

HANOVER CLIENT FILES STANDARD CHECKLIST (SUPPORT TEAMS)

SERVICE.....AUDIT DATE.....VISITING REVIEWER.....SITE REVIEWER.....

(Key to Ratings - 1. Not achieved; 2. Occasionally achieved; 3. Mostly achieved; 4. Achieved)

STANDARD	File No.									
	1	2	3	4	5	6	7	8	9	10
OBLIGATORY INCLUSIONS										
1. Name of current practitioner in prominent place										
2. Completed Face sheet										
3. Completed Initial Assessment										
4. Actions/tasks arising with timelines										
5. Name, signature, date & time for all entries										
6. Pages numbered with client name in top right corner.										
7. Consent to collect information signed & on file										
RECORDING FORM & PROCESS										
1. Well organised & easy to follow										
2. Up to date										
3. Legible or typed										
4. Analytical & objective										
5. Respectful in expression										
6. Second hand information sourced										

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Key: Applicable (A) YES (Y) / NO (N) / UNSURE (U)

(Key to Ratings (R) - 1. Not achieved; 2. Occasionally achieved; 3. Mostly achieved; 4. Achieved)

STANDARD POSSIBLE SUPPLEMENTARY INCLUSIONS	File 1		File 2		File 3		File 4		File 5		File 6		File 7		File 8		File 9		File 10	
	A	R	A	R	A	R	A	R	A	R	A	R	A	R	A	R	A	R	A	R
1. Contains relevant ancillary information																				
2. Consent form(s) • Signed and dated																				
3. Support plan: • Goals reviewed at least three monthly																				
• Outcomes recorded																				
• Future plans with review timelines listed																				
• Plan includes employment outcomes																				
• Plan includes education/training outcomes																				
• Plan includes community inclusiveness outcomes.																				
4. Notes about client issues Supervision/Case Meetings recorded with actions arising.																				
5. Alterations indicated by single line through notes, dated and signed.																				
6. Support agreements concerning client safety are documented.																				

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STANDARD POSSIBLE SUPPLEMENTARY INCLUSIONS	File 1		File 2		File 3		File 4		File 5		File 6		File 7		File 8		File 9		File 10	
	A	R	A	R	A	R	A	R	A	R	A	R	A	R	A	R	A	R	A	R
7. Notes relating to critical incidents																				
8. Copies of all correspondence involving the client.																				
9. Photocopies of any other recorded material.																				
• Breaches of guidelines																				
• Notices given																				
• Grievances forms.																				
• THM Tenancy agreement.																				
• Extracts - communication books.																				
• Other material identifying the client																				
• Records of financial assistance given to client																				
• Other																				
• Other																				
10. Exit Plan																				

**ANY ACTIONS ARISING
FROM AUDIT?**

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