



teamlocum

HEALTHCARE RECRUITMENT CHAMPIONS

The Care Certificate

STANDARD 14 HANDLING INFORMATION

14.1 Handling information

14.1 Describe the agreed ways of working and legislation regarding the recording, storing and sharing of information

All information, however it is stored, is subject to the Data Protection Act 1998, which covers medical records, social service records, credit information and local authority information – in fact, anything which is personal data. The principles of data protection apply to all records.

Sometimes the best method of communication is dictated by circumstances. If the situation requires an immediate response or you need to find essential information urgently, then you are more likely to use a fast method and relatively reliable, e.g. face to face, telephone, email, fax or text for getting information accurately from one place to another.

When choosing a method of communication, you have to take into account:

- What type of information it is
- Who the information is for
- Is it confidential
- What the purpose of the information is
- Does there need to be a written record
- Who is sending the information
- Is there a record required of the information being sent?

Personal information on people you support should only be shared on a 'need to know' basis. All records kept within your organisation of a personal and confidential nature must be stored either electronically and password protected or locked away in a filing cabinet for security.

Read your organisation's policies and procedures on handling information.

14.1b Explain why it is important to have secure systems for recording, storing and sharing information.

Once something has been written down or entered on a computer, it becomes a permanent record. For this reason, you must be very careful what you do with any files, charts, notes or other written records.

They must always be stored somewhere locked and safe. You must never take people's personal files outside your work premises. If you are working in a person's own home records will be kept there and completed by support staff who visit. It is important that you encourage the individual to keep their records safe and not left lying around where casual visitors can see it. At regular intervals care documents will be collected from the individual's home to be audited and stored securely in your organisation office.

Your workplace will have policies and procedures relating to records on computers which will include access being restricted by a password, and the computer system being protected by a firewall against the possibility of people hacking into it.

The information that you will be handling about the people you support will be very personal and will contain details of medical history, details of family background and financial information. Individuals need to feel



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confident that if they give personal information that it will not be shared with anyone who does not have the right to see it.

14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible.

See Observation Log.

The information that you write in files should be clear and useful. Do not include irrelevant information, and write only about the individual concerned. Anything you write should be true, objective and able to be justified. You should stick to the facts and not your opinion and provide a historical record that can be referred to at some point in the future. Also all records must be signed and dated. All records must be completed in black or navy ink

To achieve this outcome and assessment criteria you will be observed in the workplace as part of your normal work duties.

14.1d Explain how, and to whom, to report if you become aware that agreed ways of working have not been followed.

If you find that agreed ways of working have not been followed you initially need to inform your manager and if this does not prove to be successful then you need to take it to the person who holds responsibility for information. Ultimately you have to take your concern to the director or chief executive in your organisation if you cannot get the matter resolved in any other way. If that fails then you need to report it to the Information Commissioner's Office.