

# Quality Documentation & Record Keeping

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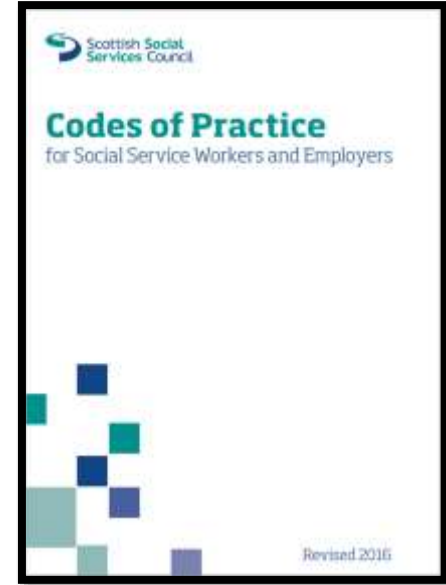
**NHS Tayside**



# Aims and Objectives

- The session will provide you with knowledge and understanding of the essential principles of record keeping which is fundamental to person centred, safe and effective care
- Having an awareness of your codes of conduct in relation to record keeping
- Having an insight into a variety of support worker roles when it comes to handling, storing and recording documents

# Why is it Important? It is Written in our Codes and Standards . . . .



# Codes of Conduct

Accountability – making sure that you can always 'answer' for your actions or omissions

Awareness – being honest with yourself and others about what you can do

Integrity – always do what is right to protect the patient or member of the public for whom you provide a service

Advocacy – doing your best for patients, members of the public and their relatives

Sensitivity – respecting the patient / member of the public

Objectivity – treating all patients and members of the public fairly and without bias

Consideration and respect - making sure people are always treated with dignity

# Codes of Conduct

Consent – telling patients and members of the public what you intend to do and listening carefully to what they say about it

Confidentiality – protecting the person's privacy

Co-operation - working effectively with your colleagues as part of a team

Protection – making sure you don't put patients, members of the public and colleagues at risk of harm

Development - trying to increase your own knowledge and skills by talking to patients, members of the public and colleagues and looking for opportunities to learn

Alertness – observing any changes that could affect a patient's or member of the public's needs or progress

# Good Principles of Record Keeping and Documentation

- It is person- centred and provides an accurate account of the persons care journey
- Provides a means of communication across the multi-disciplinary team
- Getting the right information
- Storing and transporting information to the right place
- Sharing/using information at the right time

# Poor Principles of Record Keeping and Documentation

- It's not person - centred
- It compromises patient care
- Data breach
- It does not comply with our codes of conduct and standards
- It's the law to ensure safeguarding of patients

# Support Workforce Stories



- Porters
- Administrative Assistants
- Catering
- NHS Drivers
- Laboratory Assistant
- Estates
- AHP Support Workers
- Nursing & Midwifery Support Workers





## **Support Worker Central**

[Support Worker Central | Turas | Learn \(nhs.scot\)](#)

## **General Data Protection Regulation**

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

## **Scottish Social Services Council**

[The Scottish Social Services Council - Scottish Social Services Council \(sssc.uk.com\)](https://www.sssc.uk.com)

**Check locally what your organisation has available**

This resource may be made available, in full or summary form, in alternative formats and community languages.  
Please contact us on **0131 656 3200** or email **altformats@nes.scot.nhs.uk** to discuss how  
we can best meet your requirements.



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