



No: 039
21 August 2013

One Minute Guide:

Case Recording Policy

What is this about?

Case record keeping is central to the processes of assessment, decision making, care planning and delivery and is an integral part of the service to children, young people and their families and carers.

The [LBR CT Case Recording Policy](#) sets out the guidance and key principles for managing children's case records to ensure they are timely, comprehensive and of good quality. The Policy applies to all children and young people's social care records.

What is the legislation?

The following legislation which informs the Case Recording Policy includes:

- [Children Act 1989](#)
- [Children Act 2004](#)
- [Data Protection Act 1998](#)
- [Freedom of Information Act 2000](#)
- [Caldicott Principles](#)
- [Human Rights Act 2004](#)
- [Mental Capacity Act 2005](#)
- [Information Commissioner's Good Practice Guidance](#)
- [Working Together to Safeguarding Children 2013](#)
- [London Child Protection Procedures \(4th Edition\)](#) – due for update in December 2013

Why is it important?

Good quality recording will:

- Provide documentary evidence of the authority's involvement with individual service users.
- Provide information to assist with analysis, service/care planning, and reviews and evaluation.
- Document services provided to individual service users.
- Allow continuity when workers change or are absent.
- Provides information when dealing with investigations or complaints.

- Support supervision with employees' development.
- Provide service users with a complete record of their care and in some circumstances, for Looked After Children (LAC), their whole childhood.

What are the 'good practice' standards around case note recording?

All case records must be:

- Legible - typed
- Easily understood - clear, accurately spelt and jargon free
- Relevant and concise – only containing essential information
- Appropriate - language used must be inclusive and anti-discriminatory and avoid reinforcement of stereotyping, discrimination and exclusion
- Accountable – attributable to the author and checked by line managers on a regular basis.
- Up to date (see below).

All recording must demonstrate and evidence:

- Professional practice – in line with policies and procedures
- Analysis
- Decision making process
- Objectives and timescales
- Responsibilities

The content of the record must distinguish between:

- Facts
- Feelings
- Opinions

What part does Protocol play in this?

Protocol is the Integrated Children's System (ICS) electronic tool used for recording information on children and young people's cases.

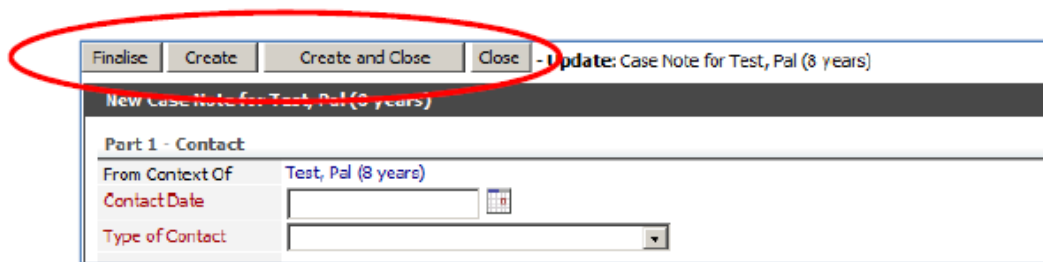
Information entered on Protocol, but subsequently found to be incorrect, should not be deleted. Any amended or corrected information must be documented in a new case note. If a 'roll back' is required due to a processing error, agreement must be sought by the Team Manager, along with the relevant Head of Service (HoS).

All recording in Protocol must be finalised within 3 working days of the event, unless a specific endorsed procedure includes a different timescale.

How do I record a Case Note on Protocol?

Below is a screen shot from Protocol showing where and how to record a Case Note.

Creating, Saving and Finalising a Case Note:



The screenshot shows a software window titled "New Case Note for Test, Pal (8 years)". At the top, there are four buttons: "Finalise", "Create", "Create and Close", and "Close". The "Finalise" button is circled in red. To the right of the buttons is a tab labeled "- Update: Case Note for Test, Pal (8 years)". Below the buttons, the form contains the following fields:

Part 1 - Contact	
From Context Of	Test, Pal (8 years)
Contact Date	<input type="text"/>
Type of Contact	<input type="text"/>

The 'Finalise' button finalises the Case Note, which as before, makes the case note Read Only.

The 'Create' button saves the Case Note, which as before, can be edited and updated until being finalised.

The 'Create and Close' button saves the Case Note and takes you back to the Case Notes Tab within the Demographics.

The 'Close' button closes the case note, without saving any changes.

How can I find out more?

Training on the use of Protocol is available on-line. Please contact the [ICS Helpdesk](#) for further information.