



Quick reference guide

for staff creating care records

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2.1 The records you create are important

Remember that the records you create are taonga for the person the records are about. They can hold sensitive information, memories, connections and explain important decisions made about the person.

When created in a person-centred way, these records can provide meaningful answers for the questions in people's lives.

2.2 You have obligations when creating records

You must create full and accurate records of the services that you are providing.

2.3 The way you create records can make a difference for people

You can make a difference by creating records alongside disabled people using respectful, clear, and understandable language and keeping their autonomy in mind.

2.4 There are some guiding principles you can follow when creating records

Create records with the disabled person where appropriate, reflecting their voice and needs

What good practice could look like when following this principle

- Make the disabled person aware that records are being created about them, and give them the opportunity to ask questions about, or contribute to, these records.
- Sit alongside the disabled person when creating records about a key decision, explain what is being recorded in a way that makes sense for them, ask for their views, and record their views in their own words.

- Explore different communication methods and options that enable the disabled person to contribute to their records on their own terms, in ways that are meaningful and appropriate for them.

Create accurate records which include different voices and perspectives where appropriate, and reflect the disabled person's whole support journey

What good practice could look like when following this principle

- Create records which include the positive aspects of a person's support journey. This could include positive comments from those providing support, or any other information to help give the person a balanced, accurate picture of their work with disability support service providers.
- Create full and accurate records about all incidents, responses and decisions affecting the safety and wellbeing of the people you are supporting and do this at, or as close as possible to, the time these events occur.
- Ensure that detailed records are created around the transition points of a person's support journey including the reasons for the transition, their views on the change and the support provided during these periods.
- Where you have the disabled person's permission and it is appropriate, help their support network to understand why key decisions are being made and record how the disabled person and the important people in their lives feel about these decisions.

Create records for the disabled person with an awareness of their enduring value to the person and their whānau, hapū, iwi and community

What good practice could look like when following this principle

- Create records with an awareness of the key role they can play in helping the disabled person to connect with their identity and whakapapa. Creating a record based on conversations with the disabled person about their relationships with their whānau and wider community can help to accurately capture their cultural identity.

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- Create care records which capture the perspectives of the community around the person when key decisions are made about their support.
 - Record and capture ethnicity, iwi and other community identifiers consistently to allow for anonymous reporting and enable a better understanding of the demographics of those receiving disability support services.