COMPANY NUMBER 10385941

Record Keeping

September 2023

1. Introduction

1.1 This Policy and Procedure should be followed in conjunction with other relevant and appropriate departmental policy, procedure or guidance.

1.2 The activity of making and keeping records is an important part of care and should not be seen as a distraction or burdensome chore.

1.3 All documents that record aspects of care can be required and used as evidence in:
- Disciplinary Hearings
- Enquiries regarding professional conduct
- Matters that proceed to a Court of Law

1.4 Record keeping is necessary in order to serve the best interests of the people to whom they relate and enables the provision of care to be monitored.

2. Record Keeping: Areas of Importance

2.1 Record keeping applies to organisational, service and individual matters.

2.2 Records will be kept in the following key areas:
- 24- hour diary
- Locked office

2.3 All records should demonstrate the sequence and timing of events and all significant appointments, assessments, observations, decisions, interventions and outcomes.

a) Sequence – what happened before, during and after the event?
b) Timing – when did it happen?
c) Appointments – who with, where, when, duration and follow up.
d) Observations – what observed, where, when, who by. Are they regular planned observations or ad-hoc, unusual?
e) Decisions – description of the decision, who is involved, reasons, when made, review date if set.
f) Interventions – description of the intervention, who is involved, reason and purpose, frequency, review date if set.
g) Outcomes – description of the outcome, was it positive or negative outcome, what benefits, who else is affected.

3. Individual Record Keeping

3.1 When completing records relating to individuals the person's name should be stated clearly.
3.2 Black ink must always be used.
3.3 Information must be legible.
3.4 Words and language used should be easily understood and should not include abbreviations.
3.5 All entries must be dated and signed, using a full legible signature.
3.6 If errors are made then a line should be drawn through the mistake and a signature written over the top of the mistake. **Never erase the error or use Tippex.**
3.7 Record the facts and what is observed, not what is a personal interpretation of what happened. Comments and opinions must have supporting evidence.

Fact: "The individual slipped on the wet floor."
Opinion: "The individual slipped on the wet floor because in my opinion they appeared to be intoxicated."

3.8 Wherever possible entries in individual records should be **positive**
3.9 Remember that individuals have rights to access their personal notes and should be enabled to do so.

4. Storage and retention of records

4.1 All records will be retained and stored in accordance with Criteria for the Retention and Destruction of Confidential Information (see Document Control).
4.2 Records must never be discarded or destroyed unless the Destruction Criteria indicate and never without the approval of the Director.
4.3

POLICY REVIEW

This policy will be reviewed annually or in light of any changes in legislation and/or guidance.

This policy document will be reviewed in September 2024.

Signed by:

Andrew Burlison (Managing Director)