The Care Training Consortium

Is a Scottish Charitable Incorporated Organisation SC036101

Effective Record Keeping

01387 249111 • www.caretrain.co.uk • info@caretrain.co.uk

Defensible Documentation

Exemplary documentation provides a foundation for fewer treatment errors, while reducing the number of inquiries about the treatment provided.

Failures of documentation may have serious consequences which could result in litigation

Service User Records Should Be:

- Factual, consistent, accurate dated, timed and signed
- Written as soon as possible after an event has occurred, providing current information on the care and well-being of the Service User
- Written clearly and in black ink
- Do not leave any gaps in between entries
- Use 24 hour clock
- Comply with all aspects of GDPR 2018

- Written in such a manner that any alterations or additions are dated, timed and signed in such a way that the original entry can be read clearly
- Your name should be printed along side your first signature
- If initials are to be used then a record of these should be kept in the main office,
- Free from jargon, abbreviations, meaningless phrases, irrelevant speculation and offensive subjective statements

Remember!

Documentation reveals as much about you as it does about your Service User

Be sure **your** recording reflects your honesty, dedication and intelligence

Recording

- Always record accurately
- Records should be objective and contain only facts
- It is your role to recognise record and report your suspicions ***not*** to investigate them

Record

what you ***know***,

not what you ***think*** you know

Who Can Access Your Reports?

- The Police
- SCSWIS
- HIS
- Social Work
- The Office of Public Guardian
- The Mental Welfare Commission
- Advocacy Services

The Purpose of Keeping Records

- Information needed for making decisions
- Information to provide background and knowledge for another worker
- Information about family and contacts of people who are important to the person
- Information of other professionals involved in the individuals care
- Information to be passed from yourself to a colleague over a short space of time to ensure that the care you provide offers an element of continuity
- Information to help in planning and developing services

Recording Accidents, Incidents and Complaints

- The Company should have written policies and procedures for the reporting and recording of incidents and complaints
- All staff should be aware of these policies and procedures and know where and how to record these
- You should know the correct procedure to take when assisting a service user to make a complaint

Complaints

- All care services are required to have a complaints procedure
- Your role is to assist service users in making complaints
- Making sure that service users are aware of the complaints procedure
- We as care staff need to learn from complaints

Accident and Incident

- All care sectors must have procedures in place for making a record of accidents and incidents
- This is required by RIDDOR regulations and also Care Inspectorate
- Accident and incident books must comply with Data Protection Act
- Know where the report forms are kept and complete as soon as possible after event