

# 12 Words that define and Signify — RECORDS & MONEY

Definition of Records and Money

'Records—

An account, as of information or facts, set down especially in writing as a means of preserving knowledge.

Money—

[Assets](#) and property considered in terms of monetary value; wealth.

Such as:

*REGISTER*

*ENTRY*

*CHRONICAL*

*ORDER*

*REPORT*

*DOCUMENTS*

*STORY*

*&*

*MANNA*

*O-B-JOYFUL*

*NOTES*

*EXCHEQUER*

*YAHOO!*

**jet**  
JOHN EATON TRAINING



## REPORTING & RECORD KEEPING

### RECORDING AND REPORTING

All information received must be accurately recorded, and be current, relevant, legible and complete.

Transmission of information can also mean verbal and / or non-verbal information. This can include diagrams and pictures, coded messages, signals as well as written text.

The telephone should be answered within six rings; there is a telephone message book to record messages for individuals who are not available, and a telephone system that can access other workstations.

There is a fax machine and e-mail address and text where messages may be sent. Any message should be sent to the appropriate person as soon as possible. Urgent messages may mean the need to telephone someone off duty and at home.

Information required should be firstly being checked to see if there is a confidentiality issue, either for the client, employee, the Home or other party.

Once that is checked, the information is either in the public domain and can be posted, faxed, emailed or manually give to an outside party, or if confidential, have '*Private and Confidential*' written on the envelope and documents sent.

Some documentation may be taped with masking tape, bubble wrap or have string around the outside to prevent unauthorised access, and/ or have a label '*Fragile*' on it to ensure its safe passage. In specific cases it can be sent by parcel post and / or by recorded delivery.

The speed of delivery for outside agencies and others will reflect the urgency of the documents being moved. In most cases it is as soon as possible or practical, others it will be an agreed time scale.

Confidential information should not be sent out or given out unless the person receiving the information is authorised to have such information.

An example would be for a GP to have access to client's medication records stored in the Home, to enable them to prescribe new medication or increase existing medication.

The same access would be denied to a medical sales representative who has no right to see client confidential information, but could see a blank medication record.

When a confidential document, letter or parcel does not arrive on time, a check should be done to make sure it has not been placed in an obvious or not obvious place. It should be reported immediately to the sender and to anyone else who may be involved.

A time period may be agreed for action, as there is always a possibility that it may be delayed in the post. If a fax or e-mail, the document should carry a disclaimer that the information is private and confidential and should be sent back to the sender.

The sender may wish to send a non-confidential piece of paper to confirm fax address and then resend the document.

CD-ROM's, other computer software, videotape and / or Cassette Tape may be insured for loss or damage. Many documents have to be signed by an appropriate person, dated to confirm that they have been received

All records, employee, client, suppliers, the Homes Policies and Procedures and other information should be identified as to what they are, i.e. Care notes with the clients name and details on.





- **Objective and Subjective reporting:**

- ÷ Objective reporting means to report precisely what you saw, smelled, felt, or heard. If a person complains of symptoms that you cannot observe (e.g. dizziness or pain) or report exactly what the person told you. This is the better and safer way of reporting and should be used when writing Care Plans.
- ÷ Subjective reporting is used to report when you cannot sense or measure; when possible this should be avoided, but if you think something is wrong you should report it to your supervisor.

- **Monitoring & Obtaining Information:**

- ÷ Talking and listening effectively will enable you to find out your client's needs. Observation will also do the same.

- **Why is it important to be a skilled observer?**

- ÷ Observe and record:
- ÷ Being a skilled observer detects problems in their early stages and helps prevent serious problems;
- ÷ Being alert to people and their environment, whether it is a worn rug or a change in a client's condition, helps to reduce accidents and maintain the well-being of the people in your care;
- ÷ Careful observation also increases your awareness of an individual's physical, emotional, and social needs;
- ÷ As a carer you will be observing clients and communicating with them on and off all shift. It is better not to leave all the recording until the end of the shift when you will have forgotten things and will be tired and inclined to skimp on record making;
- ÷ Records should not be made until after the event;
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- ÷ Guidelines for receiving and transmitting messages:
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## **RECORD KEEPING AND COMPLAINTS**

**Record keeping.** Whenever a complaint or allegation of abuse is made all agencies should keep clear and accurate records **and each agency should identify procedures for incorporating**, on receipt of a complaint or allegation, all relevant agency and service user records into a file to record all action taken. In the case of providers of services these should be available to service commissioners and local inspection units.

