

Writing care notes

This group activity will encourage workers to discuss best practice when writing care notes and reflect on their own experience of writing them in a way that shows respect and dignity, and maintains confidentiality.

Discuss best practice when writing care notes

Time: 20 minutes

Resources: Example care plan cards.

What core skills does this address?

- English skills

What Care Certificate standards does this address?

- 6.5 Use appropriate verbal communication

Introduce the activity

Explain that each card has a care plan note on, and that some of them are written in a way that exercises choice and dignity more so than others.

Ask workers to rank them from one to seven, with one being the best.

Ask workers to justify their decisions during the feedback discussion.

Feedback and discussion

Ask each group to identify an example of good and poor practice and to justify their decision.

You could use these questions to structure the discussion:

- why are some notes better than others?
- can you pick out those notes that contain factual statements and the ones with care worker's opinions?
- who might read these care notes and how does that affect the way we write them?
- what kind of information do we find useful when we read care notes?
- are there some words and phrases that are difficult to spell and what strategies do you use to remember spellings of difficult words?
- are there areas in which we could improve the way we write and update our care notes?

Towards the end of the discussion you could summarise some tips on writing care notes.

Example care plan cards

Look at the seven examples of daily care notes.

1. Decide which ones you think are good and bad examples.
2. Then rank them from one to seven, with one as the best. Explain why you think this and write notes about how each one could be improved.

3. Discuss what you feel makes a good set of care plan notes.

Example 1

- 16.11.15 10.20 am
- FBW given. B/fast taken. Back pain – notified GP.

Molly T

Example 2

- 16.11.15 3.15 pm
- Sally asked to have a wash. I helped her get her things ready in the bathroom and then waited outside. After she had finished I helped her to dress. I helped her make her breakfast - 2 slices of toast and a cup of tea. She chatted with me about her family. I left her watching the TV in the lounge.

Susan White

Example 3

- 16.11.15 7.15 am
- Laura awake all night worrying about her money. Afraid she will not have enough money to pay for the care she needs. At 2 am wanted to ring her bank manager. Put the sides of her cot up. Told manager about her money worries. I don't want another night like that one.

Barbara Allan

Example 4

- 16.11.15
- John had his breakfast of cornflakes and a cup of coffee. Washed up and supplied medication (1 sachet of Movicol). John said the carer was 1 hr late last night. I explained Mrs White had had a fall and then he understood.

Pamela Smith

Example 5

- 16.11.15 10.30 am
- Bill moaned about his arm again. Didn't really want to get up. Just wanted a lie in. I made him porridge and a cup of tea which he said he enjoyed. Supplied Gaviscon medication as prescribed.

Maureen Wright

Example 6

- 16.11.15 1.30 pm
- Ron got out of bed on his own and walked to bathroom with his frame. I made him lunch – tomato soup and a roll. He said he would be with his daughter this week-end. Rang the office. No care needed till Monday morning.

Dawn Clark

Example 7

- Carol had a drink, some food, washed.
- She was quite bad tempered and aggressive.

GT

