



Safe keeping of personal records in the home

Policy and Procedure

Notice to employees using a paper copy of this policy
The company folder on the shared drive holds the most recent version of this document and all employees must ensure that they are using the most recent guidance.

Document Control

Document Name	Safe keeping of personal records in the home
Author	Karen Hodgkinson
Purpose	The required outcome is that the health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care.
Compliant with CQC Regulation	11,12 &17
Approval Date	03.07.2019
Publication Date	03.07.2019
Review Date	June 2022
Distribution	All staff

Version Control

Version	Date	Amended by	Comments
1.0	January 2017	Jonathon Short	New document implemented
2.0	Nov 2017	Karen Hodgkinson	Change author, reviewed and updated to reflect use of electronic records
3.0	27.06.2019	Karen Hodgkinson	Data Protection details updated document and version control standardized.

Contents

Subject	Page Number
Outcome	4
Scope	4
Policy Statement	4
Aim of the Policy	4
Record Keeping	4
Responsibilities of Care workers	5
Access to records policy	5

Outcome

The required outcome is that the health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in relation to the provision of care.

Scope

This policy applies to all staff at Libertatem Healthcare Group who provide a service to the people we support in their own home.

Policy Statement

Libertatem Healthcare Group believes that all records required for the protection of the people we support should be maintained accurately and should be up to date. The people we support should have access to their records and information about them and that all individual records and organisation records are kept in a confidential and secure fashion. Libertatem Healthcare Group adheres fully to the Data Protection Act 2018. This policy should be implemented and considered along with that detailed in the data protection policy.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning Libertatem Healthcare Group's approach to record keeping, data protection and access to records with the home of the people we support.

Record Keeping

With the consent of the person we support Libertatem Healthcare group will implement electronic record keeping via our secure electronic portal. Where this is not possible paper records will be kept. The equipment provided will be password protected to secure access to the electronic pad.

A Paper copy of the care and support plan will be kept in the home with the consent of the person we support as an important reference document for our care workers.

With the consent of the person we support, the support workers will complete the daily log and will record the time and date of every visit to the home, the service provided and any significant occurrence.

We will prepare a personalised daily log form for each person we support, where appropriate. It will include prompts to record details of:

- all personal cares undertaken
- activities undertaken in the home and in the community
- assistance with medication
- financial transactions 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
- information that would assist the next care worker to ensure consistency in the provision of care.
- any safeguarding concerns

A daily log is required for the protection of service users and for the effective and efficient running of Libertatem Healthcare Group and should be maintained for each shift undertaken.

The people we support will have access to their records and information about them held by Libertatem Healthcare Group; they should also be given opportunities to help input information their personal records.

Individual records should be kept in a secure fashion, should be up to date and in good order; and should be constructed, maintained and used in accordance with the Data Protection Act 1998 and other statutory requirements.

Any Paper copies of the daily records and charts should be kept in the home for one month, or until the service is concluded, after which time they should be transferred, with the permission of the service user, to the Libertatem Healthcare Group office.

Responsibilities of care workers:

- wherever practical and reasonable, fill in the electronic daily log or paper care records in the presence of and with the co-operation of the person we support
- ensure that all care records and notes, including Service User Care Plans, are signed and dated
- ensure that all files or written information of a confidential nature are stored in a secure manner wherever possible within the home
- Ensure that all paper records are collated and returned to the Libertatem Healthcare office every 4 weeks by secure postal service.

Responsibilities of Libertatem Healthcare Managers:

- Ensure that electronic records are reviewed daily and are transferred to the individual client electronic file for secure storage
- Ensure that paper records are received in a timely fashion and ensure all are checked, collated in date order and securely transferred to lockable filing cabinet
- Ensure that all care workers receive the appropriate training and knowledge to follow policy and procedures in relation to data protection.

Access to Records Policy

Libertatem Healthcare Group believes that access to information and security and privacy of data is an absolute right of every person we support and they are entitled to see a copy of all personal information held about them and to correct any error or omission in it.