**Record Keeping**

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| **1.1 Introduction** |

CWD Outreach Service operates a person centred approach to service delivery. The child’s Person Centred Plan (PCP) is the key document which is completed following an initial home visit and updated annually or more frequently if needed.

The responsibility of maintaining these records belongs to the Manager/ Coordinators.

Support workers have a responsibility to inform the Manager/Coordinators of any updates needed to the child’s PCP.

**1.2 Person Centred Plan**

The Person centred plan holds the following information;

* Personal information about the service user including emergency contact details
* All medical details of the service user, under the guidance of Specialist Community Nurse (if applicable)
* Details of the medication routine and drug charts (if applicable)
* A health needs assessment (if applicable)
* Emergency protocol (if applicable)
* Behaviour management plan (if applicable)

Additional records for all include a Manual handling Assessment and a Risk Assessment covering environmental and operational risks.

**1.3** **Communication sheets**

Each child has communication sheets in the back of their Home Care Plan. This is held in the child’s home alongside their PCP and Risk Assessment.

* All staff members must write a summary of support on the communication sheet after every support session.
* All entries must be signed and dated.
* Support workers should read back over the last 14 days of entries to ensure they are fully updated.
* If an accident or incident form has been completed this should be noted on the communication sheet and must be dated and signed.
* Communication sheets should be sent into the office monthly for auditing. These are held on the child’s electronic file.
* Pages must be numbered.
* Support workers are required to bring communication sheets to supervision to discuss any issues documented.
* Emergency situations should be documented. Support workers should ensure that all the relevant information from the Communication Sheets and Person Centred Plan including any medication is available for ambulance staff if needed.

**1.4 Documentation Principles**

* All documentation in relation to children/ young people may be considered as legal documents that may be used in a court of law if required.
* You are responsible for ensuring all records are written up accurately and legibly in ink so they cannot be erased. They must also be dated and signed by the person writing the report.
* Any alterations must be scored out with a single line followed by the date, time and signature.
* Correction fluid must not be used.
* Support workers are responsible for completing information accurately and legibly. Inaccuracies cannot be corrected by CWD Outreach Service Staff. Forms need to be received in plenty of time for monthly authorisation. This remains the support workers responsibility.

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