# Record Keeping

**Introduction**

This document is aimed to give employees of My Support and Care Services Ltd brief guidance on good record keeping, who has access to what records and the Date Protection Act 1998.

All Staff are obliged to complete recorded keeping training.

***Date Protection Act 1998***

This act aims to promote high standards in the handling of personal information, and so to protect the individual’s right to privacy.

This act applies to anyone holding information about living individual in electronic format and in some cases in paper.

The Data Protection Act 1998 also gives individuals certain rights including the right to see information that is held about us and to have it corrected ii it is wrong.

A full version of the Data Protection Act will be held in an electronic version at My Support and Care Services Ltd head office.

My Support and Care Services Ltd will follow the following eight principles of good information handling:

**1)** Fairly and lawfully processed

**2)** Processed for specified purposes

**3)** Adequate, relevant and not excessive

**4)** Accurate and where necessary, kept up to date

**5)** Not kept for longer than is necessary

**6)** Processed in line with the rights of the individual

**7)** kept secure

**8)** Not transferred to countries outside the European Economic (EE) areas unless there is adequate protection for the information

**Policy**

***Customers***

Good practise dictates that certain records should be maintained for all Customers:

* Assessment of Needs.
* Review Minutes.
* Key Sessions.
* Risk assessments.
* Health and Safety Guidelines
* Work/College Information
* Incident Reports.
* Daily Contact Books.
* Histories.
* Medical Information/Health Action Plans
* Key Information.
* Missing Persons Information.
* Information with regards to Next of Kin.
* Tenancy Agreements.

Other records may also be necessary to document to provide evidence of good support practice.

Access to information held regarding Customers will be restricted to:

* Employees of My Support and Care Services Ltd
* Customers care management team
* Local authorities for accreditation purposes (e.g. Devon Council, including the Supporting People Team)

***Employees***

Certain records will be held for each employee at My Support and Care Services Ltd, these include:

* Personal details – name, address etc.
* Copies of identification – passport, driving licence etc.
* Copies of certificates of qualifications or training
* Copy of contract
* Information regarding payroll – Inland Revenue etc.
* All correspondence

Access to information held about employees will be restricted to:

* The Directors
* The Accountant
* The Service Manager
* Local authorities for accreditation purposes (e.g. Devon Council, including the Supporting People Team)
* CQC

Records should be kept for specific periods of time; it is recognised that three years is minimum requirement, however some financial records for the company will be kept for a longer period of time.

**Guidance**

* Any records that are kept must adhere to the *‘confidentiality policy’* and to be kept in a safe and secure location accessible to all the staff employed by My Support and Care Services Ltd, and to the individual Customer the information concerns.
* All records should be completed with the minimum of delay.
* All records must be accurate.
* Any fraudulent entries into records (i.e. Financial books) will be considered as gross misconduct and responsible will be subject to disciplinary action.
* Records should not to be duplicated unless good reason for this (i.e. Incident Reports where a copy will be sent to the Customers Care Management Team).
* No one that is employed by My Support and Care Services Ltd will at any given time pass on personal information to outside agencies unless permitted to (i.e. Customers Care Management Team, G.P,) and any other relevant body that has legitimate reason and in most cases permission from the Customer the information concerns.

When completing any records you should always include:

* Date
* Author of Document
* Name of person/s concerned
* C.C – Name of person/s copies have been forwarded to
* Signature of Author
* Evidence of consultation with Customer if appropriate and signature