

**Importance of Shift Case Notes and Case Note - samples.**

At Decent Care case notes are essential for ensuring continuity of care, monitoring participant progress, facilitating communication and collaboration, managing risks, maintaining accountability and compliance, and driving continuous quality improvement in the supports and services we provide to our participants.

<p><b>Continuity of Care:</b></p>	<ul style="list-style-type: none"> <li>• Case notes ensure continuity of care by documenting the support provided to participants during each shift. This allows for a seamless transition between support workers and ensures that all team members are informed about the participant's progress, needs, and preferences.</li> </ul>
<p><b>Progress Monitoring:</b></p>	<ul style="list-style-type: none"> <li>• Case notes track the participant's progress over time, documenting achievements, challenges, and areas for improvement. This information enables support workers, Team Leaders and Decent Care Staff and stakeholders to assess the effectiveness of interventions, adjust care plans as needed, and celebrate milestones achieved by the participant.</li> </ul>
<p><b>Communication &amp; Collaboration</b></p>	<ul style="list-style-type: none"> <li>• Case notes facilitate communication and collaboration among support workers, healthcare professionals, and other stakeholders involved in the participant's care. By documenting observations, concerns, and recommendations, support workers can share relevant information with the broader care team, ensuring that everyone is working towards common goals and providing consistent support.</li> </ul>
<p><b>Risk Management:</b></p>	<ul style="list-style-type: none"> <li>• Case notes help mitigate risks by identifying potential safety concerns, changes in behavior, or medical issues that may require immediate attention. Timely documentation of incidents or emergencies allows support workers to take appropriate action, such as contacting emergency services or notifying relevant authorities, to ensure the participant's well-being and safety</li> </ul>
<p><b>Accountability and Compliance:</b></p>	<ul style="list-style-type: none"> <li>• Case notes serve as a record of the support worker's activities and interactions with the participant, demonstrating accountability for the care provided. They also help support</li> </ul>

	compliance with NDIS regulations and guidelines by documenting adherence to care plans, medication administration protocols, and reporting requirements.
Evaluation and Quality Improvement	<ul style="list-style-type: none"><li>• Case notes contribute to the evaluation of service delivery and quality improvement efforts within NDIS-funded programs. By reviewing case notes collectively, Decent Care can identify trends, gaps in service provision, and areas for staff training or professional development to enhance the quality of care provided to participants.</li></ul>

Shift Case Note should include the following information.

- **Date:** [Date of Shift]
- **Participant Name:** [Participant's Name]
- **Shift Start Time:** [Start Time]
- **Shift End Time:** [End Time]
- **Location:** [Location of Support]
- **Summary of Shift:**  
Provide a brief overview of the shift, including any significant events or activities.
- **Participant's Mood/State:**  
Describe the participant's mood or emotional state during the shift, any changes observed, and factors that may have influenced their mood.
- **Activities/Support Provided:**  
Detail the activities and support provided to the participant during the shift, including any assistance with personal care, household tasks, community outings, therapy sessions, etc.
- **Achievements/Progress:**  
Highlight any achievements or progress made by the participant during the shift, such as completing tasks independently, reaching goals, or developing new skills.
- **Challenges/Concerns:**  
Note any challenges or concerns encountered during the shift, such as difficulties in communication, behavioral issues, health concerns, etc. Include any strategies implemented to address these challenges.
- **Interactions with Others:**  
Document any interactions the participant had with family members, caregivers, healthcare professionals, or other support workers during the shift. Note any important discussions or decisions made.
- **Medication/Administration:**  
Record details of any medication administered to the participant during the shift, including dosage, time, and any observed effects or side effects.
- **Recommendations/Next Steps:**  
Provide any recommendations for future support based on observations made during the shift, including adjustments to care plans, referrals to other services, or follow-up actions required.
- **Additional Notes:**  
Include any additional information relevant to the participant's care or support, such as preferences, dietary requirements, or specific instructions from healthcare professionals.

## Case Note Sample:

### Example 1



**Liz Lorencz** • Team Leader

Mon, 8 Apr 2024 3:29 PM • [Edited Mon, 8 Apr 2024 3:29 PM](#)

**Summary of Shift:** During today's shift, I provided support to John at his home. We focused on personal care routines and household tasks. John seemed to be in good spirits throughout the shift and engaged well in our activities.

**Participant's Mood/State:** John appeared calm and cooperative today. He communicated his needs clearly and participated actively in the tasks we worked on.

