

## Procedure for Recording Notes in Communication Book

### Introduction

It is a Mandatory Requirement that support workers write up notes in the communication book upon completion of their shift. One person on the team is responsible for returning completed notes with time sheets on a fortnightly basis.

In accordance with Clause 9.1 of the '*Privacy, Dignity and Confidentiality Policy*', all information recorded in the Communication Book shall remain confidential and only be disclosed to the family, other support workers who support the specific person and Office Staff at Community Connection. Community Connection encourages you to read entries made by other support workers so that you can establish how the person has been and what he/she has been doing. Community Connection reads all communication notes and, where necessary, develops an action plan from your information.

### Considerations when writing up the Notes

Support Workers should appreciate that what is written will be read by both the family and the Office Staff at Community Connection. Therefore it is important to adhere to the following points:

- Always write notes with the expectation that others will read them and make judgements about what has been written.
- Please ensure you have printed your name; dated and signed off on the entry that has been made so that the reader will be able to identify the author of what has been written.
- Be respectful to the individual and family supported.
- Write notes to inform family and other staff what occurred during your shift.
- Where support staff work in a team; comments directed at or intended for other team members should not be made in the communication book.
- **Workplace Health and Safety** – if there are concerns of safety arising either for the support worker or the person supported, this should be documented in the notes.
- **Health** of the person supported e.g. the person was sick today.
- **All activities and appointments and the results of these appointments** should be noted down.
- **Emotional** state of the person supported e.g. the person appeared sad today.
- **Behavioural** observations of the person supported where appropriate.
- Suggestions for strategies in supporting the person better e.g. "If something was suggested earlier in the day, later the suggestion was taken up by the person". Sharing success stories!
- Any issues or concerns regarding the person you support!

**Clearly there are some issues and concerns of a personal nature that you would not write in the book that need to be communicated to the office immediately or within a short time frame. When this occurs, please phone or email the appropriate contact to keep the office informed.**

**Finally, Stick to the facts!**