

OA Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓	✓

## S2

# SERVICE USER DAILY RECORDS

### POLICY

To ensure staff accurately record service user information.

### PROCEDURE

1. The frequency of recording in the daily records depends on the service.
  - OA domiciliary care / reablement – every visit
  - OA day services – daily on attendance
  - DMH / OA residential services– every shift
  - DMH day services – as required
  - DMH supported living services - daily
  
2. All entries in the service user daily records must be legible, accurate, factual, informative and should be signed, dated and timed (where appropriate) by the member of staff writing the record. Staff should bear in mind that service users have the right to see their daily records. It is important that information is recorded both objectively and sensitively.
  
3. Any concerns regarding the service user's health and wellbeing must be reported to the supervisor / manager.
  
4. Staff should follow up all entries on the next and subsequent shifts until any concerns have been resolved.
  
5. Completed records should be filed and stored appropriately.

Date	16/01/12							Issue date
Amendment	1							01/07/04 P&P