on those points.

Name of Organisation:		Team Manager:	
Name of Section and Team:		Contact Details:	
Date completed:			

What actions have been agreed to improve practice?

What needs to happen?	Who will do it?	By when?	How will you know when it has been done?	How will you know if it has worked?