# PEOPLE OF PEONY'S PARTICIPANT CASE NOTES POLICY AND PROCEDURE

## What is This About?

**What is this about?**
This policy helps staff at People of Peony know how to write down the right things about your support. These notes are called **case notes**. Case notes help keep track of what's going on with your support.

**Who is this for?**
This is for all staff who work with you at People of Peony.

## What are Case Notes

**Case notes are written down:**
- After staff see you or talk to you
- When something important happens
- When your support plan changes
- To remember things like goals, health, or feelings

**Case notes help:**
- Keep track of your support
- Show what goals you're working on
- Record if something good or hard happens
- Help all staff know what's going on

## What Staff Must Write Down

- Your goals and how you are going with them
- Big changes or things you've achieved
- If you've been to appointments
- If something important happened
- If another service was contacted about you
- If you went to a group activity
- Any help or info given to you
- If you said yes or no to something (your consent)
- What needs to happen next

**What Staff Must NOT Write Down:**

- Their own feelings or guesses
- Opinions or judgements
- Things that are not true

## Important Rules for Staff

- Write notes soon after seeing or speaking with you
- Only write things that really happened
- Be respectful in how they write about you
- Your file is private and only for people who support you
- You can ask to read your notes at any time

## Keeping You Safe

All your notes are:

- Private
- Locked away or safely stored
- Only shared with people who are allowed to see them

Staff must follow the rules in:

- Our privacy policy
- Our information storage rules

## Need Help Understanding Your Case Notes

You can:
- Ask a support person to explain
- Use an advocate
- Ask for the notes in Easy Read