



# MANAGEMENT ANSWERS

## ACCESS TO RECORDS

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Candidate Name.....

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## WHO HAS ACCESS TO YOUR RECORDS

It is recognised that some authorities have legal access to information kept on file in the Home, for instance Carers and Managers, who monitor the effectiveness of that care through this process.

Registration Authorities have access to records and on a six monthly basis monitor and audit the quality of those records, and where an incident has taken place, may require the home to send records to them, or have an unexpected visit following a complaint to inspect the documentation for an investigation to take place.

The police investigating a complaint or incident may require access to the client's notes and may take them away for investigation if required.

The clients' doctor may wish to see records to check the client's progress or alter the medication regime.

There may be others such as psychologists or social workers working with the client who may need information within the notes to see any progress and to report any changes, or read letters which contain the information they need to make a decision, such as sectioning under the Mental Health Act for social workers.

Other agencies such as the Health and Safety Agency may require records from files within the Home if there was an accident

The Environmental Health Department may wish to see records regarding Food Hygiene and safety issues

The Fire Department will want to check the Fire Safety Evacuation records to see if the Home is complying with the law

Under the Access to Medical Records Act 1990, clients themselves are entitled to access most of their medical records, including medical history and reports. This information is confidential and should not be disclosed to people not involved in their medical care.

Other persons or agencies may require information who do not have rights and this is dealt with under our Client Confidentiality Policy

# CLIENT CONFIDENTIALITY POLICY

## Sharing Information with Other Agencies

This confidentiality Agreement covers access by staff of agencies and organisations external to records kept on the home.

### 1. Introduction

1.1 The home collects records and processes information on individuals as part of its routine business in order to provide clients with an effective service.

The Home aims to ensure that:

- All data collected on clients is reliable, up to date and conforms with its Equal Opportunities policy
- All data is reviewed at regular intervals
- Information provided about or by its clients is treated as confidential and only disclosed to third parties with the client's permission, or where there is a duty to pass on the information
- Data is handled in a way which is consistent with the legislation set down in the Data Protection Act 1998.

1.2 The Home recognises that the principles of social inclusion are not best served by unnecessary secrecy and bureaucracy.

1.3 The Home also recognises that in order to serve the best interests of the client it is important to encourage 'joined up' working between professionals which may include, with the client's consent, sharing of confidential information about the client.

### 2. Conditions of Access

2.1 Access to the homes client databases and tracking systems is granted only to its recognised partner agencies and organisations.

2.2 Access to client records will be granted only to named staff of those agencies and organisations who are working directly with the client(s) concerned.

2.3 Staff from partner agencies and organisations must agree to and sign this Confidentiality Agreement prior to being granted access to client records held by the home

2.4 Information gleaned from the homes records remains the property of the home and must not be published in any format or disclosed to any other person without the express written permission of the home and the client or his/her nominated representative.

### 3. Procedures

3.1 Workers from partner agencies and organisations who wish to access the home client records should, prior to their first access of these records, sign this document and return it to the appropriate member of The home Staff.

3.2 Partners will have web access from anywhere to client records where the client permission allows it. Where there is no partner access to the web it may be possible to arrange to access client

records via the home's staff member's laptop in another mutually acceptable and secure venue.

3.3 Before access to individual The home client records can be granted express permission for this must be obtained from the client(s) concerned. This permission may be obtained by the worker from the partner agency or the home's Key Worker or Manager

3.4 Workers from partner agencies and organisations using the home's databases are expected to access only the records for clients that they are directly working with and who have given permission for their records to be accessed in this way. The permission should be recorded on Insight.

4. Agreement

I agree to adhere to the conditions and procedures outlined above.

Signed..... Date.....

Name (Print).....

Position.....

Organisation.....

Address.....

.....

Tel no.....

Email.....

5. The Homes' endorsement

I confirm that the above signatory is aware of the provisions of this Confidentiality Agreement

Signed.....Date.....

Name (Print).....

Position.....

