



Record Keeping Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure accurate, timely, and confidential record keeping that supports safe, person-centred care and meets legal and regulatory standards.

2. Scope

This policy applies to all employees of CARERS' HANDS H C A LTD who create, use, or manage service user records in any format.

3. Policy Statement

We are committed to maintaining high-quality records that demonstrate continuity of care, protect service users, and support regulatory compliance.

4. Legal and Regulatory Framework

- CQC Regulation 17: Good Governance
- Data Protection Act 2018 / UK GDPR
- Health and Social Care Act 2008
- Human Rights Act 1998
- Caldicott Principles

5. Record Types

Staff must maintain and contribute to records including:

- Care plans and risk assessments
- Daily logs and visit notes
- Medication administration records (MAR)
- Incident and accident reports
- Supervision, training, and appraisal records
- Consent forms and assessments

6. Principles of Good Record Keeping

- Clear, accurate, factual, and up-to-date
- Written in black ink (if handwritten) and signed/dated
- Entries made contemporaneously or as soon as possible



- Records reflect person-centred practice and dignity

7. Confidentiality and Access

- All records are kept secure and only accessed by authorised staff
- Records must not be discussed or shared without lawful reason
- Service users have the right to access their records on request

8. Digital Records

- Systems used for electronic records must be password protected
- Audit trails and access logs are reviewed regularly
- Data backups must be performed securely

9. Storage and Retention

- Records are stored securely in line with data protection law
- Retention is typically 8 years post-service or 3 years post-death (whichever is longer)
- Disposal is via confidential shredding or secure digital deletion

10. Training and Monitoring

Staff receive training in record keeping as part of induction and mandatory updates. Record audits are carried out quarterly.

11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, and service user feedback.

Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

📞 **Call the Office:** 07535 8524917

✉ **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025



Next Review Due: 01/06/2026