**Activities/Support Provided:** Assisted John with showering and dressing. Prepared breakfast and lunch according to John's dietary preferences. Supported John in completing laundry and tidying up his living space. Engaged in conversation and reminiscing activities to stimulate cognitive function.

**Achievements/Progress:** John successfully completed his personal care routines with minimal prompting, demonstrating increased independence. He also expressed satisfaction with his meals and actively participated in household chores.

**Challenges/Concerns:** No significant challenges were encountered during the shift. However, John mentioned feeling a bit fatigued, so we took breaks as needed to ensure his comfort.

**Interactions with Others:** John's daughter stopped by briefly to drop off some groceries. We had a brief conversation about John's well-being and upcoming appointments.

**Medication/Administration:** Administered John's morning medication as per his care plan. No issues or side effects were observed.

**Recommendations/Next Steps:** Based on today's observations, I recommend continuing with our current support plan. John's overall well-being appears stable, but I will monitor closely for any changes and report accordingly.

## EXAMPLE 2



**Liz Lorencz** • Team Leader

Mon, 8 Apr 2024 3:29 PM • [Edited Mon, 8 Apr 2024 3:29 PM](#)

**Summary of Shift:** Today, I accompanied Sarah to her therapy session and assisted her with grocery shopping afterward. We encountered some challenges during the outing due to Sarah's anxiety, but overall, it was a productive shift.

**Participant's Mood/State:** Sarah appeared anxious and agitated at the beginning of the shift, but she gradually calmed down as we engaged in activities together.

**Activities/Support Provided:** Accompanied Sarah to her therapy session and provided emotional support throughout. Assisted Sarah in creating a grocery list and navigating the store. Helped Sarah in selecting healthy food options and managing her budget. Engaged in relaxation techniques to help Sarah cope with her anxiety.

**Achievements/Progress:** Despite feeling anxious, Sarah attended her therapy session and actively participated in the discussions. She also successfully completed her grocery shopping with guidance, demonstrating improved decision-making skills.

**Challenges/Concerns:** Sarah's anxiety was heightened during the therapy session, leading to some difficulty in communication. Additionally, she struggled with decision-making at the grocery store, which caused her distress.

**Interactions with Others:** Interacted with Sarah's therapist to provide context on her recent experiences and discuss potential coping strategies. Also, engaged with store staff to seek assistance when needed.

**Medication/Administration:** Sarah did not require medication administration during the shift.

**Recommendations/Next Steps:** I recommend incorporating additional coping techniques into Sarah's support plan to help her manage anxiety more effectively. It may also be beneficial to explore alternative therapy approaches that align better with Sarah's needs.

### Example 3 - picking a participant up from work and then dropping them home



**Liz Lorencz** • Team Leader

Mon, 8 Apr 2024 3:29 PM • [Edited Mon, 8 Apr 2024 3:29 PM](#)

**Summary of Shift:** Today, I provided transportation support to Emily by picking her up from her workplace and safely dropping her home. This shift primarily focused on ensuring Emily's safe and comfortable transition between work and home environments.

**Participant's Mood/State:** Emily appeared tired but content as she finished her workday. She expressed relief when I arrived to pick her up, and she seemed relaxed during the car journey home.

**Activities/Support Provided:** Arrived at Emily's workplace promptly at 5:00 PM as scheduled. Assisted Emily in gathering her belongings and ensuring she had everything she needed for the journey home. Engaged in friendly conversation during the drive to provide emotional support and companionship. Maintained a safe and comfortable driving environment, ensuring Emily's well-being throughout the journey. Dropped Emily off at her home address and ensured she entered safely before departing.

**Achievements/Progress:** Emily successfully completed her work shift and transitioned smoothly from her workplace to her home with minimal stress. She demonstrated independence in gathering her belongings and navigating the transition process.

**Challenges/Concerns:** No significant challenges were encountered during the shift. Emily appeared comfortable and at ease throughout the journey, and no issues arose during transportation.

**Interactions with Others:** Interacted briefly with Emily's colleagues when picking her up from work. We exchanged friendly greetings, and they expressed gratitude for the support provided to Emily.

**Medication/Administration:** No medication administration was required during the shift.

**Recommendations/Next Steps:** Based on today's observations, I recommend continuing with transportation support as part of Emily's care plan to ensure her safe and timely travel between work and home. Regular communication with Emily's workplace regarding pick-up and drop-off times will help maintain a smooth transition process.

These examples demonstrate how Decent Care Support Workers can document their interactions with participants, noting activities, achievements, challenges, and recommendations for ongoing support. Each case note should be tailored to the participants care and support.