

COURSE INTRODUCTION

Good record keeping is an essential part of your job role. You need to be able to correctly complete and update documents daily. Maintaining confidentiality throughout.

The learning outcomes for this training are:

- To learn the legislation and law related to recording information
- Understand the meaning of consent and how to gain it
- Learn good practice in recording information
- Learn what needs to be recorded by who and when

This course is divided into 4 modules:

- 1) Legislation and the Law
- 2) Gaining Consent
- 3) Good practice when making records
- 4) Support workers responsibilities

“Why is recording important?”

Firstly, it is a legal requirement.

However, there are other important reason we keep records.

For example

It supports good care and support

It promotes continuity of care and communication with other agencies.

It is key to accountability

It is evidence

Module 1 - Legislation and the Law

Legislation gives people rights to privacy and to access information that is about them, it is important that you understand and comply with this legislation which will be covered in your organisation’s policies and procedures.

Specific legislation

Regulation 17 under the Health and Social Care Act 2008

The General Data Protection Regulation (GDPR)

The Data Protection Act 2018

Your organisation will have its own policy and procedure in relation to recording and reporting information. These policies are in place to ensure that you operate within the law and good practice guidance.

It is your responsibility to ensure you understand your own organisation's policy and procedures.

Remember!

Records are part of communication.

Poor record-keeping can put the individuals you support, you yourself, your colleagues, and your employer at risk.

Module 2 Gaining Consent

What is Consent?

Simply put Consent is giving permission to do something.

Consent should be sought before providing any care or support for individuals who require personal care or support.

In relation to record keeping you should gain consent before obtaining, recording, or sharing personal information with others.

All individuals should be assumed to have capacity to give their consent. However, if you have concerns about the mental capacity of an individual, you must report this to your manager.

Disclosure Without Consent

If you have decided to share information without consent, your role is to maintain the trust of the individual. Where possible, you should

- Inform the individual exactly what information you are required to share.
- Inform the individual who you are sharing the information with, and how it is likely to be used.
- Record what you have shared and why.

Module 3 Good practice when making records

The purpose of keeping records is to reflect your activities accurately and clearly to enable continuity of service

For others to understand your records, you must ensure they are up to date, complete, accurate and legible.

Records should be.....

Accurate

Complete

Up To Date

Legible

Reflect Fact and not Opinion

Remember..... that every record you write could be used as evidence in a court of law.
so it's important that you are sure your records are completed correctly.

Things to remember when writing records:

If you make an error, put a single line through the mistake and initial it.

Always make sure you add the date, time, and signature. This can be important in determining timelines.

“If it isn't written down, it didn't happen”!

Module 4 Support workers responsibilities

It is everyone's responsibility to keep and maintain good records at work as this will ultimately make the service run smoothly and safely.

Good record keeping enables managers to identify additional support needs for clients, see new trends and patterns of behaviour,

To use as part of an investigation of alleged abuse

It also is an opportunity to see if staff require further training and development.

Lets Recap.....

- In today's session we have learned about the relevant legislation for good record keeping
- We've looked at the importance of confidentiality and consent
- Good practice and our responsibility as support workers.

Well Done!

You have completed this training session on Record keeping.