

Completion of Case Records Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

This policy outlines the key principles, countersigning requirements, compliance with the Data Protection Act 2018 and General Data Protection Regulation (GDPR), types of records held, record management procedures, confidentiality standards, and the retention period for records, which is set at 8 years.

Statement

Clinical24 Staffing Limited values accurate and comprehensive case records as an essential aspect of providing quality healthcare services.

Procedure and Guidance

Key Principles

- **Accuracy:** Case records should be completed accurately to ensure reliable information for continuity of care. All entries must be clear, legible, and objectively recorded, reflecting the care provided to patients.
- **Timeliness:** Case records should be completed promptly after each patient interaction or event. Delays in record completion may result in inaccurate or incomplete documentation.
- **Objectivity:** Records should be filled out objectively without personal bias, ensuring factual information is captured rather than subjective impressions or opinions.
- **Relevance:** Case records must contain relevant information related to the patient's care, treatment, and progress. Irrelevant or excessive information should be avoided.

Countersigning Requirements

For Clinical24 Staffing Limited, countersigning requirements should be followed as per specific internal policies and procedures applicable to different care settings. The policy ensures that entries requiring countersignature are duly checked and signed by an authorized individual, confirming the accuracy of the recorded information.

Data Protection Act 2018 and GDPR Compliance

All case records maintained by the Company are subject to the provisions of the Data Protection Act 2018 and GDPR. The Company ensures that the processing, storage, and access to patient records comply with the relevant legislation. Confidentiality, data security, and data subject rights are safeguarded following the established procedures and controls.

Types of Records Held

Clinical24 Staffing Limited holds various types of records, including but not limited to the following:

- Patient demographic and contact information
- Medical history and assessment records
- Care plans and treatment records
- Medication administration records
- Incident reports and risk assessments
- Communications and correspondence related to patient care
- Consent forms and relevant legal documentation

Record Management

- **Storage:** Case records should be securely stored, whether in physical or electronic format. Physical records will be kept in locked cabinets or secure areas. Electronic records will be stored on secure servers or cloud-based platforms with appropriate access controls.
- **Access and Security:** Access to case records is restricted to authorized personnel only, following the principle of least privilege. Employees are required to adhere to strict protocols regarding the handling, storage, and sharing of records.
- **Audit Trail:** Electronic records shall have an audit trail, which will track and record any changes, including modifications, additions, or deletions made to the record. This trail ensures transparency and accountability in the management of case records.

Confidentiality

The confidentiality of patient information is paramount and should be strictly maintained. All employees, contractors, and stakeholders must adhere to confidentiality policies and sign confidentiality agreements to ensure the utmost protection of patient information.

Records Retention


Case records held by Clinical24 Staffing Limited will be retained for a period of 8 years from the date of the last entry. This retention period ensures compliance with legal and regulatory requirements and allows for availability of records if needed for continuity of care, audits, or legal purposes.

Review and Compliance

This Completion of Case Records Policy will be reviewed annually to ensure compliance with the Data Protection Act 2018, GDPR, and other relevant legislation. Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or contractual obligations.

By following this Completion of Case Records Policy, Clinical24 Staffing Limited ensures the integrity, accuracy, and confidentiality of patient records, while adhering to applicable legal and regulatory requirements.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025