RECORD KEEPING

Policy Statement
Premier Care (Plymouth) Limited 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 held by Premier Care (Plymouth) Limited, and that all individual records and organisation records are kept in a confidential and secure fashion.

Premier Care (Plymouth) Limited adheres fully to Outcome 21: Records of the Essential Standards of Quality and Safety and Regulation 20: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, providers who comply will ensure personal records including medical records are accurate, fit for purpose, held securely and remain confidential.

Premier Care (Plymouth) Limited also adheres fully to the Data Protection Act 1998.

Aim of the Policy
This policy is intended to set out the values, principles and policies underpinning this organisation's approach to record keeping, data protection and access to records.

Record Keeping Policy
At Premier Care (Plymouth) Limited:

(a) records required for the protection of service users and for the effective and efficient running of the organisation should be maintained, up to date and accurate

(b) service users should have access to their records and information about them held by the organisation

(c) individual records and organisational records should be kept in a secure fashion and should be constructed, maintained and used in accordance with the Data Protection Act 1998 and other statutory requirements.

In this organisation staff should:

a. 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

b. ensure that all care records and service users' notes, including Service User Plans, are signed and dated
c. 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

d. 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

e. check regularly on the accuracy of data being entered into computers

f. 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

g. use computer screen blanking to ensure that personal data is not left on screen when not in use.

In this organisation records that should be kept include:

(a) all essential records and data relating to clients and service users
(b) all essential records and personnel data
(c) interview/recruitment records (records of interviews of applicants for posts who are subsequently employed for three years’ and one year for applicants for posts who are not subsequently employed)
(d) all paperwork and computer records relating to complaints
(e) all paperwork and computer records relating to accounts and financial transactions.

Data Protection
Premier Care (Plymouth) Limited should be 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 should comply with the Act.

Under the Data Protection Act 1998, the organisation should have a nominated data user/data controller. The data user/data controller for this Premier Care (Plymouth) Limited is The Registered Manager.

Access to Records Policy
Premier Care (Plymouth) Limited 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.

Training
All new staff should be encouraged to read the policies on data protection and on confidentiality as part of their induction process. Existing staff will be offered training to National Training Organisation standards covering basic information about confidentiality.
data protection and access to records.

Training in the correct method for entering information in service users' records should be given to all care staff. The nominated data user/data controller for the organisation should be trained appropriately in the **Data Protection Act 1998**. All staff who need to use the computer system should be thoroughly trained in its use.

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<th>Date: 30/03/2012</th>
<th>Review Date: 29/03/2015</th>
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<td>Position in Organisation: Registered Manager</td>
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