# Case Notes Guidance

| Reason for Contact | What Goes There |
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| Residential – Anti Social Behaviour | Use for all incidents/significant events in and outside the home. That do not fit in other 'Type of Contact' |
| Residential – Contact | To be used for supervised and Court directed contact, all other contact can be recorded in Daily Log. You may also want to use, if a report regarding contact will be required for Care Planning. |
| Residential - Daily Log | Used every day, in 'Reason for Contact', record the day and whether AM PM eg. 'Tue CA PM' (Homes that have different shifts patterns may use something different).<br>Keep open, so all staff can record on this and finish your entry with your name. At Marsden managers finalise. |
| Residential – E-mail | Copy and paste any important/significant e-mails. |
| Residential – General Note | Used for Key work in 'Reason for Contact' just put brief headers of subjects discussed try to keep to one to two lines. |
| Residential – Health | All health appointments etc., should go in here, including meetings with SCAYT+ & CAHMS, including refusals to attend appointments. Self-harm and suspected drug alcohol use. Key work around health should be copy and pasted in this 'Type of Contact'.<br>Medication is recorded on MARS as it requires wet signatures it does not need to go here but in the Health Tab. All information should also be recorded in the Health Tab. |
| Residential – Meeting | Need this for brief notes of any meetings including CLA reviews as actual minutes can be delayed. Education meetings need recording in 'Education' 'Type of Contact'. |
| Residential – Missing from Home | A MFH Case Note should be opened and kept open until y/p returns, this should be used for Unauthorised also and made clear in 'Reason for Contact'.<br>Requests for Return Interviews, Date of actual return interviews, dates of any Intervention Meetings should also be recorded.<br>In 'Reason for Contact' it should read Missing from Home LC-yyyymmdd-#### in red. If the case note finalises open another putting LC-yyyymmdd-#### continued. |
| Residential – Physical Intervention | Record the antecedence here, detail of actual RPI will be recorded in 'Forms' on LCS. Date of debrief with Y/P and the actual debrief can be recorded in 'General Note' & here. |
| Residential – safeguarding concerns | Any Overnight at Friends assessments, or other actions taken to safeguard a young person should go here. |

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Residential – Significant event other than a schedule 5 ? haven't needed to use this.

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| Residential – Supervision | Record team meeting notes and staff supervisions for that individual young person and any debriefs following RPI and Significant Events that require a debrief for staff. |
| Residential – Telephone Call | Record those of importance in 'Reason for Contact' put in name and relationship, subject discussed if required. |

Currently anything to do with Education should go in the 'Education' 'Case Note' as there is not one for Residential

Some Information may have been recorded in most likely the 'Daily Log', but is about work done to find a misper, or the build up to an RPI, becomes an Anti-social behaviour or some other significant event. This information should then be copied and pasted into the correct 'Type of Contact' and marked as 'significant' on this 'Type of Contact' not the 'Daily Log'. Doing this helps when producing reports.

Working like this and getting RCCW's when they are recording to recognise different events and putting them into the correct categories, does help them in analysing and looking at triggers for particular individual behaviours. Where it really helps is that taking five minutes to ensure information is recorded in the correct 'Type of Contact' means when the Ofsted Inspector asks, so what have you done about that? For instance smoking cessation or no education provision for instance.

Example 1
If in 'Residential-Health' every key work regarding smoking, every time the CLA nurse has visited and advised re not smoking. Every time a young person has been given some sign posting re smoking cessation. If analyses has taken place that doing this actually makes the young person more likely to have negative behaviour, it's successful or its making them smoke more. You have evidence for your team's actions.

Example 2
If in 'Education' and not 'education' there are two 'Type of Contact's to try and confuse. All staff have put meetings, when young people have been sent home. I wouldn't suggest putting all the efforts to get a young person up and to or engaged in education, as it should be obvious in 'Residential - Daily Log' the efforts staff are putting into this. Any plans, exclusions or refusals to have at school without exclusion letters, support requests from Virtual School, should all be recorded here.

**How to Produce a 'Case Note Report'**
In case notes press Case Note Report tick Type of Contact and select the dates the 'Show Report', hey presto done. Key workers can also do this on a monthly or two monthly basis, analyse the information, count the episodes or whatever the task and write a monthly, bi monthly quarterly report saved in that Type of Contact, you are then reviewing and in your Residential Home – Care Plan, which is still a word document unfortunately, you can simply sign post to LCS.

So when you get asked that question from Ofsted or you need to do a report, it takes seconds to provide the answer or a report, evidencing what your home has done.

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**Detailed Notes**

It is important across LCC Residential Service that our practice is consistent but also our recording is consistent, some brief guidance.
As in the Log Book use the 24hr clock.
Start any entry with the time.
Never use the word staff always use A. Nother, yes the name of the staff.
Never use other young person, another resident or y/p, use names or initial. This is an electronic system so if a young person makes an information request, it is a simple task for this information to be redacted, I am told.
If the young person in later years or in the present makes an allegation, this information will be imperative for any investigation.
If you have ever done an investigation, recording in a set format with precise times in a timeline makes it so much easier and professional. Time surprisingly is one of the most important things to establish for when things happened.

Example:-
07:50 A. Nother knocked for Joey to get up for education, no response
08:00 A. Nother knocked for Joey to get up for education, Joey said **"fuck off".**
08:10 A. Nother & R. Tuther knocked and then after getting no response, opened Joey's door and encouraged Joey to get up and ready to go to school. Joey shouted **"I've fucking told you, fuck off and if you knock or come in my room again I'll fucking smash your face in".** We discussed and decided to leave it until 08:45 as clearly if we continued with the 10 minutes waking him up it may result in an incident and the current practice is not working.
08:45 A. Nother & R. Tuther knocked, Joey said **"I'm getting up, just give me 10"**
09:00 After fifteen minutes Joey still hadn't appeared so A. Nother went to Joey's bedroom door and asked through his door, he said **"give me five"**
09:05 Z. Manager went up, knocked on Joey's door and asked him to go to school. Joey came out of his room in full uniform asking **"whose taking me to school".**
09:06 R. Tuther took Joey to school with Billy Boy.
10:00 R. Tuther returned. R. Tuther
Space left as entry by another staff member
11:00 I received a call from school to pick Joey up from school as they advised he wasn't in full school uniform. I advised that when we checked him going out this morning he was. L. Teacher advised he didn't have tie on, checked with R. Tuther who advised yes I also saw said tie as he entered school. Z. Manager

So on and so forth.
The last bit might be recorded in 'Education' as well dependent on which way it went.