

Record Keeping Policy

Purpose

Record keeping is an integral part of care and support. It is a tool of professional practice and one that should help the care/support process. It is not separate from this process, and it is not an optional extra to be fitted in if circumstances allow. Everyone involved in mindful and meaningful recording should be aware that all entries are open to scrutiny.

Objectives

- Quality records provide a basis for quality practice that is integral in ensuring that the needs of the individuals for whom we care, and support are being met.
- Records must follow a logical and methodical sequence.
- For quality records to exist, a minimum standard must be maintained and will be monitored as part of SOS Homecare's monitoring processes.

Principles

All entries on a service user's records should be:

- Accurate – factual and consistent
- Written as soon as possible after an event has occurred
- In pen or electronic
- Be timed, dated, and signed, which can be easily read by all individuals involved with that service user
- Any alteration or correction should be made so that the original entry can still be read clearly
- Use of correctional fluid or erasers should never occur
- Abbreviations, jargon, or meaningless phrases should not be used
- Information contained in records should be clear and factual
- Wherever possible, the care assessment documents should be written in the presence of and with the full co-operation of the service user and should be written in terms that the service user can understand. This should also be reviewed with the Service User prior to them signing
- Records should provide evidence of care/support planned, progress made and changes to an individual's condition/wellbeing, both positive and negative.

Responsibilities

All staff members have a duty to input relevant information to ensure a service users' needs are met. Confidentiality of records must be balanced against a need to share information with multi-disciplinary teams, to meet the need of the service users supported by SOS Homecare. Please refer to the Confidentiality, Data Protection and GDPR policy.

Procedure

Access to records within registered offices

All relevant records are securely held in a lockable filing system within the registered office. All digital records are held electronically, with access limited to the necessary individuals. This is in line with the Confidentiality, Data Protection and GDPR policy.

Records are to be kept up to date, in good order and are constructed, maintained and used in accordance with the Data Protection Act 2018, General Data Protection Regulations, and other statutory requirements, and will be kept for the requisite length of time.

Managers will ensure that computer screens are shielded from general view when displaying

personal data.

All information received and held on records relating to Service Users and employees is considered confidential. Service Users and employees must be informed of SOS Homecare Confidentiality, Data Protection and GDPR Policy and rights of access.

Service Users or their representatives have access to their records and information about them held by the service.

Employees have access to their records and information about them held by the service.

Service users and employees are required to consider agreement to Inspectors legislative requirements to access their files for the purpose of inspection and regulation compliance.

Review

This process will be reviewed every 2 years.