



Case Recording – Why It Matters

A number of recent Learning & Serious Incident Reviews have highlighted that there continue to be issues with the quality of case recording. They have identified the following gaps in particular.

- Not recording the rationale for decisions that have been made, or why options have been discounted.
- Not including role titles to enable colleagues to understand which partner agencies are involved (it can be hard to identify individuals or their role if they are not known to you or where initials are used).
- Not attaching to the record, responses to emails that have requested information, decisions, direction or advice.

Where these gaps exist, it makes it much harder to evidence what has been done to support the person. It makes it difficult to follow the case and understand how and why decisions were made.

Why It Matters

Good case recording is central to high quality, person-centred support:

- It is a legal requirement and part of staff’s professional duty
- It promotes continuity of care and effective communication with other agencies
- It is a tool to help identify themes and challenges in a person’s life
- It is key to accountability – to people who use services, to managers and for inspections and audits
- It is evidence – for court, complaints and investigations
- It will enhance your practice and the support you can offer people

Good Practice Remember **PARTNERSHIP** when completing case records.

Person centred

Accurate

Real (informative, not vague)

Timely

No jargon – plain English

Evidence-based

Read the previous

Succinct

Holistic

IT compliant

Professional



For details of training and for top tips, please visit the Learning & Development Gateway and search ‘Case Recording’, search Case Recording on the Professional Zone and visit the Social Care Institute for Excellence:
<https://www.scie.org.uk/social-work/recording>