

Record Keeping, Communication & Reporting for Leaders

Supporting leaders to develop clear records, effective communication and professional reporting skills

Audience

Providers, Registered Managers, Deputy Managers and senior staff with reporting responsibilities.

Duration

6 hours (Delivered as a single session or split into 2 x 3-hour sessions for flexibility)

Course Content

This interactive course provides practical tools and techniques to improve records, communication and reporting in services.

- **Legislation and Communication Standards**

Understand the legal framework and essential "must-dos" for effective communication and compliant records.

- **The Impact of Communication and Records**

Explore how communication and record-keeping practices influence care quality, safeguarding and investigations.

- **Practical Applications**

Apply learning to real-world scenarios, including partnership communication and reporting for accidents & incidents, notifications and complaints.

Benefits of Attending

1. Promote Accuracy and Compliance

Equip your team to meet legal standards and maintain clear, compliant records and communication.

2. Strengthen Team and Partnership Working

Foster effective communication within teams and with families, professionals and regulators.

3. Support Investigations with Confidence

Develop skills to produce factual, well-structured records and reports that aid investigations and decision-making.

4. Enhance Service Quality and Outcomes

Embed strong communication and record-keeping practices to improve care delivery and accountability across your service.



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