



Quality. Integrity. Respect.

Carer recording guidance

Updated June 2017

This guidance should be considered alongside the following documents:

- AFA Foster Carer's Handbook
- AFA Record keeping and confidentiality for Foster Carers Policy

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Introduction

Carers must keep records on all aspects of their fostering. There are many reasons why it is important to make records, for example:

- To accurately recall events and behaviour
- To recall both positive & negative events
- To assist you and others in looking at the progress a child is making in the placement
- To assist you and others in decision making
- To provide 'back up' information when writing reports, which may include reports for court and LAC reviews
- To support a request for additional help for a child
- To help protect you and your family from allegations/complaints

Standard 26 of the National Minimum Standards outlines the importance of records being available to children to contribute to the understanding of a child's life. It is with this in mind that the AFA Foster Carers agreement states:

You are required as part of the role of foster carer to keep regular written records regarding all Children in your care and to make these available to the Placement Manager on request and during supervision. In signing this agreement you acknowledge and understand that any records produced or maintained by you remain the property of AFA at all times and may be used or referred to from time to time by the Local Authority, the Police and or the Courts where necessary.

The records referred to in clause 9.1 above will include (but may not be limited to) a diary and a log book in which you must record significant or helpful information relating to the Child, together with any specific information that you are asked to record on a daily, weekly or regular basis.

The below processes and guidance will help all carers to understand the responsibilities for recording and also to assist them in completing this task. Support from the agency is available to any carers who are struggling with this aspect of their role. Ongoing monitoring of recording will also take place with carers during supervision and at other relevant points.

Processes and requirements relating to carer's recording

Other documents to consider

Please refer to and use the following:

- AFA Record Keeping and Confidentiality for Foster Carers
- AFA Parent and Child handbook
- AFA Foster Carer Handbook
- AFA significant events to record under progress – ‘How to’ guide
- How to complete AFA Foster Carer Logs
- AFA carer ‘What to record’ guide

Daily recordings

At the beginning of every placement, all carers should record daily. Entries should be recorded directly onto the CHARMS database under the carer’s log section.

Parent and Child recording

Specialist recording formats must be used for recording all Parent and Child placements. These should be completed on available templates and uploaded onto the CHARMS progress page. These include:

- Feeding record
- Changing record
- Sleep record
- Daily recording by carers
- Daily recording by parents
- Weekly recording by carers

Incident/Event/Significant Change of Circumstances

All incident/significant change of circumstances must be recorded as soon as possible after the event. Placement Managers should be notified immediately. If the Placement Manager is not available carers should contact the duty worker.

Schedule 6 recordings should be completed using the incident template, and also be noted under progress. Placement Managers must be informed as soon as possible.

Weekly recordings

Weekly recording must have been formally agreed by the Placement Manager, foster carer and AFA Management. As with daily recording, these are recorded directly onto the CHARMS database under the carer’s log section.

LAC report

Carers are expected to complete a report for each Looked After Children (LAC) review meeting. There are two parts to this report. The first part is compulsory for all carers and details a list of significant dates. The second part mirrors the daily recording format. It is hoped that as many carers as possible will feel able to complete both parts. A format for this report is available via Placement Managers and the expectation is that these are completed and shared with the Placement Managers two weeks before the date of the meeting.

Expectation of carers and AFA relating to recording

Whatever level of recording is required there is an expectation that carers record securely onto the CHARMS database. Support will be given to any carers who are finding either recording itself, or access to the CHARMS database difficult. In all situations:

- Carers must have appropriate electronic equipment to allow them to record using CHARMS.
- Carers must raise any difficulties they are having as soon as possible with their Placement Manager, including any additional support/equipment required.
- If the issue relates to CHARMS, carers should contact the CHARMS helpline for advice and support. They should keep their Placement Manager informed of this and update them as appropriate.
- Placement Managers can provide additional support and advice to carers. This can be completed by one to one training or guidance.
- If the difficulties continue, a carer may be asked to attend a support group in order to get additional support from a staff member or CHARMS technician. To ensure this support is available, the carer must advise the AFA office and their Placement Manager that they will be attending and bring their equipment with them (if portable).
- Recording will be a standard item on each supervision meeting to discuss whether logs are being completed as expected and to look at the standard of these logs. Advice will be given as to how to improve these, as appropriate.

