

A photograph of a person's hands typing on a laptop keyboard. The laptop screen shows a website with the text "CASE RECORDING HANDOUT" overlaid. In the background, there are several colorful binders on a shelf. To the right of the laptop, there is a pen holder with various pens and a notebook with a yellow highlighter.

CASE RECORDING HANDOUT

Developing Social Workers & Supporting Good
Practice.

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Case Recording

A full written case record must be completed on all sessions with a service user and (where appropriate) multi-agency involvement. The social worker should ensure that concerns, strengths and outcome are clearly recorded/referenced. Remember, link all case records to your assessment/reason for service engagement.

Case Recording should be SMART

- ▶ **Specific** - Identify the reasons for involvement, including concerns, strengths and patterns.
- ▶ **Measurable** - How can we or when we will know the circumstances for the service user have changed.
- ▶ **Achievable** - Focus on areas of strengths as well as concerns that are bite sized. Focus on short term change and identify longer term change. What has been achieved and what needs to be achieved?
- ▶ **Realistic** - Are the areas of work/intervention realistic and management? Do not set us to fail.
- ▶ **Timely** - Social Work is an assessment led service. Therefore, we must identify, plan and review timely work.

Case Recording Structure

1) Attendee's

Evidence and write down who attended plus contact details (if applicable).

- ▶ Service User
- ▶ Immediate Family
- ▶ Extended Family

Professionals:

- ▶ Social Care
- ▶ Police
- ▶ Health professionals
- ▶ Named/designated nurse
- ▶ Named/designated doctor
- ▶ Children's centre/school
- ▶ ANY referring agency
- ▶ In cases of a pre-birth - should involve the midwifery services.

If not present, detail why and how you've gathered this information (if relevant).

Defensible practice not defensive!

2) Where did the contact take place/time of session

Detail where the session has taken place (the setting) and remember to complete at least one session within the home setting per month (minimum). This can sometimes be weekly and should be flexible to needs of service user.

Note: make sure that the setting is appropriate to intervention need and delivery. For example, if the intervention focuses on home circumstances then completing this in the home environment might not be appropriate or conducive to the needs of the service users. Use your professional judgement.

3) Purpose of the session linked to intervention

Identify what you want to achieve and highlight the purpose and aim of the session. Make sure that the proposed intervention is linked to the most recent assessment and care plan.

You should not undertake structured work if it is not linked as a need, concern or area requiring development.

Detail specifically what evidence-based interventions you are using and link to relevant theory. This will validate and justify the work you are undertaking that is linked to the needs of the service users (such as age, learning diversity/needs, gender, religion etc).

4) Brief description of what took place

Detail what took place during the session. Evidence how you 'checked in' with service user throughout the session, how they presented and engaged.

This should be succinct and relevant; summarising the work that took place, the when, where and how.

Prompts: What did you feel, what did you think, what theories, legislation or social policy impacted on your understanding of these events or your intervention, what impact did YOU have on these events? What went well, what could have been better?

5) Identify any risks to self and/or others from the service user

Identify any heightened risks or vulnerabilities for the service user as a result of the session or that are on-going.

Be sure to include emotional, safety and well-being presentation of the service user. You can include here external professionals and their areas of involvement/expertise.

6) Actions

Detail anything you need to do following the session that promotes short and/or long terms changes in the service user.

Remember, focus on where we want to go and work backwards in identifying what needs to be achieved.

Identify if you need to seek guidance from management support following the session.

7) Next arranged session

Detail that you have pre-arranged the next session. if you can, detail here what the next session will focus on.

Intervention delivery, must be linked to what has been highlighted within the assessment and planning stages.

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