

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

# S10

## SERVICE USER FILES

### POLICY

To ensure all service user files and confidential documentation are kept in a secure lockable cabinet in a systematic order

### PROCEDURE

1. All documentation must be stored in a ring binder / wallet type folder with section dividers.

#### **Section 1 – O3B / contact 2**

- Insert the O3B / contact 2 – Adult and Cultural Services purchasing form, ensuring this is signed.

#### **Section 2 – Person centred care plan**

- This contains the following documents
  - Communication file front sheet
  - Hospital Admission (H2 & S10 in policy and procedures manual)
  - Daily record (Part 5)
  - Monthly changes sheet (Part 4)
  - Pre-admission assessment / Person centred care plan (Part 3)
  - Referral / information (Part 1)
  - Statement of purpose and service user guide
  - The Person centred care plan agreement must be signed and dated (Part 3)
  - Stories and gifts (Part 2)
  - General risk assessment / manual handling risk assessment forms / PEEP (S10 & F5 in the policy and procedures manual)
  - Medication risk assessment (M4 & S10 in the policy and procedure manual)

#### **Section 3 – Suggestions and complaints**

- Ensure service users have received information about compliments, comments and complaints. Add a note in this section to say that this has been discussed.

#### **Section 4 - 03T Termination, suspension and restart**

- Insert the 03T termination, suspension and restart form.

Date	16/03/09	20/10/09	26/07/10	07/10/10				Issue date 14/02/05 P&P
Amendment	1	2	3	4				

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# S10 SERVICE USER FILES

## Section 5 – Accident, incident form

- Insert copies of the accident, incidents forms.

## Section 6 – Correspondence

- Any correspondence to be filed in this section.

## Section 7 – Confidentiality

- Any relevant documentation, which is deemed to be confidential, must be sealed in an envelope in this section.

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