Any carers who become significantly out of date with recording will be highlighted by the Placement Manager. **For daily records, this would be 2 weeks out of date and for weekly records this would be 4 weeks out of date.**

Initially, this will be discussed with the carer by the Placement Manager, with advice, feedback and strategies put in place to get these back up to date. If this does not have the required impact the following will take place:

- Carers logs will be discussed with the Placement Manager's line manager to agree a way forward
- Discussion will take place with Senior Management and the carers, looking for advice and support which can be offered and an action plan put into place with specific timeframes identified for improvement
- Any specific events or circumstances will, wherever possible, be considered. However, a persistent failure to record will not be tolerated.
- If still no improvement is made, the matter will be discussed as part of a Senior Management meeting to decide the consequences to be placed. These consequences could include amongst other things and not limited to:
 - 1) A carer returning to daily recording for a period
 - 2) A financial penalty, such as reducing their reward element from experienced or enhanced rate to non-experienced, or delaying when they will be recognised as experienced
 - 3) Mandatory training being implemented
 - 4) The matter being taken back to the Fostering Panel due to the carers' failure to comply in basic expectations to consider their continued approval

Process for considering a change to frequency for recording

- 1) Discussions relating to recording will regularly be held during the carers' supervision with their Placement Manager. Following this discussion, if the criteria below appear to have been met, the proposed frequency of recording will be clearly noted in the supervision notes and both the carer and Placement Manager must verify these through the CHARMS system.

- 2) The frequency of recording will relate to an individual child or young person and not to all children in placement.
- 3) The Placement Manager will discuss the proposal with their manager, either during staff supervision or in another formal management discussion. This discussion will be recorded to confirm the criteria for the proposed change has been met.
- 4) If all are in agreement for the proposed change, a date for this to be implemented will be agreed by AFA in discussion with the carer
- 5) If agreement is not reached between AFA and the carer a further discussion will take place with the AFA Practice Standards Officer and/or Agency Decision Maker. The decision by AFA regarding the frequency of recording is final. Further discussion will take place between AFA and the carer if there is a change of circumstances that may influence whether daily or weekly recording should be undertaken.

Criteria to be met for recording to change from daily to weekly

The following must be met for this to be considered:

- There must be evidence of regular and quality recordings by the foster carer over a significant period of time (not less than 6 months.)
- The child or young person must have been in placement for over 12 months or must have been agreed as a long term placement (via LAC review or Local Authority Fostering Panel)
- The placement must be assessed as stable over a period of time, evidence being available via the Outcome Tracker, discussion in supervision, annual reviews and other meetings.
- There must be no ongoing court proceedings or uncertainty regarding the Care Plan for the child or young person
- There must be no significant safeguarding, Child Sexual Exploitation or safer caring issues relating to the child or young person.

Criteria to be met for recording to change from weekly back to daily

One or more of the following must be met for this to be considered:

- There is no evidence of regular and/or quality recordings by the foster carer over a significant period of time.
- There are standard of care concerns relating to the foster carer.
- The placement is no longer seen as stable, evidence being available via the Outcome Tracker, discussion in supervision, annual reviews and other meetings.
- Court proceedings are initiated or there is a change in the Care Plan for the child, other than for long term fostering.
- Significant safeguarding, Child Sexual Exploitation or safer caring issues relating to that child have been highlighted
- There is a significant change in circumstances for a child or young person in placement.

Recording guide for carers

Here are some important things to remember

- Use a small note book or diary to make daily notes that is not easily accessible to others. This is particularly relevant if you will need to complete an incident recording, for instance if a child has an accident/is injured or in the case of a disclosure of historic events or abuse.
- Keep paper records in a small filing case or folder, and in a secure cupboard
- Only record enough information to help trigger your memory for when you complete your daily recording on CHARMS. For instance, times of day for incident recordings may be important.
- Advise the Young Person & parents that you will keep a written record of the placement.
- Don't be judgemental - if you record personal opinions, always back these up with the facts and relevant 'evidence'
- Record directly on to the AFA 'CHARMS' Database. Records must be secure. AFA provides you with a direct system that allows you to maintain accurate records electronically, (CHARMS) and this system is password protected.

AFA Carer Daily and Weekly Log

Category/title	Comments	Score
Weekly or daily log? (Date agreed/changed)		
Visitors to the household		
What is going well?		
Attendance at clubs, organisations, activities (inc. sport, after school) or outings.		
Health and wellbeing; including accidents, injuries, medication or illnesses.		
Emotional health, behaviour and relationships in and outside of the family.		
Education - Update and progress		
Contact		
Incident recording completed? Date of completion if applicable.		
Safeguarding, safer caring, CSE concerns.		
Any other concerns or events?		

AFA Carer 'What to record guide'

Scoring

Please score accordingly, with 10 being very challenging or concerning and 0 being positive or having no concerns.

