



Delivering Quality Healthcare

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| <b>Policy Title:</b>       | Record Keeping.<br>Policy: 57 | <b>Date implemented or date of last review:</b> | <b>11/05/2020</b> |
| <b>CQC KLOE Reference:</b> | Well Led                      | <b>Date of next review</b>                      | <b>10/05/2021</b> |

## 1. POLICY STATEMENT

- 1.1. KOPE-MEDICS believes that all records required for the protection of clients and for the effective and efficient running of the organisation should be maintained accurately and should be up to date, that clients should have access to their records and information about them held by the organisation, and that all individual records and organisation records are kept in a confidential and secure fashion.
- 1.2. KOPE-MEDICS adheres fully to Standard 24 — Record Keeping of the National Minimum Standards for Domiciliary Care Agencies, published in accordance with the Care Standards Act 2000, which relates to the extent to which the rights and best interests of clients are safeguarded by the agency keeping accurate and up-to-date records. The organisation also adheres fully to the Data Protection Act 1998.

## 2. AIM OF THE POLICY

- 2.1. This policy is intended to set out the values, principles and policies underpinning KOPE-MEDICS 'approach to record keeping, data protection and access to records.

## 3. RECORD KEEPING POLICY

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### 3.1. KOPE-MEDICS:

- a. records required for the protection of clients and for the effective and efficient running of the organisation should be maintained, up to date and accurate
- b. clients 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.

### 3.2. KOPE-MEDICS staff should:

- a. wherever practical or reasonable, fill in all care records and client notes in the presence of and with the co-operation of the client concerned
- b. ensure that all care records and clients' notes, including Client Plans, are signed and dated

3.3. 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

3.4. 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

3.5. check regularly on the accuracy of data being entered computers

3.6. 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

3.7. use computer screen blanking to ensure that personal data is not left on screen when not in use. In KOPE-MEDICS records that should be kept include:

- a. all essential records and data relating to clients
- 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 six months for applicants for posts who are not subsequently employed)
- d. all paperwork and computer records relating to complaints

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- e. all paperwork and computer records relating to accounts and financial transactions

#### **4. DATA PROTECTION**

- 4.1. The organisation 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.
- 4.2. Under the Data Protection Act 1998, the organisation should have a nominated data user/data controller.
- 4.3. The data user/data controller for KOPE-MEDICS is the director.

#### **5. ACCESS TO RECORDS POLICY**

- 5.1. The organisation believes that access to information and security and privacy of data is an absolute right of every client and that clients are entitled to see a copy of all personal information held about them and to correct any error or omission in it.

#### **6. TRAINING**

- 6.1. 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 clients' 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.
- 6.2. All staff who need to use the computer system should be thoroughly trained to understand and to adhere to the policy.

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