

Documenting the Care You Provide

Personal Care, Chore, and Respite Care Services

Why Your Notes Matter

Your notes tell the story of your shift. They show:

- What the client did
- How you helped
- How they responded

Your notes prove that care was given as outlined in the client's care plan. Honest notes are required. Notes that are dishonest or missing important details could be flagged for misuse or fraud.

Tasks

1. For each shift of **Personal Care** (Service Codes S5125 SE and T1019 U3), **you must pick ONE Response to Care task:**

- **Good** = Client was happy, calm, and got help.
- **Average** = No problems, but no big changes.
- **Poor** = Client didn't want help or seemed upset.

2. For all services, select **all** the tasks you completed during your shift.

The tasks you see in the app or portal come from the client's care plan. If something looks wrong, call Consumer Direct right away.

Case Note Comments

After entering your tasks, write a short note about your shift. Include:

- **Change in Condition (always required):** Always document any **decline or improvement** in the client's physical or mental health. This is **mandatory** for every shift.
- **Activities:** What did the client do? How much help did they need?
- **Mood and Behavior:** How did the client seem? Was the mood different than normal?

Examples:

- Client felt dizzy after standing. Needed extra help during bath because arms were sore from PT. Rested while I made dinner. (Personal Care)
- Client was cheerful after shopping. Helped put food away. Gave clear instructions on what to remove while I deep cleaned fridge and pantry. (Chore)
- Client seemed confused and said they didn't sleep well. Quiet in the morning, cheerful in the afternoon. We played cards and listened to music. (Respite)

Task Name	Definition & Example
Bathing	Helping with showers, baths, or sponge baths. <i>Ex: Assisted into shower chair, washed hair.</i>
Companionship	Social interaction and emotional support. <i>Ex: Played cards and talked about day.</i>
Dressing	Helping with clothing. <i>Ex: Assisted with socks and buttoning shirt.</i>
Eating/Feeding	Hands-on help with eating when needed for safety. <i>Ex: Cut meat, monitored for choking.</i>
Heavy Household Chores	Big cleaning tasks. <i>Ex: Moved fridge to clean behind it.</i>
Laundry	Washing, drying, folding clothes. <i>Ex: Washed bedding and folded towels.</i>
Light Housework	Cleaning areas used by client. <i>Ex: Swept kitchen and took out trash.</i>
Locomotion/Walking	Help with walking at home. <i>Ex: Supported client with walker to bathroom.</i>
Locomotion/Walking/ Med Appt	Help with walking during medical escort. <i>Ex: Walked client into clinic.</i>
Meal Prep	Making meals/snacks. <i>Ex: Prepared sandwich and soup.</i>
Med Assist & Reminders	Help with self-administered meds. <i>Ex: Reminded client to take morning pills.</i>
Medical Escort	Going with client to appointments. <i>Ex: Assisted client to clinic and supported return home.</i>
Oxygen Maintenance	Keeping oxygen equipment clean and safe. <i>Ex: Wiped tubing and checked tank.</i>
Personal Hygiene	Hair, nails, shaving, brushing teeth. <i>Ex: Brushed hair and trimmed nails.</i>
Positioning	Repositioning to prevent pressure sores. <i>Ex: Turned client every two hours.</i>
PROM Exercises	Gentle joint movements done by caregiver. <i>Ex: Moved arms and legs during morning routine.</i>
Shopping	Grocery shopping, meds, or supplies. <i>Ex: Picked up medication and groceries.</i>
Supervision or Cueing	Verbal or physical prompts. <i>Ex: Reminded client to brush teeth.</i>
Support and Supervision	Providing supervision or minor hands-on assistance. <i>Ex: Minor hands-on assistance was given to help the client adjust water temperature for bath.</i>
Snow Removal	Clearing walkways. <i>Ex: Shoveled and salted walkway.</i>
Toileting	Help with bathroom or incontinence care. <i>Ex: Assisted with transfer and cleanup.</i>
Transferring	Help moving between surfaces. <i>Ex: Assisted from bed to wheelchair.</i>
Wound Care	Cleaning and dressing wounds. <i>Ex: Changed dressing and documented condition.</i>