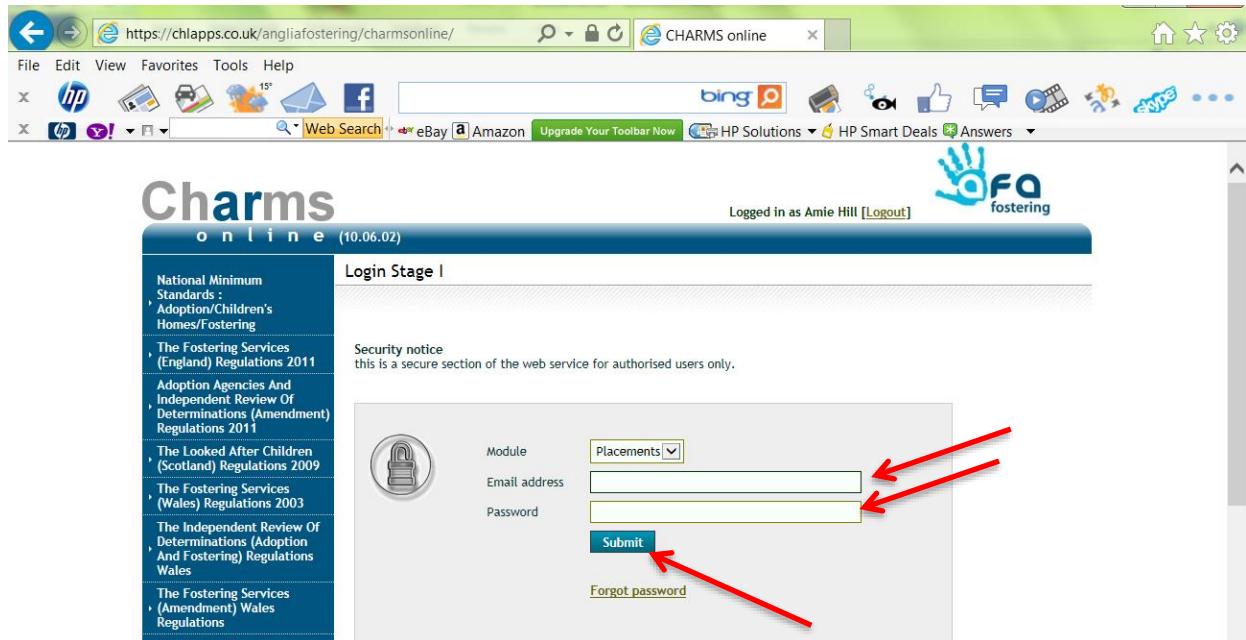
Category/title	Comments	Score if applicable
Weekly or daily log? (Date agreed/changed)	<i>Note if daily or weekly, date agreed and initials of those involved in the discussion. Note only if this has changed since the last log.</i>	No score needed
Visitors to the household	<i>This is where any visitors to the home should be logged (please use initials for children who have visited). Visits/appointments/meetings with professionals should be logged on the progress page.</i>	No score needed
What is going well?	<i>Highlight achievements, positive developments and any changes. Record any positives or comments the child has highlighted themselves.</i>	
Attendance at clubs, organisations, activities (inc. sport, after school) or outings.	<i>Attendance and progress at any of these should be highlighted. Any missed activities to be logged with the reason for non-attendance.</i>	
Health and wellbeing; including accidents, injuries, medication or illnesses.	<i>All Schedule 6 events (illness, injuries, medication, accidents and health appointments) should be logged under progress. Please note here that Sch. 6 events have been logged and record only minor accidents, illness etc.</i>	
Emotional health, behaviour and relationships in and outside of the family.	<i>Note anything relevant relating to mood, behaviour etc. Record the nature of relationships in the placement, with their family and with friends or other children.</i>	
Education - Update and progress	<i>Academic progress or difficulties, development of social and/or independence skills, integration etc.</i>	
Contact	<i>Has this been arranged or discussed? Has contact taken place and who attended? Was there any change in the child's behaviour before or after contact?</i>	
Incident recording completed? Date of completion if applicable.	<i>Note if an incident report has been completed. This should be uploaded to the progress page (see recording guide for details).</i>	No score needed
Safeguarding, safer caring, CSE concerns.	<i>Detail any concerns and ensure these are discussed with your Placement Manager and the child's social worker.</i>	Please see note above
Any other concerns or events?	<i>Note here any additional worries or concerns relating to the child or young person. Record any concerns the child has highlighted themselves</i>	Please see note above

How to complete AFA Foster carers logs

DO NOT WRITE YOUR USERNAME OR PASSWORD ON THIS PAPER. It is essential for data protection purposes that you keep your password and passphrase confidential.

- Use the link below to access the web space where you can complete your daily logs.

