**Executive Summary**

* A snapshot of what the case study is about. No more than 100 words, summarising the challenge, solution and outcome.

**Author & Contact details**

* Explain who wrote the case study and how to contact them for more information.

**Timescales**

* Explain the timescales of the relevant project.
* Explain roughly when the intervention took place?

**The Project / Service Context**

* Give context to why this case study is being written. What project or intervention does it relate to?
* What is the focus of the project? What are the desired outcomes?
* What is the learning that is hoped for?
* What is the wider context in which it is taking place?

**Who was involved?**

* Include any relevant partners that were involved?

**The Person’s / Family’s Context**

* Explain the context of the subject of the case study. What is their general situation?

**The Challenge**

* Detail the ‘challenge’ that presented. Be relevant and specific.
* Avoid including every challenge – stay relevant.
* Include any previous interventions or tactics that had been tried.
* Explain any goals or planned outcomes that were being sought.

**The Action**

* Detail what was tried and by whom. What was done that was different to before?
* How was it received?
* What enabled this different approach?

**The Outcome**

* What was the outcome?
* Include any relevant outputs.
* What would have been the anticipated outcome without this intervention / action?
* What are the benefits of this outcome to the person?
* What are the benefits of this outcome to others / the system?

**Conclusions / Learning Points**

* What conclusions have you drawn from this case study?
* What did you learn? (3-5 points maximum)
* Detail any next steps.

**Recommendations**

* What would you recommend is done differently as a result of your experience and learning?
* What would suggest is retained as a result?

**Sources of Information / Acknowledgements**

* Acknowledge sources of information and anyone else who supported the writing of this case study.

**Version History**

* List version history

**GENERAL NOTES**

* Use bullet points to break up large blocks of text
* Use diagrams or timelines to illustrate complex details
* Stick to plan English
* Include direct quotes and anonymise where appropriate
* Include impact on areas such as:
  + Improved outcomes for people
  + Practicalities / logistics
  + People’s attitudes, skills, knowledge and confidence
  + Reduction in duplication / simplification of systems
  + Financial impact
  + Risk management
* Ask a colleague to read it for you.