KINDOX

FREE PRINTABLE RESOURCE

Family Care Record Starter Pack

“Keep your own clear record when you’re concerned about someone’s care.”

kindox.app

START HERE

Why keep your own record?

When you're worried about someone's care, details can quickly become scattered across conversations, messages, photographs, documents and memory.

Keeping your own clear record can help you remember:

- ◯ what happened
- ◯ when it happened
- ◯ who was involved
- ◯ what was said
- ◯ what evidence exists
- ◯ what response you received
- ◯ what still needs following up

Care providers keep their records.
Your family can keep yours.

This pack is useful whether the concern is about a care home, care at home, supported living, hospital or any other care setting — and it's useful from the first moment something doesn't seem right, long before any formal complaint. Each sheet in this pack works on its own: print only the ones you need, as many times as you need them.

What's in this pack

SHEET	USE IT FOR
Care Incident Record	A single incident or concern, recorded in detail while it's fresh.
Care Communication Log	Calls, meetings, emails and conversations with a care provider.
Care Concern Timeline	A one-page chronology once you have more than one entry to connect.
Concern Preparation Checklist	Getting organised before you raise a concern or complaint.
Follow-up / Outcome Record	Tracking what happens after you raise something.
Quick Recording Guide	A one-page reminder of what's worth writing down.

Important information about what this pack is — and isn't — is on the Important Information page near the end. Please read it.

SHEET 1

Care Incident Record

Use one of these for each incident or concern — record it as soon as you reasonably can, while it's fresh. (Page 1 of 2 — continued overleaf.)

Incident reference | **Date** | **Time** | **Location / care setting**

Person receiving care | **Recorded by** | **Relationship to person**

People present / involved

What happened?

What did I personally observe?

What information was provided by someone else? | **Who provided it?**

SHEET 1, CONTINUED

Care Incident Record (page 2)

Incident reference: _____

Exact words / statements worth recording

Immediate action taken

Who was informed? | **Date / time informed** | **How they were informed**

Response received

Evidence available

- ☐ Photo
- ☐ Video
- ☐ Email
- ☐ Message
- ☐ Letter / document
- ☐ Medical / care document
- ☐ Witness
- ☐ Other

Evidence / reference notes

Was any immediate safety issue identified?

Follow-up required | **Follow-up date** | **Outcome / update**

Additional notes

SHEET 2

Care Communication Log

Record calls, meetings, emails and conversations with a care provider. (Entry 1 of 2 — print extra copies of these two pages whenever you need more.)

Entry 1

Related incident / evidence reference: _____

Date _____ **Time** _____ **Method**

☐ Phone ☐ In person ☐ Email

☐ Message ☐ Meeting ☐ Other

Organisation / care provider _____ **Person spoken to** _____ **Role / job title if known** _____

Reason for communication

What I asked / raised

What they said

Important exact words

Action / promises made — who agreed to do what?

Deadline / date given _____ **Follow-up required?** ☐ Yes ☐ No **Follow-up date** _____

Outcome / update

SHEET 2, CONTINUED

Care Communication Log

A second ready entry. (Entry 2 of 2.)

Entry 2

Related incident / evidence reference: _____

Date _____ **Time** _____ **Method**

☐ Phone ☐ In person ☐ Email

☐ Message ☐ Meeting ☐ Other

Organisation / care provider _____

Person spoken to _____

Role / job title if known _____

Reason for communication

What I asked / raised

What they said

Important exact words

Action / promises made — who agreed to do what?

Deadline / date given _____

Follow-up required? ☐ Yes ☐ No

Follow-up date _____

Outcome / update

SHEET 3

Care Concern Timeline

Once you have more than one entry, lay them out here in date order to see the whole picture at a glance.

DATE	TIME	WHAT HAPPENED / COMMUNICATION	PEOPLE INVOLVED	EVIDENCE / REFERENCE	ACTION TAKEN	RESPONSE	FOLLOW-UP / STATUS

SHEET 4

Concern Preparation Checklist

This is a preparation aid, not legal advice — it simply helps you get organised before you raise something. (Page 1 of 2.)

Before raising the concern

- [ ] I can clearly describe what I'm concerned about.
- [ ] I have identified the important dates.
- [ ] I have recorded the main incidents.
- [ ] I have recorded important conversations.
- [ ] I have separated what I personally observed from information provided by others.
- [ ] I have gathered relevant photos / documents / messages.
- [ ] I know who I have already spoken to.
- [ ] I have recorded responses or promises already made.
- [ ] I know what remains unresolved.

What outcome am I asking for?

Key events to refer to

SHEET 4, CONTINUED

Concern Preparation Checklist (page 2)

Key evidence

Questions I still need answered

What I want to happen next

Follow-up date

SHEET 5

Follow-up / Outcome Record

Keep track of what happens after you raise something — and what still needs chasing. (Print extra copies as you need them.)

Concern / incident reference

Date followed up

Who I contacted

What I asked

Response

Action promised

Deadline

Was the issue resolved?

☐ Yes ☐ Partly ☐ No

What remains unresolved?

Next action

Next follow-up date

Notes

SHEET 6

Quick Recording Guide

A one-page reminder to keep nearby. When something happens, try to record...

- ◯ date and time
- ◯ where it happened
- ◯ who was there
- ◯ what you personally observed
- ◯ what somebody else told you
- ◯ important exact words where possible
- ◯ what action was taken
- ◯ who was informed
- ◯ the response
- ◯ supporting evidence
- ◯ what needs following up

Fact vs. assumption

It's natural to have a theory about what's going on — but it helps to keep that separate from what you actually know. "I saw..." or "I heard..." is a fact. "I think..." or "I believe..." is an assumption. A record that keeps the two apart is easier to rely on later — it doesn't make either one more or less important, it just keeps things clear.

Write things down as close to the time as you can. Small details that seem obvious in the moment are often the first to be forgotten.

PLEASE READ

Important information

- This resource helps families organise their own records.
- It does not determine whether care was appropriate or inappropriate.
- It does not give the record any special legal or official status.
- It is not legal, medical or safeguarding advice.
- If someone is in immediate danger, contact the appropriate emergency service.
- Safeguarding and complaint routes vary by location and care setting — check with the relevant local authority, regulator or care provider for the process that applies to your situation.

This pack is provided as general, practical help with organising information. It is not a substitute for professional advice, and using it does not create any relationship between you and KinDox beyond the use of this document.

OPTIONAL

Prefer to keep your record digitally?

KinDox gives families a private digital record for incidents, conversations, evidence, responses and follow-ups — in one organised timeline.

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

KINDOX
£29.99 once · No subscription

kindox.app

This page describes KinDox's current features only. Whether or not you ever use KinDox, we hope the rest of this pack is genuinely useful to your family.