[Insert organisation name/logo]

# CASE NOTES AUDIT

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Staff name/ Role** | |  | **Client ID** |  | | |
| **Supervisor name** | |  | | | | |
| **Date** | |  | **Time: .am/pm** | | | |
| **Item No.** | **Case note audit tool** | | | | **YES (1)** | **NO (0)** | |
|  | **IDENTIFICATION OF CASE NOTE** | | | |  |  | |
| **1** | Is each case note entry signed with a name printed below? | | | |  |  | |
|  | **TIMELY AND ORDERED** | | | |  |  | |
| **2** | Are case notes organised so information can be found easily? | | | |  |  | |
|  | **LEGIBLE** | | | |  |  | |
| **3** | Are the case notes easy to read? | | | |  |  | |
|  | **CLEAR AND CONCISE** | | | |  |  | |
| **4** | Are case notes clear and concise without sacrificing important client information? | | | |  |  | |
| **5** | Is the presenting problem adequately described? | | | |  |  | |
| **6** | Are the client’s goals and objectives clarified? | | | |  |  | |
|  | **ACCURATE & OBJECTIVE** | | | |  |  | |
| **7** | Are observations recorded objectively? | | | |  |  | |
| **8** | Are assessments free of personal opinions or judgements? | | | |  |  | |
| **9** | Are professional opinions acknowledged clearly as opinion with evidence for the opinion? | | | |  |  | |
|  | **RELEVANT** | | | |  |  | |
| **10** | Do case notes focus on the client’s purpose and goals and how these are to be achieved? | | | |  |  | |

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| --- | --- | --- | --- |
| **11** | Could staff make necessary decisions for clients in their care based on the information provided in the case note? |  |  |
|  | **CHOICE OF WORDS** |  |  |
| **12** | Is direct, specific language used rather than potentially ambiguous ‘technical’ jargon or phrases used? |  |  |
| **13** | Do the case notes avoid using abbreviations when writing for the first time? |  |  |
|  | **CONTENT** |  |  |
| **14** | Was the admission assessment information completed? |  |  |
| **15** | Do the case notes contain discussion about treatment goals? |  |  |
| **16** | Do the case notes contain weekly goals? |  |  |
| **17** | Do the case notes detail treatment interventions used? |  |  |
| **18** | Do the case notes contain observations? |  |  |
| **19** | Do the case notes detail clinical outcome results e.g. K10 or other tools |  |  |
| **20** | Are homework tasks documented in the case notes? |  |  |
| **21** | Is the date of the client review clearly documented in the file? |  |  |
| **22** | Are outcomes from the review clearly documented on the file? |  |  |
| **23** | Was the discharge paperwork completed in full? (if not discharged yet, tick yes) |  |  |
| **24** | Was the client given a copy of the discharge paperwork? (if not discharged yet, tick yes) |  |  |

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| **SCORE 1 – 8** | **9 -16** | **17-24** |
| **WORKERS** | | |
| To help you get on top of your case notes, practice-writing case notes with your manager and work through keys to good writing. | You understand many of the principles of case notes. If you would like to improve your skills work through keys to good writing and try using the case note framework. | Wow! Congratulations you are on your way to becoming an expert. Look at the completed framework for more ideas. |
| **MANAGERS** | | |
| Managers ask worker to read keys to good writing and discuss what goes into a case note | Try asking your workers to use the case note framework to improve their case note writing skills. | Repeat the audit and keep monitoring case notes. |