KINDOX

FREE FAMILY CARE RESOURCE

Care Incident Record

A simple way to record what happened while the details are still fresh.

Care providers keep their records.
KinDox helps your family keep yours.

When something happens that concerns you about someone's care, writing down the details while they are still fresh can make it easier to remember what happened, what was said and what happened next. This record is for your own family records.

Free | No account required

kindox.app

FREE FAMILY CARE RESOURCE

Care Incident Record

Record the incident as soon as you reasonably can, while it's fresh. This does not assume anything went wrong — it simply keeps a clear record of what happened.

Person receiving care | **Date of incident** | **Approx. time**

Location | **Care setting / provider**

Recorded by | **Date recorded** | **Who was present?**

Who provided this information?

☐ I saw/heard this myself ☐ Someone else told me ☐ Other / not sure

If someone else told you — name / relationship / role

What happened?

Describe what happened as clearly as you can. Record what you saw, heard or were told. Where possible, separate what you personally observed, what someone else told you, and what you think or are concerned may have happened. Try not to jump to conclusions or accusations.

CONTINUED

What was said & what happened next

What was said?
If you remember important words or phrases, record them here — who said it, and what was said. Only use quotation marks if you are recording the exact words.

What happened immediately afterwards?
Was the person receiving care affected? Was any immediate help or support provided? Did anything change? Was anyone else contacted?

Did you raise this with anyone?

☐ Yes ☐ No ☐ Not yet

Date / time	Name	Role / organisation	How contacted

What did you tell them?

What response did they give?

What did they say would happen next?

CONTINUED

Supporting information & follow-up

Supporting information

- [ ] Photo
- [ ] Email
- [ ] Text / message
- [ ] Letter
- [ ] Document
- [ ] Care record / document seen
- [ ] Witness / person who may know more
- [ ] Other

Description, date, where the original is kept

Keep original files and documents where possible. This record does not make anything official or legal evidence — it simply helps you keep track of what you have.

What needs to happen next?

Who is responsible or expected to respond?

Expected date

Follow-up date

Outcome / response

Still unresolved?

- [ ] Yes
- [ ] No

Notes

GUIDANCE

Quick recording guidance

A useful incident record usually includes:

- date and approximate time
- where it happened
- who was involved or present
- what you personally saw or heard
- information someone else gave you
- important conversations
- supporting documents or files
- who you informed
- the response
- what still needs following up

You do not need to know exactly what happened before starting a record. If something is uncertain, record that it is uncertain rather than filling in the gap from memory.

Before you go further

This form is for record keeping. It is not an emergency or safeguarding reporting service. If someone is in immediate danger or needs urgent medical help, contact the appropriate emergency service. If you are concerned about abuse, neglect or someone's safety, use the appropriate safeguarding or reporting route where the person receives care.

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This form can be used on its own as part of your family's records. If you're managing multiple incidents, conversations, evidence, responses and follow-ups, KinDox gives you one structured place to keep the record organised.

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