 **Promise Care Services Ltd**

#  SERVICE USER’S RECORDS (HOME)

Scope

* **Policy Statement**
* **The Policy**
* Record Keeping
* Access to Records Policy
* **Related Policies**
* **Related Guidance**
* **Training Statement**

Policy Statement

This organisation believes that all records required for the protection of Service Users, and the effective and efficient running of the organisation, should be maintained accurately and be up to date; that Service Users should have access to their records and information about them; and that all individual records and organisation records should be kept confidentially and securely. The organisation also adheres fully to UK data protection legislation.

The Policy

This policy is intended to set out the values, principles and policies underpinning this organisation’s approach to record-keeping, data protection and access to records.

Record Keeping

With the Service User’s consent, care or support workers should write in the records kept in the homes of Service Users the time and date of every visit to the home, the service provided and any significant occurrences.

Where appropriate, records should include:

* Assistance with medication including time and dosage.
* Financial transactions are undertaken on behalf of the Service User.
* Details of any changes in the Service User’s or carer’s circumstances, health, physical condition or care needs.
* Any accident, however minor, to the Service User and/or care or support worker.
* Any other untoward incidents.

Any other information that would assist the next health or social care worker to ensure consistency in the provision of care.

All records required for the protection of Service Users and the effective and efficient running of the organisation should be maintained in an up-to-date and accurate fashion by all staff.

Service Users have access to their records and information about them held by the organisation; they should also be given opportunities to help maintain their records.

Individual records and organisation records should be kept securely; should be up to date and in good order; and should be constructed, maintained and used following UK data protection legislation and other statutory requirements.

Records should be kept in the home for either one month or until the service is concluded, after which time they should be transferred, with the permission of the Service User, to the provider company or other suitable body (e.g. local authority or health trust, or other purchasers of the Service), for safekeeping.

* Set-up a Records Retention Schedule.
* Policies and Procedures.
* Accessibility, Indexing, and Storage.
* Compliance Auditing.
* Disposal of Obsolete Records.

In this organisation staff should:

* Fill in all care records and Service User notes in the presence of and with the cooperation of the Service User concerned, wherever practical or reasonable.
* Ensure that all care records and notes, including Service User plans, are signed and dated.
* Ensure that all files or written information of a confidential nature are stored securely, wherever possible.

Access to Records Policy

The organisation believes that access to information, alongside the security and privacy of data, is an absolute right of every Service User and those Service Users are entitled to see a copy of all personal information held about them and to correct any error or omission therein.

Related Policies

Access to Records and Files

Adult Safeguarding

Care and Support Planning

Confidentiality

Cyber Security

Data Protection Legislative Framework (UK GDPR)

Record Keeping

Related Guidance

The Data Security and Protection Toolkit (DSPT) https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/

ICO Guide to the GDPR:

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/

NHS Record Management Code of Practice:

https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016

Training Statement

All staff, during induction, are made aware of the organisation’s policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one-to-one, online, workbook, group meetings, and individual supervision.

Date Reviewed: May 2023

Person responsible for updating this policy: **IFEYINWA ODOEMENAM**

Next Review Date: May 2024