



## **RECORD KEEPING POLICY**

# RECORD KEEPING POLICY

## Policy Statement

JRH Support believes that all records required for the protection of service users and for the effective and efficient running of the organisation should be maintained accurately and should 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 are kept in a confidential and secure fashion.

JRH Support adheres fully to the General Data Protection regulation (GDPR)

## Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning JRH Support's approach to record keeping, data protection and access to records.

## Record Keeping Policy

Support workers should record visit feedback using the Mobizio app or on approved word documents. They need to record actual time and date of every visit to the service user, details of the service provided and any significant occurrence. Records should be made at the actual time of the visit taking place.

Visit feedback should ideally be completed with the service user.

Where appropriate records should include:

- Assistance with medication including time and dosage.
- All records required for the protection of service users and for the effective and efficient running of the organisation should be maintained in an up to date and accurate fashion by all staff.
- Financial transactions undertaken on behalf of the service user.
- Details of any changes in the service user's or circumstances, health, physical condition or care needs.
- Any accident, however minor, to the service user and/ or support worker
- Any other untoward incidents
- Any other information which would assist the next health or social care worker to ensure consistency in the provision of care

Service users should have access to their records and information about them held by JRH Support, they should also be given opportunities to help maintain their personal records.

Individual records and organisation 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 **General Data Protection Regulation** and other statutory requirements.

In this organisation staff should:

- Wherever practical or reasonable fill in all support 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 Support Plans, are signed and dated
- Ensure that all files or written information of a confidential nature are stored in a secure manner wherever possible.

## **Access to Records**

JRH Support 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.

Services users have a legal right under the GDPR to make a subject access request (SAR) to get a copy of the personal data we hold about them. Please see 'GDPR Subject access request policy' which can be found on at [www.jrhsupport.co.uk](http://www.jrhsupport.co.uk).

## **Training**

All new staff receive training at their induction around confidentiality and data protection, and sign to say they have read the policies on General Data protection Regulation and on confidentiality.