

Harrow Shared Lives Scheme Policies & Procedure No. 48

Access to Files

Keeping records is an essential part of running a safe and efficient service. Any information that Harrow Shared Lives Scheme keeps about you must be accurate and up-to-date and easily found when needed. You have a right to know what information is being kept about you and to ask for it to be changed if it is incorrect.

How would this happen?

Information will sometimes be recorded using paper and files or it may be put on computer and kept electronically. You have a right to know what kind of information is required by this service and the ways in which it is written down and stored.

You also have a right to see the actual information that the Shared Lives (SL) Workers or SL Carers have recorded about you, whether on paper or on computer. You can add notes or comments yourself or you can ask for information to be changed or deleted if it is incorrect.

Wherever possible the SL Workers and SL Carers will involve you and/or your representative in what is being written down and will discuss and show it to you at the time. You will be given copies of the most important records, such as your Service User Plan or SL Agreement. You can also ask for copies of other things if you wish.

We may sometimes have information about you, which has been given to us by another person or organisation. If so we will have to ask their permission before we can show it to you and this could take a few weeks. Alternatively, you can ask that person or organisation directly to show you the information they have written about you. If we have to withhold information from you, we will tell you the nature of the information and why we cannot show it to you.

If other people (such as a relative) ask to see your files, we will not permit this without your agreement. However if you have a formal advocate or other representative who is acting on your behalf, that person may be able to see all the information we have recorded about you in the same way as you would.

Inspectors from the Care Quality Commission sometimes ask to see a few of the files of people who are using our SL Service. This is part of their job which is to make sure that we are running the service properly including having proper arrangements for recording and storing information. The Commission treats all personal information as confidential. Your SL Worker can tell you more about this if you wish or can arrange for you to see your own file(s).

SL Carers and SL Workers are able to access the files containing information about themselves too.

See these other policies and procedures and documents for further information on:

- Record keeping
- Confidentiality
- Joint working and information sharing