Staff need to be given clear direction as to what information should be recorded back on the user's file and in what format. The following questions will give a guide:

- what information do staff need to know in order to provide a high
- quality service to the person concerned?
- what information do staff need to know in order to keep people safe
- under the service's duty to protect vulnerable people from harm?
- what information is not necessary?
- what may be a breach of a person's legal rights?

Records should be kept in such a way that they create statistical information as a by-product.

All agencies should identify arrangements, consistent with principles of fairness, for making records available to those affected by, and subject to, investigation.

If the alleged abuser is a service user then information about his or her involvement in an adult protection investigation, including the outcome of the investigation, should be included on his or her case records.

If it is assessed that the individual continues to pose a threat to other service users then this should be included in any information that is passed onto service providers.

Service users' rights and best interests are safeguarded by the home's record keeping policies and procedures.

Records required by regulation for the protection of service users and for the effective and efficient running of the business are maintained, up to date and accurate.

Service users have access to their records and information about them held by the home, as well as opportunities to help maintain their personal records.

Individual records and home records are secure, up to date and in good order; and are constructed, maintained and used in accordance with the Data Protection Act 1998 and other statutory requirements

## HANDLING MONEY

No financial transactions will be carried out by a Worker, on a service users behalf, unless it is part of their identified care needs, this includes;

- Collection of benefit and/or pension
- Shopping
- Paying Utility Bills
- Deposit and/or Withdrawal of money from the Bank, Building Society or Post Office

When assessed as part of the assessment and care plan, care workers are issued with a Financial Transaction form, which details any financial transactions undertaken by the Care Worker on the service users behalf

The registered person ensures that the policy and procedures for staff on the safe handling of service users' money and property covering must only be as part of the care plan and needs assessment, where they may when identified as a need:

- collect payment for the service/ service user's contribution (if appropriate)
- Help with payment of bills
- Help with shopping
- Help with the collection of pensions
- Help with safeguarding the property of service users whilst undertaking the care tasks

- Help with reporting the loss or damage to property whilst providing the care

Care workers may not:

- accept gifts or cash
- use loyalty cards except those belonging to the service user
- make personal use of the service users property, e.g. telephone
- involve the service user in gambling syndicates (e.g. national lottery, football pools)
- borrow or lend money
- sell or dispose of goods belonging to the service user and their family
- sell goods or services to the service user
- incur a liability on behalf of the service user
- take responsibility for looking after any valuable on behalf of the service user
- take any unauthorised person (including children) or pets into the service user's home without permission of the service user, their relatives or representative and the manager of the service

### **FINANCIAL PROCEDURES**

Service users are safeguarded by the accounting and financial procedures of the home.

Suitable accounting and financial procedures are adopted to demonstrate current financial viability and to ensure there is effective and efficient management of the business.

Insurance cover is put in place against loss or damage to the assets of the business. The level of cover should reflect the full replacement value of buildings, fixture, fittings and equipment.

Insurance cover is provided for business interruption costs (including loss of earnings), as well as costs to the operator of meeting its contract liabilities.

The latter must be sufficient to cover the registered person's legal liabilities to employees, service users and third party persons to a limit commensurate with the level and extent of activities undertaken or to a minimum of £5 million.

Records are kept of all transactions entered into by the registered person.

There is a business and financial plan for the establishment, open to inspection and reviewed annually.

### **SERVICE USERS' MONEY**

Service users' financial interests are safeguarded.

The registered manager ensures that service users control their own money except where they state that they do not wish to or they lack capacity and that safeguards are in place to protect the interests of the service user. Written records of all transactions are maintained.

Where the money of individual service users is handled, the manager ensures that the personal allowances of these service users are not pooled and appropriate records and receipts are kept.