<https://chlapps.co.uk/AngliaFostering/charmsonline/site/mainmenu.asp>



The screenshot shows a web browser window for the Charms online platform. The URL in the address bar is <https://chlapps.co.uk/angliafostering/charmsonline/>. The page title is "Charms online (10.06.02)". On the left, there is a sidebar with a list of regulations: National Minimum Standards, Adoption/Children's Homes/Fostering, The Fostering Services (England) Regulations 2011, Adoption Agencies And Independent Review Of Determinations (Amendment) Regulations 2011, The Looked After Children (Scotland) Regulations 2009, The Fostering Services (Wales) Regulations 2003, The Independent Review Of Determinations (Adoption And Fostering) Regulations Wales, The Fostering Services (Amendment) Wales Regulations, and The Foster Placement. The main content area is titled "Login Stage I". It contains a "Security notice" stating "this is a secure section of the web service for authorised users only." Below this is a form with fields: "Module" (set to "Placements"), "Email address", "Password", and a "Submit" button. A red arrow points to the "Submit" button. Below the "Submit" button is a "Forgot password" link. The AFA fostering logo is in the top right corner of the page.

- Use the email address and password that you have been given to log in. To do this enter your email address into the email address box and your password into the password box. Now click on submit.

You will now see the screen below

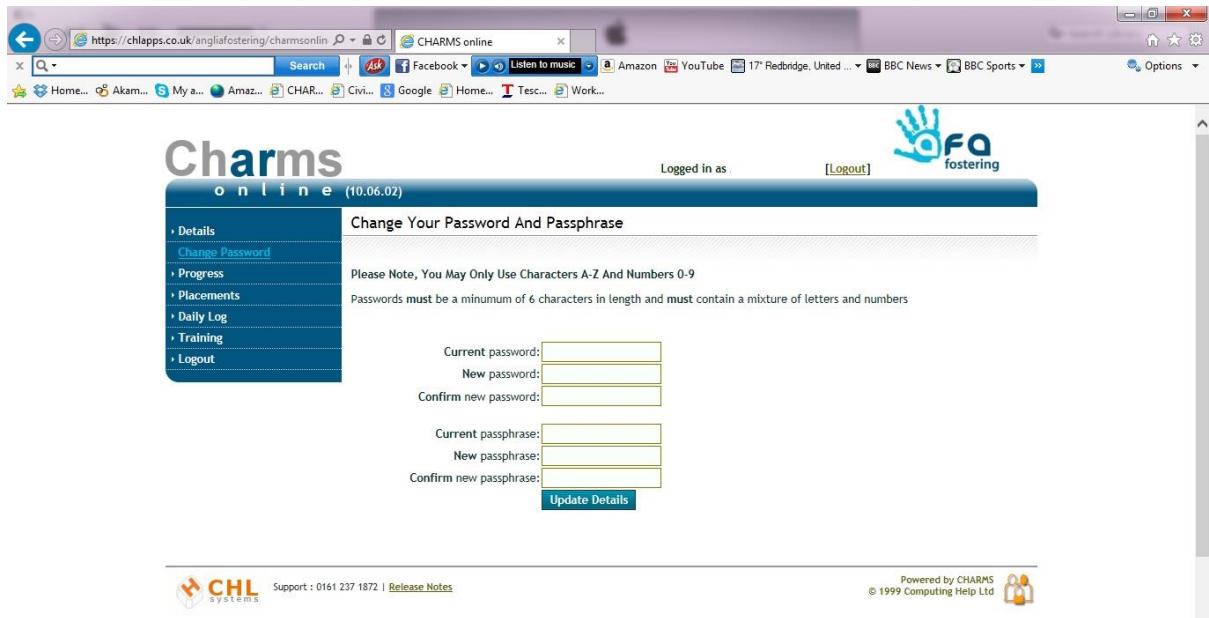
- Enter your passphrase and click on continue.

You will now see the screen below (with your contact details)

Change Password and passphrase – You need to do this for the first time that you log in and at interim periods to ensure that your password and passphrase is secure.

- Click on 'change password'

You will now see the below screen



CHARMS online (10.06.02)

Logged in as: [Logout]

Change Your Password And Passphrase

Please Note, You May Only Use Characters A-Z And Numbers 0-9
Passwords must be a minimum of 6 characters in length and must contain a mixture of letters and numbers

Current password:
New password:
Confirm new password:

Current passphrase:
New passphrase:
Confirm new passphrase:

Update Details

CHL systems Support : 0161 237 1872 | [Release Notes](#)

Powered by CHARMS
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Follow the on screen instructions and press update details.

Use something memorable as your password and passphrase as you must not write these down anywhere.

*Should you at any time forget your password or passphrase this can be reset by staff at the AFA office.

