

AUKKC Record Keeping Policy

Age UK Kensington and Chelsea

Policy review extension form

Policy title	Record Keeping Policy
Current date of expiration	May 2020
Extension period request	31 st October 2021
Reason for extension request	The unprecedented circumstances of the Covid-19 Pandemic significantly affected our organisational capacity to update our Policies as resources were focused on our large-scale Emergency Response. Our Board have now initiated a full external Policy review of all our Policies which is being carried out by the Policy Review Team and this will be complete by the end of October 2021.
Does this extension request pose any risks?	No – our Policy Review team have given assurances that this extension is appropriate. Wider reassurance is gained from our inclusion in the NHS Data Security Toolkit annually with all of the checks and balances that this involves. Data Protection and Record Keeping is a standing item on our monthly SMT meetings.
Summary of risks e.g. not meeting national guidance	
Has this document previously been granted an extension? Add details e.g. 2 previous extensions amounting to 6 months	No

Name and Job title of person completing this form	Jess Millwood, CEO
Date of completion	30/07/2021

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Name and Role of Board Member Approving Extension	Christine Morgan, Trustee, Chair Quality, Performance, Development & Human Resources Committee
Is the Extension Approved? If no, reason why not	Yes
Date of Extension Approval	05/08/2021
Date Policy Tracker Updated to Record Extension	

Document Control Information

Version History			
Version	Date	Detail	Author
2.0	Oct 2015	Policy added to MDI. Full review of content scheduled	Richard Brine
2.1	May 2018	Version reviewed and updated	Sue Baker

Current Version	
Name of Group Approving the Document	Sue Baker
Date of Group Approval	27/05/2018
Date Added to Master Document Index	18/06/2018
Review Date	18/16/2020
Version Number	2.1
Related Documents	
Author	Sue Baker
Service Unit	All
Consultation Tracking Sheet	Yes

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Approval Signature			
Version	Date	Signatory (Print)	Signature
2.1	27/05/2018	Sue Baker	

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CONSULTATION TRACKING SHEET

This document must be completed and accompany the document through the final ratification and authorisation process. A copy of this sheet should be included at the front of the final published policy.

Name of Document: AUKKC Record Keeping Policy

Name of person / team / committee asked to provide feedback	Date feedback request sent	Feedback received (Y/N)	Feedback incorporated into Policy (Y/N)
Zein Mhab	Yes	Yes	Yes

Document History and Change Record

The following are registered holders of controlled copies of this document:

Position	Version
Business Manager (Management Representative)	2.0
Sue Baker	2.1

Amendment History			
Version	Date	Amendment	Approved By
2.0	Oct 2015	Document control information added	Richard Brine
2.1	May 2018	Addition of reference to Health & Social Care Act 2008, the Data Protection Act 2018 and the European Union General Data Protection Regulation (Regulation (EU) 2016/679) ('GDPR') to promote the efficient delivery of its services.	

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		Change to Final Paragraph (data portability & erasure).	
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Record Keeping Procedure

This procedure should be read in conjunction with Age UK's Confidentiality, Safeguarding Adults and Data Protection policies.

Age UK Kensington & Chelsea maintains all records necessary to comply with the Health & Social Care Act 2008, the Data Protection Act 2018 and the European Union General Data Protection Regulation (Regulation (EU) 2016/679) ('GDPR') to promote the efficient delivery of its services.

All records are maintained securely in line with our data protection policy. This procedure details what staff should do to ensure that they are complying with these policies and to ensure that the confidentiality of all personal information held on both staff and service users is guaranteed.

In the delivery of our services, we record a wide range of information. This may include:

- Personal details including name, address, date of birth etc.
- Information about next of kin, contact details, financial details (e.g. benefits), information about health conditions and ethnicity.
- Financial records regarding service delivery (especially for At Home)
- Complaints
- Compliments
- Accident reports
- Any reported instances of abuse, and the action taken to deal with them.
- Appropriate information necessary to provide for the delivery of care to service users, including care plans, risk assessments and any reviews of the service.
- Personnel records on each member of staff, including evidence of appropriate references, DBS checks and interview records.
- Disciplinary and grievance procedures.
- Client care records.

Before taking any details, all members of staff must check that the individual has given permission for their details to be held on computer. When recording such information, the mailing preferences of the individual must be recorded.

Individuals have every right to refuse to give information about themselves. However, where this may interfere with the delivery of the service or where this may put staff or volunteers at risk, the Department Manager, in consultation with the Chief Officer, may decide that we are not able to offer a service.

All contact with clients or about clients must be recorded promptly in the database. Any notes or contact details must be factual and brief. They should include the main points addressed in the conversation and should not contain the staff member or volunteer's opinion.

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In the case of the At Home service, records may be kept in service users' homes. This will include all the personal information required to support the delivery of a person-centred service, and to comply with current legislation.

Any records kept in service users' homes will be scrutinised by the Service Manager (or other nominated member of staff) and transferred to the Age UK Kensington & Chelsea offices for safe keeping. Assessments and Service Plans will be reviewed and replaced as necessary.

Individuals have the right to access to all information and records kept on them, including those stored electronically. An individual may request to receive a copy of all the personal information we hold about them, known as a subject access request. Any subject access request must be made in writing and will be handled by the Data Protection Officer.

Individuals have the right to request the erasure of all their personal information held by AUKKC. AUKKC will comply with such requests within the limits of our legal and statutory obligations. Individuals also have the right to data portability; to request that a copy of their automated data held either by consent or for performance of contract be transmitted to another data controller.