

# DOCUMENT HRPR010

## Procedure to Record and Disclose Communication Notes

| Document Information and Revision History |                    |   |                                       |
|---|--------------------|---|---------------------------------------|
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| 04.05.15                                  | 04.05.15           | CCI Management Team   | Initial Issue                         |
| February 2018                             | February 2021      | Marie   | Process updated – send to coordinator |

### 1. COMMUNITY CONNECTIONS INCORPORATED'S POSITION

It is a **Mandatory** requirement that Lifestyle Assistants write up notes upon the completion of their shift. These communication notes may be hand written in the “duplicate” communication note books provided or recorded on the I-pad.


### 2. PURPOSE

The aim of this procedure is to provide a guideline for Lifestyle Assistants to effectively communicate how we provide support to our individuals and any positive and negative outcomes enabling us to learn and improve on a continuous basis.

### 3. PROCEDURE



#### 4.1 Using the i-pad

To do so please stick to the following steps:

1. Type notes out using the 'Notepad' App
2. Ensure you commence the notes with your name, the time and date of the shift.
3. Once notes have been completed, Press the 'Share' Icon at the bottom of the screen;  and Email the completed notes to the team Coordinator

#### 4.2 Using the tablet

To do so please stick to the following steps:

4. Type notes out using the 'ColourNote' App.
5. Click the '+' icon and choose 'text'.
6. Ensure you commence the notes with your name, the time and date of the shift in the white box at the top.
7. Once notes have been completed, Press the 'Share' Icon at the top right hand side of the screen;  and press the send icon  then choose 'Email'.
8. Email the completed notes to the Team Coordinator

## 4.2 Using the Communication Book

To do so please stick to the following steps:

1. Ensure you commence the notes with your name, the time and date of the shift.
2. One person on the team is responsible for returning the completed notes with their timesheets on a fortnightly basis.

## 4.3 Privacy, Dignity and Confidentiality

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

## 4.4 Considerations when writing up the notes

Lifestyle Assistants should appreciate that what is written will be read by both the family/individual and the Management Team at Community Connection Incorporated. 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 written clear notes that are easy to understand and DO NOT refer to yourself in the 3<sup>rd</sup> person.
- Be respectful to the individual and family supported.
- Write notes to inform family and other staff what occurred during your shift.
- Where Lifestyle Assistants work in a team; negative comments directed at or intended for other team members should **NEVER** be made in the communication book.
- **Workplace Health and Safety** – if there are concerns of safety arising either for the workers or the person supported, this should be documented in the notes. Comment if you need to draw attention to any non-urgent issue that is in the best interest of the individual/family, workers or general community.
- **Health** of the person supported e.g. the person was sick today.
- **Maintenance** - record any items that require repair or maintenance and are not urgent.
- **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.
- **Medication** – Please detail any changes, increases or decreases in medication immediately so that Community Connection Incorporated has a current record of medication for the person who you support.
- 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/document on the i-pad 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!**

#### 4. CONTRAVENTION

Any breach of these procedures will be treated as a serious matter and may result in disciplinary action depending on the level and nature of the breach. Disciplinary action that may be taken includes, but is not limited to, the issuing of a formal warning, directing people to attend mandatory training, suspension from the workplace and termination of employment.

#### 5. RESPONSIBILITIES

##### Lifestyle Assistant

It is the responsibility of every Lifestyle Assistant to provide a report of their working hours, even if everything went smoothly and there really is nothing to report – please state this

##### Management Team

1. It is the responsibility of the Lifestyle Coordinator to receive the notes, save the notes to the relevant family folder, evaluate the communication notes and provide structured action plans and team meetings where required

##### If communication notes are not being written or shared

2. It is the responsibility of the HR Coordinator, in the first instance, to meet with/write/telephone the Lifestyle Assistant and clearly communicate our need for consistency and transparency along with our objectives to provide planned and detailed support to our individuals, in which case the communication notes are a mandatory and pivotal tool.
3. It is the responsibility of the Manager of Community Connection Incorporated to performance manage any Lifestyle Assistant who contravenes our policies and procedures.