Training

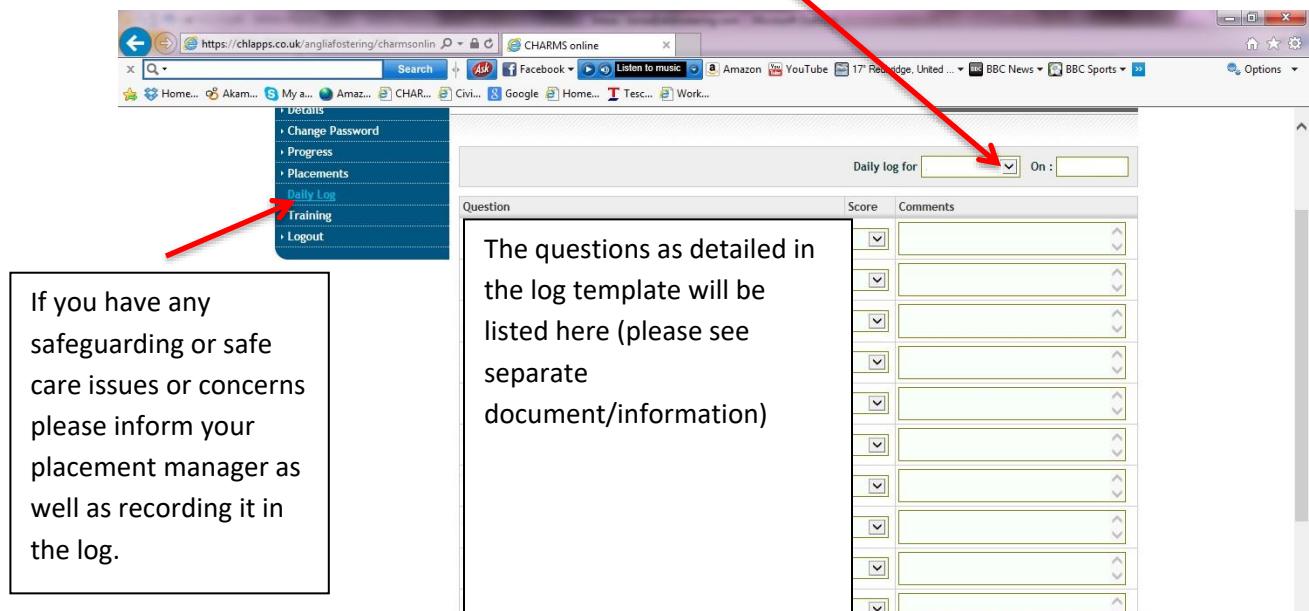
You will notice that on the left hand side of the screen there is a menu bar. In this you will see the 'Training' tab. If you click on this it will show you training courses that you have attended and that you are booked on.

Carer's daily or weekly log

- Using the menu on the left hand side of the screen. Click on the 'Daily log' tab.

You will need to complete a daily log for each child in placement. To select child click on the arrow button highlighted below and then click on their name.

You will see the screen below



If you have any safeguarding or safe care issues or concerns please inform your placement manager as well as recording it in the log.

The questions as detailed in the log template will be listed here (please see separate document/information)

- For each Question (there are ten in total) you need to score and make a comment in the comments box to explain your score.
- Now click on 'Save' and then 'complete' to finalise the log.

You will now have a box pop up asking you to enter your password (this is the password that you enter to log on to do your carer log). See screen below.

Your log is now saved on the system and your placement manager will see it.

NOTE: You will need to do these logs. If your logs go more than 48 hours without them being submitted your placement manager will be informed. It is an expectation that the logs are kept up to date.

