

# Family Services

## Case Recording – guidance for social workers

1. Case notes should be written up as soon as possible after any case activity, and must be completed within 5 working days of the event.
2. Case notes should be copied to all children in the family who have an open referral.
3. All case notes should be 'finalised' by the author.
4. In the 'type of contact', the relevant drop down section must be highlighted, particularly drawing attention to whether the visit is statutory, announced or unannounced.
5. In any case relating to a visit to the child, it must be recorded in the Case Note creation screen whether the child was seen and whether seen alone.
6. The purpose of case notes is to give an overview of actions and interventions in relation to a particular child.
7. Case notes should not include in-depth analysis – this should be within the assessments or reports. However, there are times when a decision is made during a visit and the thinking behind the decision making needs to be made clear and recorded.
8. Case notes should be both thorough and concise, recording essential detail while not being repetitive and unnecessarily lengthy.
9. Case notes should be evidence based – objective and not subjective, fact not opinion.
10. When copying emails into case notes, care should be taken that this is appropriate and does not contain unnecessary information. It may be better to summarize the outcome of a lengthy email exchange rather than to cut and paste the whole discussion.
11. Bullet points are a helpful way of recording case notes.
12. All home visits or contacts with the children or parents should be noted in Case Notes, although if the detail is recorded elsewhere it should not be repeated in the Case Note, e.g.;
  - Core Group Meeting, see minutes scanned in to Wisdom,
  - Home visit , see Section 7 report,
  - Legal Planning Meeting held, see minutes.
13. Information which is detailed in the Single Assessment does not need to be copied and pasted into Case Notes – but a link needs to be identified between the two, e.g.;
  - Home visit to complete assessment, see Single Assessment for detail
  - Strategy Meeting held – see minutes
  - Child spoken to at school – see Initial Assessment
14. Case Notes – Significant should be used to record highly significant events which need to be easily identifiable, e.g.;
  - Police Merlin's,
  - a PPO being taken,
  - a death in the family