

## Family Service Operating Guidance – Record Keeping

### Case Records

#### Types of case records

A case note should be made in the running record on Mosaic to record the following events:

- A record of a visit
- A record of any contact with the child or family
- A summary of information from other agencies and professionals
- A record of any case discussions with managers, service users, family members, other professionals
- References to information scanned and uploaded into 'Documents' (include the date and the details of the person providing the information)
- Manager's recordings (e.g. decisions made on the case and supervision notes)
- E-mail correspondence
- Telephone calls (the telephone number, full name and role of the caller or person called should be recorded along with the purpose of the call)
- References to key meetings, court appearances, change of placement, completion of assessment, case allocation or transfer

#### Timeliness and accuracy of records

Case notes should be recorded as soon as possible after a contact, communication or event, and must be recorded on Mosaic within a maximum of 5 working days.

**If harm or injury has occurred, or potential harm or risk is identified, recording must be completed by the following working day.**

#### Mosaic Case Record Template

Records of direct sessions with children, families and young people should include as a minimum:

- **WHO** – Who was involved in the session,
- **AIM** – what was the aim of the session,
- **METHOD** – what methods and tools were used to undertake the session,
- **OUTCOME** – was the session successful in meeting its aims, if not why not and what will be done differently,
- **ANY IMPORTANT OBSERVATIONS AND/OR REFLECTIONS** – what the practitioner observed during the intervention and their professional reflections,
- **ACTIONS** – detail any actions arising from the session.

Staff should also record those present during the session but whom did not partake and should add notes of observations or incidents not directly linked to the aim of the session.

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### Mosaic Case Record template for recording a Graduated Family and Parenting Intervention Session

|  |   |
|--|---|
| <b>GFPO Intervention Name:</b>                   | Intensive Support, Anger Management, Specialist Assessment of Parenting Capacity for Adults with Learning Disabilities  |
| <b>Purpose of this Session:</b>                  | Explain what the PURPOSE of the session/activity is and the desired outcome<br><br><i>Introducing behaviour chart, Household Conditions, Assessing Basic Care Capacity</i>  |
| <b>Present.</b>                                  | Who was present and took part in the GFPO session/activity  |
| <b>Location and Time of session.</b>             | Where and when did the GFPO session take place.<br><br><i>Was the location and time chosen for a reason (i.e. early morning/evening routines?)</i>  |
| <b>Description of the Session.</b>               | Provide a description of the session to include the details of <ul style="list-style-type: none"> <li>• The specific / particular activities undertaken,</li> <li>• The resources, tools or materials used in the session.</li> </ul>   |
| <b>Observation and Analysis:</b>                 | Describe your observations and reflections about the intervention:<br><br>Suggested Points to include <ul style="list-style-type: none"> <li>• How well were you able to engage the parent in the session/activity?</li> <li>• What did you notice about the home environment or behaviour or attitude of the parent / child or young person?</li> <li>• Were there any emerging safeguarding concerns?</li> <li>• What went well during the session?</li> <li>• What strengths did you identify during the session?</li> <li>• What additional support needs were identified as a result of the activity session?</li> <li>• What are you worried about following the session?</li> <li>• What needs to happen next?</li> <li>• How well was the desired outcome of the session achieved?</li> </ul> |
| <b>Next Steps / Agreed Actions from Session:</b> | Describe what needs to happen following this intervention.<br><br>Including by Whom and by When.  |

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| Case Recording Quality Standards |   |  |   |
|----------------------------------|---|--|---|
| Quality Standard                 | Descriptor                                  | Timescale  | Responsibility                                  |
| Record timeliness                | Time taken to make running records on cases | By the end of the next working day where there is risk identified.<br><br>Within a minimum of 5 working days of occurrence in all other incidents. | Team Manager / Senior Professional Practitioner |

### Line Management Supervision

Line management supervision and annual EPDR should be undertaken in line with corporate guidance.

- Effective supervision should provide an opportunity for the practitioner to consider the following issues:
- Effective workload management.
- Monitoring of individual performance and quality of service provided.
- Reflection and guidance on focus of work and methods used.
- Ensuring commitment to positive outcomes and effective working with others.
- Maintaining motivation and job satisfaction through clarity on work objectives, positive feedback, critical reflection, personal support and continuing personal and professional development CWDC (2008)

Information related to EPDR and supervision can be found at:

<http://home.nottsc.gov.uk/managing/managers-resource-centre/managing-supporting-employees/epdr>

### Supervision Recording Expectations

In most cases there should be evidence of effective management oversight for families open to The Family Service.

Where a case discussion has been held, either through planned supervision or where advice and guidance on a safeguarding concern has been sought, a record of this should be made on the Mosaic.

Supervision records of case discussions should show

- A brief summary of the case and/or intervention being offered
- Review of previous agreed actions
- What progress is being made in the case and
- what still needs to happen to bring about change
- Key dates or deadlines for review of plans
- Details of any risk assessments, scaling tools or activities to be used

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- Action to be taken if the EHCM / P&FW is unable to engage the family
- Reference to Extended Troubled Families PBR outcomes
- A record of when children have been spoken to and what their views and feelings are
- Who are significant adults who may not reside in the household e.g. a parent, grandparents etc.

These bullet points will also be relevant to record as part of review and closure summaries.