

Documenting Notes in Client Communication Folder WI.Co.W.44.01

QUALIFICATIONS	SPECIFIC TRAINING	REFERENCES
Nil	Nil	Nil

TASK	METHOD
Importance of Notes	<p>Effective communication between Home Care and Cleaning staff is essential to ensure the provision of quality care and continuity of support and services provided.</p> <p>Previous Notes should be read at the start of your service so that you have a clear indication of the Clients current situation and if there are any extra support or instructions that might apply.</p>
What must be recorded	<p>Always ensure the client's name is recorded on the top of the Notes page.</p> <p>When making notes in a client's Communication Folder you need to record the following:</p> <ul style="list-style-type: none"> • Date • Time (in 24-hour time – e.g. 3.00pm is 1500) • Your signature • Your job role (e.g. Carer/Cleaner) <p>Only write the facts – what was seen, heard, smelt, touched, tasted. Be respectful and non-judgemental. Quote exact words in quotation marks (e.g. Mr Smith said he 'wasn't feeling well').</p> <p>Record the names of people involved in conversations, activities or incidents.</p> <p>Do not use slang, jargon or abbreviations.</p> <p>Keep notes short and simple.</p>

Example 1:

Community Care Services

Communication Folder Notes - NOTES **Fm.Co.A.61B.04**

Client Name	Fred Flintstone
Client Address	345 Cave Stone Road, Wodonga
Medicare #	

Please record notes when there is a change in the client that may need other care staff to be aware of or monitor (for example, recent fall, decline or improvement in health or concerns you may have).
This DOES NOT replace the Carer Feedback Form.

Date	Time	Note
20/02/2020	0830	Assisted Fred with shower, drying and dressing. Applied moisturizer to back and arms. _____ <i>G. Jetson</i> – George Jetson (Carer)
20/02/2020	1530	In home respite with Fred today. Had a good conversation with Fred and talked about the Cricket _____ <i>M. Simpson</i> – Marg Simpson (Carer)

TASK	METHOD
Other important considerations	<p>Do not make assumptions or express your opinion.</p> <p>Do not leave blank lines between entries.</p> <p>If you make a mistake, put a line through it, initial it and continue writing your notes.</p> <p>Notes should be written with reference to the previous entry if applicable. For example, the last entry noted (see below) there was a slightly red area where the old pain patch was. Is this still there or has it gone?</p>

Example 2:

20/02/2020	1830	Attended for the medication prompt service. Observed Wilma change Fred's
		pain patch and noticed a slightly red area where the old pain patch was
		removed. _____ <i>G. Jetson</i> – George Jetson (Carer)
21/02/2020	0815	Assisted Fred with personal care. I checked the area where the old pain
		patch was. Redness was gone. Assisted Fred to dress and then applied his
		shaving MS moisturizing cream _____ <i>M. Simpson</i> – Marg Simpson (Carer)