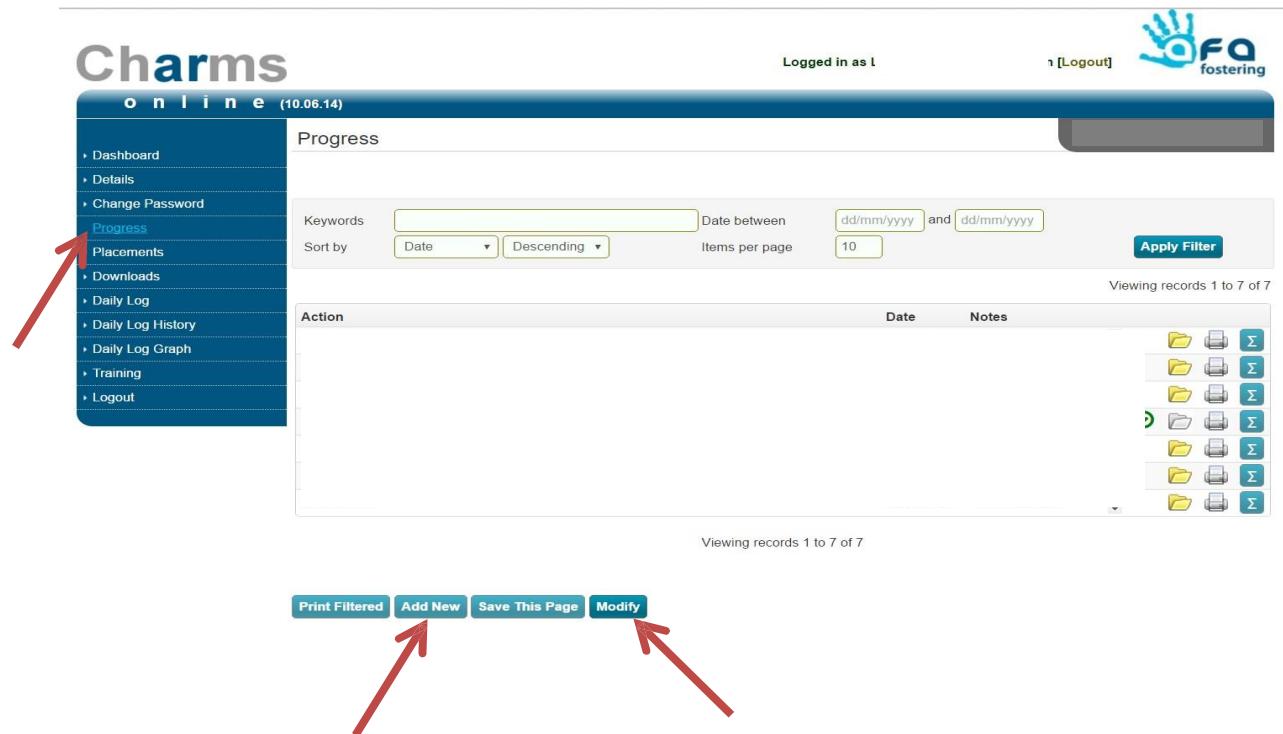
Procedure for Foster Carers to record the significant events

Complete for:

- Incident report
- Accidents
- Injuries
- Illness
- Medication, or any medical treatment administered. If this is daily medication, log when first prescribed and repeat when any subsequent prescription (for the same medication) is issued.
- First aid administered
- Health appointments – GP, Opticians, Dentist, consultant, LAC medicals

In order to comply with Schedule 6 of the Fostering Services (England) Regulations 2011 the above must '...be monitored by the registered person' in the Fostering. Foster Carers must submit the above information as and when the event occurs. If the concern is significant (i.e. a child has been harmed or is at risk of harm) contact must be made with the Placement Manager or Duty Worker as soon as possible.

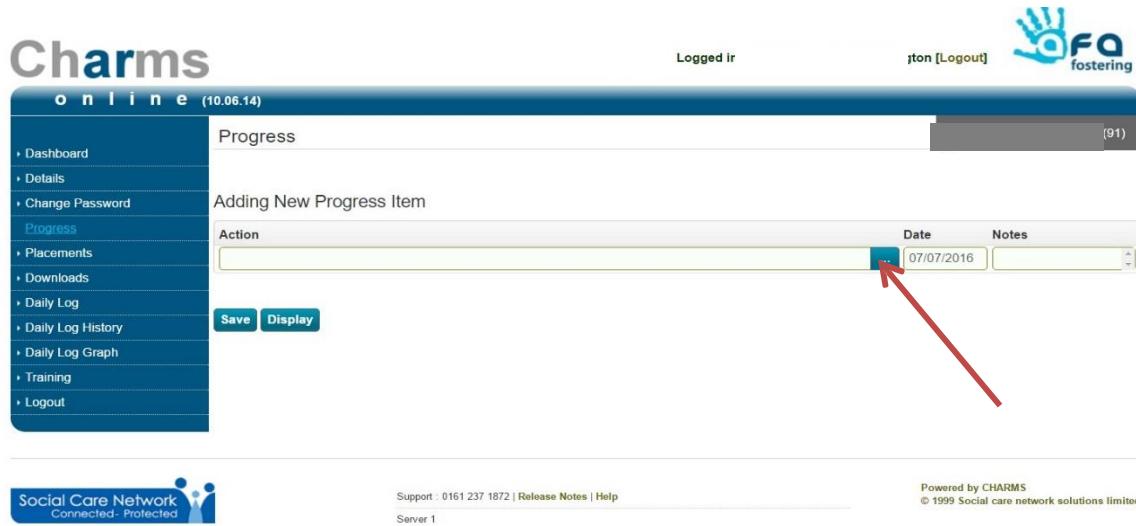
Log on to Charms as if completing a Daily Log.



