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*31/03/24*

*Record Keeping Policy*

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Policy Aims

Anele Health & Beauty Clinic expects a high standard of record keeping to be maintained at all times.

The purpose of this policy is to:

* Define record keeping requirements for all personnel involved in creating, maintaining, monitoring or contributing to social care records.
* Underline that clearly written, accurate and complete case records are an essential part of delivering effective service.

A high standard of record keeping is fundamental to the delivery of safe and professional service. The provision of a record keeping policy provides the framework to guide professional practice.

Good record keeping enables professionals to:

* Meet legal requirements.
* Protect staff in legal situations.
* Meet professional statutory requirements.

Records are defined as;

**‘Recorded information, in any form, created or received and maintained by Anele Health & Beauty Clinic in the transaction of its business or conduct of affairs and kept as evidence of such activity**.’

This policy relates to all records held in any format by Anele Health & Beauty Clinic and includes: All administrative records e.g., diaries, emails, correspondence, personnel, estates, financial and accounting, contracts, complaints, records of meetings, policies, and procedures.

Anele Health & Beauty Clinic records are its corporate memory, providing evidence of actions and decisions representing a vital asset to support daily functions and operations

**Security of Records**

All records must be held, managed, and transferred in accordance with Anele Health & Beauty Clinic policies. Records must be protected from inappropriate and unlawful access both when working within Anele Health & Beauty Clinic facilities and when working remotely.

People who have access to Anele Health & Beauty Clinic records are authorised to access only information and records which are necessary for their legitimate work duties.

**Management of Electronic Records**

They must be preserved and stored for the required period. In order to ensure that the information constitutes a record, Anele Health & Beauty Clinic is required and endeavours at all times to ensure that:

* **The record is present** – the information needed to reconstruct activities and transactions that have taken place is recorded.
* **The record can be accessed –** it is possible to locate and access the information.
* **The record can be interpreted –** a context for the information can be established showing when, where, and who created it.
* **The record can be trusted –** the information and its representation exactly matches that which was actually created and used, and its integrity and authenticity can be demonstrated beyond reasonable doubt.
* **The record can be maintained –** the record can be deemed to be present and can be accessed, interpreted, and trusted for as long as necessary and on transfer to other approved locations, systems, and technologies.

**Management of Paper Records**

Records of business activity should be complete enough to:

* Facilitate an audit or examination of the business by anyone so authorised.
* Protect the legal and other rights of Anele Health & Beauty Clinic, its clients and any other person affected by its actions.
* Provide authenticity of the records so that the evidence derived from them is shown to be credible and authoritative.

Paper records should be:

* Factual, consistent, and accurate
* Written as soon as possible after an event has occurred, providing current information.
* Written clearly and in such a way that the text cannot be erased.
* Written in such a way that any alterations or additions are dated, timed, and signed so the original entry can still be read clearly.
* Accurately dated, timed, and signed with the signature printed alongside the first entry.
* Not include abbreviations, jargon, meaningless phrases, irrelevant speculation, and offensive subjective statements
* Readable on any photocopy
* Written in black pen, not ink as this can run, and on white paper (other coloured pens and paper can be used providing the combination of pen and paper produces a legible and permanent record)
* Not include the use of correction fluid

**Filing Paper Documents**

All records should be arranged in a system that will enable Anele Health & Beauty Clinic to obtain the maximum benefit from the quick and easy retrieval of information.

**Storage of Paper Records**

In order to comply with statutory requirements, Anele Health & Beauty Clinic should be aware of what records it holds and where they are held.

Storage accommodation should be **clean and tidy**, should **prevent damage** to the records and provide a **safe working environment** for staff.

Equipment used to store records should provide storage, which is **safe and secure from unauthorised access**, but which allows **maximum accessibility** to the information in line with its frequency of use.

When records are no longer required for the conduct of current business, they should be **stored appropriately with consideration of retention periods.**

**Key Question: How should documents be destroyed?**

Disposal of records does not necessarily mean destruction. This could be the transfer of records from one media to another e.g. paper records to CD Rom, or the transfer of records from one organisation to another e.g. archivists or offsite storage.

**Destruction of Records**

**The destruction of records is an irreversible act. Many records contain sensitive and / or confidential information and their destruction must** be conducted in a secure manner to ensure there are safeguards against accidental loss or disclosure. **The normal destruction method used is shredding.**

**Retention of Records**

As a general rule, information should only be kept as long as absolutely necessary, in line with the Data Protection Act 2018. This includes deleting:

* Unnecessary duplicates of final documents
* Working copies which are no longer required.
* Documents which have no continuing value

Good ‘housekeeping’ of paper and electronic filing systems is essential to maintaining long-term viability, removing material which should no longer be kept, consistent with this policy.

**Freedom of Information**

Although by its nature, e-mail seems to be less formal than other written communication, **the same laws apply**. Therefore, it is important that users are aware of the legal risks of e-mail.

As defined in this Policy, e-mail is an electronic record. A printed copy of an e-mail is a hardcopy record. **Information contained in an e-mail may be disclosed either in part or in whole to the public through the FOIA or associated legislation**.

Although exemptions exist, staff and stakeholders need to be aware that **Anele Health & Beauty Clinic cannot guarantee confidentiality of correspondence conducted by e-mail**, as stated in the e-mail disclaimer.

Key Points to Take Away

* Records are defined as;

‘*Recorded information, in any form, created or received and maintained by Anele Health & Beauty Clinic in the transaction of its business or conduct of affairs and kept as evidence of such activity’.*

* Records must be protected from inappropriate and unlawful access both when working within Anele Health & Beauty Clinic facilities and when working remotely.
* All records should be arranged in a system that will enable Anele Health & Beauty Clinic to obtain the maximum benefit from the quick and easy retrieval of information.

**Monitoring and Review**

The Managing Director will check this policy is working properly, and they will review it at least once a year. We will make improvements to the policy wherever we can.

Employees are invited to suggest any ways the policy can be improved.

**Authorisation and Signature**

This Policy is the authorised version agreed by the Directors of Anele Health & Beauty Clinic*.* All employees are expected to follow this policy and failure to do so could result in disciplinary action.

SIGNATURE

Elena Caraman

**Director**

March 2024