

KEEPING FAMILIES SAFE

Documentation Matters!

This series will explore 6 areas of practice that will support good case management in Family Social Work.



TIPS – on record-keeping

Diligent and careful documentation is important for ensuring quality care for patients and attesting to the professional integrity of practitioners.

We can improve documentation standards by:

Organisation

- Institute clear timelines and structures to facilitate the record-keeping process

Supervisor

- Ensure that supervisees follow the timelines and structures put in place by the organisation

Case Workers

- Ensure that case recordings are done in a consistent and timely manner
- Ensure that information is accurate and concise
- Record key supervision points and case direction after consulting supervisor
- Be familiar with SOPs put in place for documentation within the organisation

Write clearly and without jargon

- Use commonly known words
- Avoid unnecessary abbreviations

Distinguish between Fact and Opinion

- Be comfortable with making and recording professional judgments, such as level of risk
- Clearly differentiate between fact and opinion in all records kept. Opinions should also be substantiated with evidence

Record the wishes, feelings and views of service users

- Find out what the thoughts and feelings of the service users are, ensure that they are recorded and taken into consideration when creating a treatment plan



Information adapted from the following sources:

http://www.socialworktoday.com/news/eoe_102901.shtml

<http://www.communitycare.co.uk/2017/06/07/tips-social-workers-case-recording-record-keeping/>