



Lunar Mind Therapeutic Services



Writing with Warmth

-A therapeutic phrase bank to support warm, person-centred documentation in residential care

P — Playfulness —
Bring lightness into documentation. Celebrate small wins.

A — Acceptance —
Accept unconditionally, even in hard moments.

C — Curiosity —
Wonder about what is underneath behaviour, not just what happened.

E — Empathy —
Write as though the person will read their own records one day. They might.



Use the person's name, not "the young person."
They are not a case. They are a person.

Write as if the person will read these words one day. Because they might, and they will matter to them.

If you are unsure how to phrase something, ask: would I say this to their face?

If not, rewrite it.



Places and belonging

instead of saying this	→	say this
arrived on site	→	arrived home
left the building / premises	→	went out
placement	→	home / where the person lives
the unit / the facility	→	home
returned to placement	→	the person came back home
sent home from school	→	the person came back to us from school



People and relationships

instead of saying this	→	say this
young person / YP	→	use their name (always use their name)
staff / workers on shift	→	the adults / [name]
contact / contact session	→	family time
key work session	→	conversation with the person
carer / keyworker	→	[name], one of the person's adults
social worker visit	→	the person spent some time with [name]



Behaviour and emotion

instead of saying this	→	say this
refused / non-compliant	→	the person found it hard to / wasn't ready to
kicked off / aggressive	→	the person was having a really hard time
challenging behaviour	→	the person was communicating they were struggling
absconded	→	the person needed to leave / went out without letting us know
attention seeking	→	the person was letting us know they needed connection
triggered / dysregulated	→	something brought up big feelings for the person
incident	→	a difficult moment
manipulative	→	the person was trying to meet a need in the only way they know how



Warmth and connection

instead of saying this	→	say this
was prompted / reminded	→	we gently encouraged the person to
was observed to	→	we noticed that the person
consequence / sanction	→	we talked with the person about / a natural consequence
does not engage	→	the person is still building trust around this
boundaries were enforced	→	we held things safely for the person
de-escalated	→	we stayed alongside the person until they felt calmer
intervention required	→	we supported the person through a hard moment



Progress and independence

instead of saying this	→	say this
was compliant / completed task	→	the person showed us they can / did really well with
good behaviour today	→	the person had a really positive day
independent living skills	→	the person is growing in confidence with
needs monitoring	→	something the team are supporting the person with
achieved target	→	the person showed us something new today



School and learning

instead of saying this	→	say this
school refusal	→	the person found it hard to get to school today
does not engage with learning	→	the person is still finding their way with this
poor attendance	→	the team are supporting the person to get to school
disruptive in class	→	the person found the classroom difficult today



Self-care and daily life

instead of saying this	→	say this
personal hygiene was poor	→	the person needed some support with self-care today
refused to eat / poor appetite	→	the person wasn't able to eat much today
sleep was disturbed	→	the person had a restless night

medication was administered	→	the person took their medication
was reminded about personal care	→	we chatted with the person about looking after themselves
bedtime was difficult	→	the person found settling for the night hard this evening