The registered manager may be appointed as agent for a service user only where no other individual is available. In this case, the manager ensures that:

- the registration authority is notified on inspection;
- records are kept of all incoming and outgoing payments.

Secure facilities are provided for the safe-keeping of money and valuables on behalf of the service user.

Records and receipts are kept of possessions handed over for safe keeping.

## GIFTS AND LEGACIES

### Policy Statement

Meadow Court believes that its client's have a right to expect that Meadow Court is run on an honest and sound financial basis with robust procedures for dealing with and protecting the financial interests of client's. Meadow Court fully complies with *the Quality Assessment Framework* which relates to the degree to which client's' financial interests are handled and safeguarded.

### Aim of Information

This information is intended to set out the values, principles and policies underpinning Meadow Court's approach to the giving of gifts to staff by client's or their relatives. It also aims to set out Meadow Court's policy on legacies.

### Policy on Gifts and Legacies

It is not uncommon for client's who have developed sometimes long and close relationships to individual staff to offer gifts or gratuities or to seek to include a member of staff in their will. However, such activities can lead to accusations of coercion, exploitation and fraud. It is vitally important to the agency that its staff at all times uphold the highest standards of the agency and always act in an honest manner with the best interests of client's in mind.

### Therefore, in Meadow Court:

- personal gifts should **never be accepted by a member of staff.**
- **Meadow Court staff should never**, under any circumstances, accept valuables belonging to a client or monetary gifts
- any attempt of a client to gift to a member of staff must be declared as soon as is reasonable practicable and details recorded in the Gifts Record in the central office; this must include the date that the gift was attempted to be given and its monetary value and it must be signed by the recipient
- Meadow Court staff should **never** become involved with the making of client's' wills or with soliciting any form of bequest or legacy from a client, they should **never** agree to act as a witness or executor of a client's will, nor become involved in any way with any other legal document — if a client does need help with making a will or requests help from staff then the client should be referred to an impartial or independent source of legal advice, such as the local citizens advice bureau or local law society which will hold lists of local solicitors
- failure to declare a gift, the involvement in a will or attempting to solicit money or items through a client's will or legacy will be considered a disciplinary offence.

## RECORD KEEPING POLICY AND PROCEDURE

### Purpose

- To comply with good practice on record keeping.

### Scope

- All employees, all activities of Meadow Court

### Policy

- Records will be generated and kept of all activities which may affect the quality of care and/or support given, the continuity of that care and/or support, and any business matters which affect the integrity of the service and the safety of Service Users.

### Procedure

- **I Why do we record and what is the importance of recording?**
  - ÷ They provide a permanent record.
  - ÷ Information that is stored in your head disappears if you forget it.
  - ÷ Information can be dangerous if remembered wrongly; e.g. did I give the medication?
  - ÷ Accountability – protects you and your employer from later complaints that something improper happened.
  - ÷ In the event of a question over the behaviour or competence of the organisation or any individual, for instance, in a complaint, a Coroner's referral, or a CQC inspection or investigation, all documents become formal evidence, and the view will be taken that "if it was not written down, it did not happen". It is therefore essential that documentation of all significant actions (a) exists, (b) can be found, (c) is legible, (d) is understandable, (e) is relevant, (f) is truthful, and (g) is signed.
  - ÷ See AB01 for the length of time which documents must be retained.

- Example:

Records can be consulted if there is a problem – information that is written down in records (as long as they are accessible, legible) are available no matter where the person who wrote the records is i.e. off sick, changed jobs etc.

Records provide information that can be used by several people – can be shared by people who never actually meet each other.

Records enable better care for clients – the information you have about your clients is very valuable and can help other people to care better for them. Also, the information that other people have regarding your clients is very valuable to you and can help you to provide the best possible care.

Records are of no use if no one reads them and can actually be worse than useless if no one keeps them up to date. You should look at any daily records at the beginning of the shift and see how they affect your plan for the day. These may include your own personal notes from the day before. You can confirm how up to date records are by checking dates and times, and accuracy is checked by confirming with the individuals involved.

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