

Core Module Manual

Full Care Lifetime

PARTICIPANT CASE NOTES POLICY AND PROCEDURE

The purpose of this policy and procedure is to provide staff with set guidelines on how to record case files notes to ensure participant information is recorded in a standardised, timely and accountable manner. This policy and procedure apply to all staff and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References for NDIS Services.

NDIS documents relevant to this policy and procedure:

- Privacy and Confidentiality Policy and Procedure
- Records and Information Management Policy and Procedure

POLICY

Full Care Lifetime is committed to the transparent and accountable recording of service delivery to participants. Full Care Lifetime Continuous Improvement Register will be used to record identified improvements and monitor the progress of their implementation. Where relevant, this information will be fed into Full Care Lifetime service planning and delivery processes.

The recording of accurate and quality case notes is integral to supporting the following functions of the organisation:

- Recording and Planning Service Delivery.
- Supervision of Staff.
- Legal Accountability.
- Risk Management Planning.
- Participant Support Planning; and
- Participant Support Reviews

Definitions

Case note - A 'case note' is the term applied to a chronological record of interactions, observations and actions relating to a particular participant. Case notes are an essential part of a participant's file where staff succinctly record details to document the participant's support services provided by Full Care Lifetime. File notes are a tool for reflecting on a participant's progress towards their goals as identified in their plans, and also represent a record of events on each support session, interaction and event, as well as promote efficient communication between staff.

PROCEDURES

What to Include in Case Notes:

When recording case files, staff are to ensure the information recorded is related to the following:

- a participant's progress towards goals or values identified on their plan (actions taken, progress made, or barriers identified).
- the participant's significant achievements or changes.
- information relevant to the participant's Risk Management Plan (potential and current risk issues and strategies developed and/or implemented to respond to the identified risk issues).

Core Module

Core Module Manual

Full Care Lifetime

- appointments attended.
- all communication, including attempts, with other services involved with the participant.
- referrals made.
- group activity participation.
- any information given to the participant Full Care Lifetime specific information, health information, etc.).
- all informed consent decisions (e.g., "Participant provided consent for staff to discuss low mood with.").
- participant case reviews (outcomes, follow up actions, progress); and
- any follow up required.

What to Avoid in Case Notes, When making case notes, staff are to avoid the following:

- emotional reactions.
- personal opinions.
- value judgements or opinions.
- false information; and
- unfounded speculations/opinion.

Guidelines

- Staff shall be aware that participant files can be subpoenaed at any time and staff can be subject to cross examination in court in relation to the content of their file notes.
- All personal information relating to the participant shall be maintained within the participant's file and subject to the security, confidentiality, access and storage requirements detailed within Full Care Lifetime Records and Information Management Policy and Procedure.
- Staff must make notes as soon as possible after the support session, interaction, meeting or event and must reflect the participant's communication and behaviour, accurately and fairly. Staff will act in accordance with Full Care Lifetime Privacy and Confidentiality Policy and Procedure when managing and recording personal and sensitive participant information.
- The Director will ensure appropriate time is allocated for staff to complete case notes at the earliest possible time post support session. If staff find it difficult to complete case notes (due to timing restrictions, access to files, etc.), they are to discuss this with the Director.
-
- Staff must be mindful when recording case notes that participants have the right to request to read their own file notes at any time.

Monitoring and Review

This policy and procedure will be reviewed at least biennially by the Management Team. Reviews will incorporate staff and other stakeholder feedback.

Feedback collection mechanisms, such as staff and participant satisfaction surveys, will assess:

- satisfaction with Full Care Lifetime records and information management and privacy and confidentiality processes.
- whether stakeholders have received adequate information about privacy and confidentiality including how their records will be stored and disposed of and how they can access and change them; and
- the extent to which participants and their supporters feel their privacy and confidentiality has been protected.

Core Module