

## PROCESS

- Check you have the correct client file
- Date your entry, note the time if relevant to your service
- Use a blue or black ballpoint pen, never a pencil
- Write or print clearly so that others can read your notes
- Avoid leaving blank spaces at the end of, or between entries
- Always sign or initial your entry
- Don't try to hide a mistake, draw a line through the entry and initial it
- Never write up an anticipated action, e.g. noting that you have dispensed medication before doing so
- Where your note spans two pages include the word *continued* at the end of the page and the start of the next page

## CONTENT

- Use simple and clear language
- Avoid using jargon or slang
- Avoid, or only use approved abbreviations
- Stick to the facts, what was seen, heard, smelt or felt
- Remain objective and avoid judgemental language
- Include direct quotes from consumers or their representative where relevant
- Avoid using sensational language e.g. 'victim' or 'plague'
- Avoid jumping to conclusions or making assumptions
- Avoid stating your own opinion
- Avoid commenting on what another staff member has or hasn't done