

### AIMS

To understand how to document effectively.

Timings:

F2F: 3hrs

### LEARNING OUTCOMES

By the end of this course you will be able to:

- Understand the importance of effective communication
- Understand what information needs to be documented
- Recognise examples of good and bad practice
- Understand the importance of documentation in care plans
- Be aware of the legislation that surrounds documentation

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### LESSONS AND TOPICS

#### Communication

- Care Standards
- Importance of effective communication
- Verbal and Non-verbal Communication
- Formal and Non-formal Communication

#### Documentation

- Compliance
- Information to document
- Examples of poor Practice

#### Legislation

- Data Protection Act 1998
- GDPR 2018
- Access to personal Files Act 1987

#### Care Planning

- What is a Person-Centred Care plan?
- What needs need noting?
- What needs planning?