The screenshot shows the Charms online software interface. The top navigation bar includes 'Logged in as I' and a 'Logout' link, along with the OFA fostering logo. The main menu on the left lists various options: Dashboard, Details, Change Password, Progress (which is highlighted with a red arrow), Placements, Downloads, Daily Log, Daily Log History, Daily Log Graph, Training, and Logout. The central content area is titled 'Progress' and contains a search/filter section with fields for 'Keywords', 'Sort by' (Date, Descending), 'Date between' (dd/mm/yyyy), 'Items per page' (10), and an 'Apply Filter' button. Below this is a table titled 'Action' with columns for 'Date' and 'Notes'. The table shows 7 records. At the bottom of the page, there are four buttons: 'Print Filtered', 'Add New', 'Save This Page', and 'Modify' (which is highlighted with a red arrow).

Click on the 'Progress' button on the left hand side. The above screen will appear.

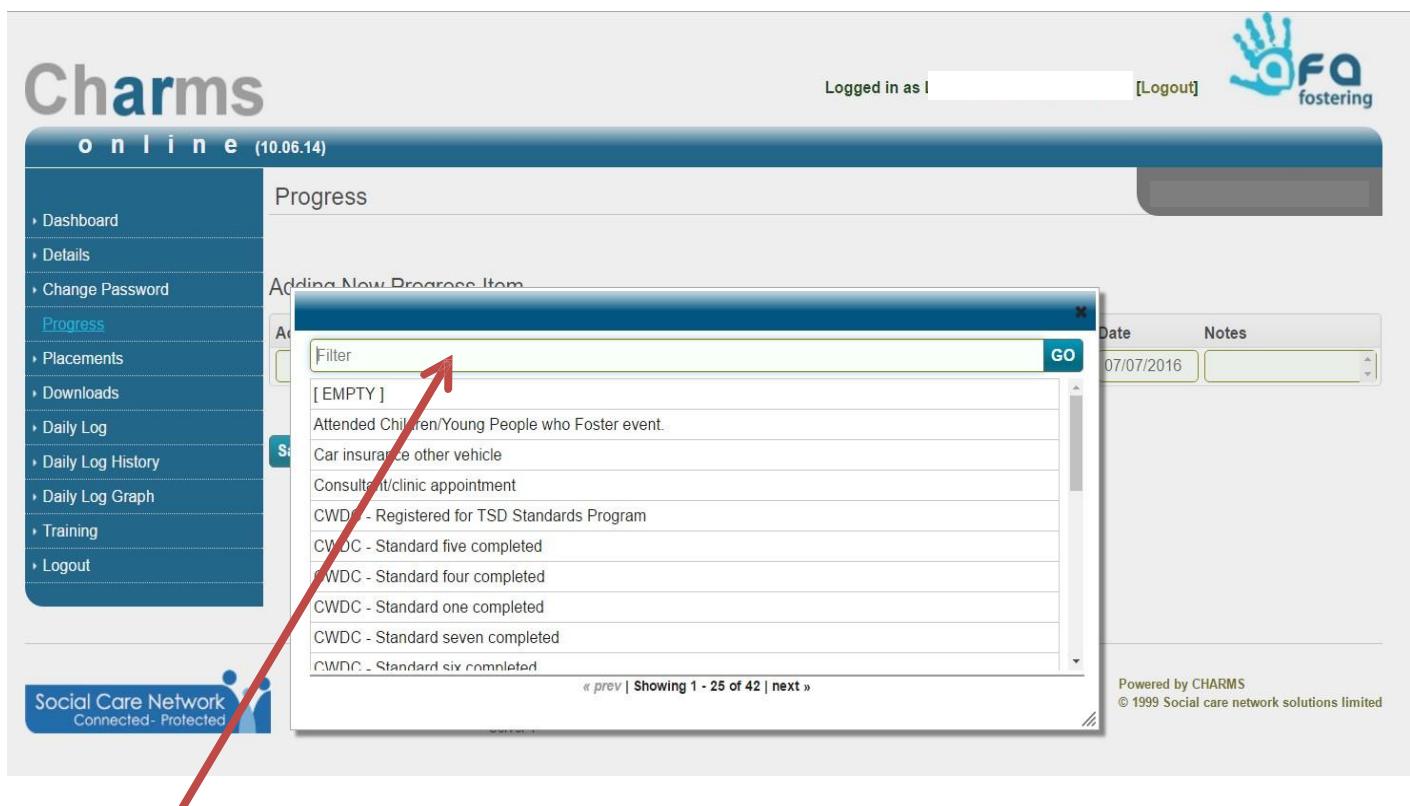
Click on the 'Modify' button, followed by the 'Add New' button. This box will then appear:



The screenshot shows the Charms Online software interface. The left sidebar has a 'Progress' section with a 'Modify' button. The main area is titled 'Adding New Progress Item' with a table. A red arrow points to the 'Date' column in the table, which contains the value '07/07/2016'.

