
RECORD KEEPING POLICY

1. Policy Statement

1.1 MOONSTONE CARE UK believes that we are all accountable for the work we do, and in our work with vulnerable service users, good lines of communication are vital. It is important that service users are able to see their own files, that the care plans offer an open recording system not only for service users, but also for their families, Doctors, District Nurses and Social Workers (subject to statutory consent and applicable confidentiality requirements). Recording of events must be undertaken in a clear and accurate manner.

1.2 We believe that all records required for the protection of service users and for the effective and efficient running should be maintained accurately and should be up to date, that service users should have access to their records and information about them held by us, and that all individual records and organisation records are kept in a confidential and secure fashion.

1.3 We adhere fully to Regulation 17, Good Governance, of the Health and Social Care Act (Regulated Activities) Regulations which requires MOONSTONE CARE UK to keep securely and maintain accurate, complete and detailed records in respect of each person using the service and records relating to the employment of staff and the overall management of the Service.

1.4 Records relating to the care and treatment of each person using the service must be kept and be 'fit for purpose' which means they must:

- Be complete, legible, indelible, accurate and up to date, with no undue delays in adding and filing information, as far as is reasonable. This includes results of diagnostic tests, correspondence and changes to care plans following medical advice.
- Include an accurate record of all decisions taken in relation to care and treatment and make reference to discussions with Service Users, their carers and those lawfully acting on their behalf. This includes consent records and advance decisions to refuse treatment. Consent records include when consent changes, why the person changed consent and alternatives offered.
- Be accessible to authorised people as necessary in order to deliver people's care and treatment in a way that meets their needs and keeps them safe. This applies both internally and externally to other organisations.
- Be kept secure at all times and only accessed, amended, or securely destroyed by authorised people. MOONSTONE CARE UK Limited also adheres fully to the **Data Protection Act 1998**.
- Decisions made on behalf of a person who lacks capacity must be recorded and provide evidence that these have been taken in line with the requirements of the Mental Capacity Act 2005 or, where relevant, the Mental Health Act 1983, and their associated Codes of Practice.
- It is our aim that systems and processes support the confidentiality of people using the service and not contravene the Data Protection Act 1998.

1.5 It is essential for purposes of handover from one care worker to another that all details are recorded clearly and concisely. Service users can be particularly vulnerable and as

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such are continually being assessed and monitored.

- 1.6 Care workers are expected to carefully observe service users and to report back any concerns. These reports will usually take the form of notes recorded in a service user's care plan, though others may be verbal, or a more formal report, for example in the event of a serious incident.

2. Records Kept in the Home

- 2.1 With the service user's consent, care or support workers should make accurate records, in records kept in the homes of service users, the time and date of every visit made, the service provided and any significant occurrence.

- 2.2 Where appropriate, records should include:

- Assistance with medication – including time and dosage
- 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
- Any other information that would assist the next health or social care worker to ensure consistency in the provision of care

- 2.3 Service users should have access to their records and information about them held by MOONSTONE CARE UK Limited; they should also be given opportunities to help maintain their personal records

- 2.4 Records are normally 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 MOONSTONE CARE UK or other suitable body (e.g. local authority or CCG, or other purchaser of the service), for safe keeping.

- 2.5 Staff should:

- Wherever practical or reasonable, fill in all care records and service user notes in the presence of and with the co-operation of the service user concerned
- 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 in a secure manner wherever possible.
- wherever practical or reasonable, fill in all care records and service user notes in the presence of and with the co-operation of the service user concerned
- ensure that all care records and service users' notes, including Service User Plans, are signed and dated

3.0 Records kept in the office

- ensure that all files or written information of a confidential nature are stored in a secure manner in a locked filing cabinet and are only accessed by staff who have a need and a right to access them
- ensure that all files or written information of a confidential nature are not left out where they can be read by unauthorised staff or others
- check regularly on the accuracy of data being entered into computers
- always use the passwords provided to access the computer system and not abuse them by passing them on to people who should not have them
- use computer screen blanking to ensure that personal data is not left on screen when not in use.

4.0 Records kept by MOONSTONE CARE UK

1. All essential records and data relating to clients and service users
2. All essential records and personnel data (to conform to Regulation 19 of the Health and Social Care Act (Regulated Activities) regulations 2014
3. Interview/recruitment records (records of interviews of applicants for posts who are subsequently employed for three years' and six months for applicants for posts who are not subsequently employed)
4. All paperwork and computer records relating to complaints
5. All paperwork and computer records relating to accounts and financial transactions.

5.0 Access to Records Policy

MOONSTONE CARE UK believes that access to information and security and privacy of data is an absolute right of every service user and that service users are entitled to see a copy of all personal information held about them and to correct any error or omission in it.

6.0 Data Protection

MOONSTONE CARE UK Ltd.is registered under the *Data Protection Act 1998* and all storage and processing of personal data held in manual records and on computers in the organisation complies with the Act.

The data user/data controller for this organisation is.....

7.0. Training

- 7.1 All new staff should be encouraged to read the policies on data protection and on confidentiality as part of their induction process. Training in the correct method for entering information in service users' record is given to all care staff.