

Preparation of case files for a living person

Note: If printed, this document is for immediate reference only. Do not file it, as it will go out-of-date over time and be replaced by newer versions on-line. Always refer to the latest CMS version.

Identify where the information may be: for example, paper files, in hospital files, in the Complaints Team, finance and LAS.

In LAS, check case notes and uploaded documents, for example, assessments and reviews/follow up conversations, front sheet, episodes and notes.

When printing from Case Notes, print one page at a time to ensure consistency of quality.

LAS documents contained in episodes that are uncompleted do not appear in the chronological list of documents in the person's record (although externally uploaded documents do). Therefore, retrieve LAS documents in uncompleted episodes by going into the episode in which they are contained (until such time that the episode has been completed).

For any third party information held on LAS, make any request to release in line with the Council's [Access to Files policy](#). Add reference number, request closure date and lead officer. Redact all third party information unless consent has been obtained.

Make three copies of every paper document – a complete one for retaining by the Borough, a redacted one retained by the Borough, and a redacted one for giving to the person. This is to ensure clarity over what has been sent and what has been held back. Information should be redacted in line with local policy. The paper file should have separate chapters on case notes, documents and documents from any other departments. Where possible, print off the front index.

Find out from the person which part/s of the file they are requesting.