Action	Date	Notes
	07/07/2016	

Click the button (as illustrated above) and the following box will come up:



The screenshot shows the Charms Online software interface with the 'Adding New Progress Item' dialog box open. A red arrow points to the 'Filter' input field in the dialog box. The dialog box lists various progress items, and the 'GO' button is visible.

Date	Notes
07/07/2016	

Type the item/s you are logging in this box:

- Incident report (Non-schedule 7)
- Sched 6 - Accident, Injuries or Illness
- Sched 6 - Medication/Medical Treatment/First Aid
- GP Appointment
- Dentist appointment
- Opticians appointment
- LAC medical
- consultant/clinic appointment

Select the title of the item you need to record by clicking your mouse on the orange box (see below). This title will appear in the main box.

The screenshot shows the CHARMS online software interface. The top navigation bar includes the CHARMS logo, a 'Logged in as' dropdown, and a '[Logout]' button. To the right is the 'lofa fostering' logo. The main menu on the left lists various options: Dashboard, Details, Change Password, Progress (which is selected and highlighted in blue), Placements, Downloads, Daily Log, Daily Log History, Daily Log Graph, Training, and Logout. The 'Progress' section in the center shows a table with one row: 'Incident Report' in the 'Action' column, '07/07/2016' in the 'Date' column, and an empty text box in the 'Notes' column. A modal dialog box titled 'Adding New Progress Item' is open, showing a list of items: 'Incident Report' (selected and highlighted in yellow), '[EMPTY]', and 'Incident Report: (Non Schedule 8)'. At the bottom of the modal are 'Cancel' and 'Save' buttons. The footer of the page includes the 'Social Care Network Connected - Protected' logo and the text 'Powered by CHARMS © 1999 Social care network solutions limited'.

o n l i n e (10.06.14)

Progress

Adding New Progress Item

Action

Incident Report: (Non Schedule 8)

Date Notes

07/07/2016

Jul 2016

Su	Mo	Tu	We	Th	Fr	Sa
1	2					
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Save Display

Social Care Network
Connected. Protected

Support: 0161 237 1872 | Release Notes | Help

Server 1

© 1999 Social care network solutions limited

Insert the date as shown above and check that the date is correct. The date should be when you completed the form; the date of the incident, accident etc. should be included in the body of the report. To add any notes, double click the 'Notes' box and the following screen will appear:

Incident Report -Test

OK CANCEL SPELL CHECK

Red arrow pointing to the 'OK' button.

Click 'OK' then 'Save', this will then take you back to the main Progress screen.

The screenshot shows the 'Progress' section of the Charms online application. The left sidebar includes links for Dashboard, Details, Change Password, Progress (which is selected), Placements, Downloads, Daily Log, Daily Log History, Daily Log Graph, Training, and Logout. The main content area is titled 'Progress' and contains a table with the following data:

Action	Date	Notes
In	20/06/2013	
In	20/06/2013	
In	20/06/2013	
Cr	20/06/2013	
Ri	20/06/2013	
Ri	20/06/2013	
St	20/06/2013	
Ri	20/06/2013	
Ri	20/06/2013	

At the bottom of the page, there are buttons for Print Filtered, Add New, Save This Page, and Modify. A red arrow points to the 'Modify' button. Another red arrow points to the blue 'Σ' icon in the Notes column of the first entry.

The above screen will appear. Select 'Modify', Click on the blue logo to link to child's progress.

Please do not forget to then click 'add' /'save' or otherwise the information will not be transferred.

The information is now registered on Charms and you can now logout.

IMPORTANT - Please now email, text or phone your Placement Manager, or the Duty Worker, to let them know that you have completed this form. Your Placement Manager will discuss the events as detailed above, during your next supervision.

AFA Carer LAC review report

Name of child:

Name of carer(s):

Period which this report relates to:

UPDATE FOR LAC REVIEW

Subject	Date completed and reason for appointment	Date of next appointment/meeting if applicable
LAC medical		
Opticians Check		
Dental Check		
GP appointments		
Consultant or Hospital appointments		
Any other health appointments (please specify)		
Any CAMHS or Therapeutic appointments		
PEP		
Educational Special Needs reviews or meetings		
Any additional information or significant events:		

Additional LAC review report

Name of child:

Name of carer(s):

Period which this report relates to:

CARERS REPORT ON CHILD/YP

What is going well:

This should also include information on clubs, social development and activities.

Physical Health and wellbeing:

Any additional information other than that contained on page 1 – factual information on the child/YP

Emotional health, behaviour and relationships in and outside the family

Education

Contact

Any safeguarding, safer caring and child sexual exploitation (CSE) concerns

Any other concerns or comments

Report completed by:

Date

CONSIDERATION OF RECORDING FOR CARERS

