Process to restrict access to a client record in Eclipse (Lock Record)

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Devon County Council

Need identified to lock a person's record. Ensure you have referred to the Restricting Access to Client Held Records policy, before adding the request to the record in Eclipse.

After **Team Manager** agreement that the record can be restricted, the practitioner or Business Support should add and progress the '**Request to lock a record' work list** to the record that needs to be restricted.

Update & submit the '**Request to lock a record'** form.
You will need to notify the **Area / Operations Manager** of your request.

Area / Operations Manager to review the request & authorise the form, ensuring the request is within the policy remit.

Following authorisation a new worklist will trigger, automatically assigned to the **Locked Records Team** who will action the request:

- Click on the 'lock 'icon in the top right of the screen
- Select the correct type of restriction to be applied to the record. Select the appropriate users / teams to apply to the locked record (refer to original form and the Restricting Access to Client Held Records)
- Click 'Save'
- Check Reference Number screen in Eclipse—if there is a **linked CareFirst record**, complete and submit a self-service request to lock the linked record on CareFirst. **NB you must attach a pdf copy of the Eclipse form showing details of the restriction and who authorised the request.**

The above process is followed for a review or removal of a restriction

This is an overview of how the process works using Eclipse, for full detailed practice guidance please refer to Procedures Manual (Tri-X), Devon Practice Standards and Devon Children & Families Partnership website.

This overview should be used in conjunction with the video's & PDF's available in Eclipse 'Learn How'.

Process to restrict access to a client record - Frequently asked questions

Question	Answer
How do I edit or end a restricted record?	Following agreement by the Team Manager, the Area / Operations Manager can complete this task by using the edit option in the 'lock' icon in the 'person' screen; make the change agreed & save. Alternatively the Area / Operations Manager can contact the business.eclipselockedrecords-mailbox@devon.gov.uk who will action the change. A copy of the email authorising the edit must be attached to the original form requesting the lock, or the most recent review locked record form
How can Adult workers get access to a child's locked record in Eclipse or CareFirst?	If an adult worker needs information regarding a child's record on Eclipse, they should contact the child's social worker for information. In most cases a verbal update from the social worker should be enough, however if the adult worker already has view only access to Eclipse and it was deemed necessary for them to have access to the locked record, then the adult worker should: • Email the children's Area/Senior manager to request access. If authorised the Area/Senior Manager should forward the email showing the appropriate authorisation to the business.eclipselockedrecords-mailbox@devon.gov.uk who will action the request on Eclipse and attached a copy of the authorisation email to the most recent Locked records form in Eclipse If an adult worker needs access to a child's locked record on CareFirst (i.e the Preparing For Adulthood Team need access as the young person is transitioning to Adult Services), then an email should be sent to the children's Area/Senior Manager to approve the request: • If request is authorised, then the adult worker should submit a self-service form requesting access to the CareFirst record attaching the
Does a locked record need to be reviewed?	All locked records (except adoption records) must be reviewed every 6 months. A review date is added to the first request to lock the record which will trigger the review.