

# ASTH419 - SQA Unit Code DK9H 04

## Maintain and manage records and reports



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### Overview

For this unit you need to be able to manage, present and share records and reports. The records and reports relate to your work with or on behalf of service users and for supervision and teamwork.

*Note- this unit is the imported from Health and Social Care unit HSC434*

### Performance criteria

*You must be able to:*

- P1 you identify legal, organisational and inter-agency policies and protocols for recording and reporting
- P2 you clarify any uncertainties about recording and reporting with your line manager or professional supervisor
- P3 you use recording and reporting procedures, including the use of information and communication technology, to produce records and reports that:
  - P3.1 reflect best practice
  - P3.2 are accurate, concise, objective, understandable, legible and accessible
  - P3.3 promote the participation of service users and others in planning, carrying out and reviewing the effectiveness of provision and services in:
    - P3.3.1 meeting their needs
    - P3.3.2 identifying and exposing gaps in resources and services and unmet need
    - P3.3.3 promoting human growth, development and independent living
    - P3.3.4 countering disadvantage, discrimination and social exclusion
  - P3.4 document conflicts, disagreements, unmet needs and any risks associated with these
- P4 you maintain and update records according to legal, organisational and inter-agency policies and protocols
- P5 you clearly and accurately record:
  - P5.1 judgements and decisions
  - P5.2 the evidence on which the judgements have been based
  - P5.3 where judgement is based on informed opinion
- P6 you record other evidence and reports which:
  - P6.1 support your judgements and decisions
  - P6.2 conflict with your judgements and decisions
  - P6.3 clarify events and decisions
- P7 you check and agree the accuracy of the records and evidence with all concerned in the decision making process, and acquire the appropriate signatures, if required
- P8 you record and report any disagreements and actions taken to resolve these
- P9 you identify legal and organisational requirements for confidentiality, access and security of reports and records
- P10 you balance confidentiality requirements with the need for openness
- P11 you clarify policy and best practice for method of dissemination

- P12 you disseminate records and reports according to legal and organisational requirements and agreements with service users and others
- P13 you store records and reports:
  - P13.1 in a way that facilitates retrieval and sharing of information
  - P13.2 according to legal and organisational procedures for security
- P14 you identify:
  - P14.1 legal, organisational and inter-agency requirements for the sharing of information, including the need to maintain privacy, confidentiality and security of information
  - P14.2 the criteria for sharing information including:
    - P14.2.1 how the information will be accessed and shared
    - P14.2.2 the frequency with which information will be shared
  - P14.3 feedback and review mechanisms appropriate to the target audience for the information
- P15 you share records and reports with others according to legal, organisational and inter-agency requirements and the criteria set
- P16 you receive, discuss and take action in response to feedback from those who receive your records and/or reports
- P17 you maintain records of:
  - P17.1 views on progress or the lack of it
  - P17.2 areas of disagreement and conflict
  - P17.3 any actions arising from feedback received

### Knowledge and understanding

*You need to know and understand:*

- K1 your own values, prejudices, ethical dilemmas and conflicts of interest and their implications on your practice
- K2 respect for, and the promotion of:
  - K2.1 each person as an individual
  - K2.2 independence and quality of life for individuals, whilst protecting them from harm
  - K2.3 dignity and privacy of individuals, families, groups and communities
- K3 valuing, recognising and respecting the diversity, expertise and experience of individuals, families, groups and communities
- K4 maintaining the trust and confidence of individuals, families, groups and communities by communicating in an open, accurate and understandable way
- K5 listening to, respecting, promoting and balancing the views and wishes of individuals, families, groups, communities and other practitioners
- K6 challenging, through your practice: discrimination, racism, disadvantage and other forms of inequality and injustice
- K7 local, UK, EU legislation, statutory codes, standards, frameworks and guidance relevant to mental health practice and related fields, including multi-disciplinary and multi-organisational practice on accountability and continuing professional development, data protection and confidentiality of information
- K8 roles, responsibilities, procedures and timetables for recording, report writing, researching, storing, and disseminating information within the organisation and with other relevant organisations
- K9 mandatory and discretionary destinations for reports and records including agreements between organisations and service users
- K10 organisational policies, protocols and practices for the security and confidentiality of information and the sharing of information with other agencies
- K11 relevant theories on multi-disciplinary and multi-organisational reporting and recording and the differential impact of the status and power of professions and organisations
- K12 methods of and reasons for mediation and complaints procedures, your responsibility in providing information about them and your role and that of individuals, families, groups and communities in accessing and using them
- K13 best practice guidance on accessible language, evidence supporting professional judgement, recording differences and conflicts of fact and opinion
- K14 utilisation of electronic and information technology systems for recording

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and report writing

K15 methods of:

K15.1 recording and report writing for different purposes in care practice and evaluation of their effectiveness

K15.2 involving service users in report writing and recording to promote human growth, development and independent living

#### **In your specific area of practice:**

*You need to know and understand:*

K16 reviews of knowledge and practice guidance in relation to records and reports

K17 lessons learned from inquiries into serious failure of services and practice

K18 guidance from professional and specific policy organisations

K19 approaches to learning that will allow you to transfer your knowledge and skills to new and unfamiliar contexts

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**Suite** Housing

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