

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

S10

Service User File

POLICY

To ensure all service user files and confidential documentation are stored securely.

PROCEDURE

1. All documentation must be stored in a ring binder / wallet type folder with section dividers. The Personal Support Plan can be held in the same file / folder or separately, dependent on the operational needs of the service. If one file / folder is to be used, the Personal Support Plan must be held at the front of the file / folder with the Service User File at the rear.
2. Please note that the Personal Support Plan and Service User File remain separate documents and confidentiality must be maintained when allowing access to these. Separate policies and procedures also remain in place.
3. Most recent documents must be filed at the front of each Section
4. If documents are held elsewhere, this must be detailed in the appropriate section with reference to where the document can be accessed if required.
5. The index is for guidance and each section can be added to according to the actual documents held for each individual. It is recommended that you start Section B, and all following sections, with your own more detailed index for ease of finding documents (example at Appendix 1)
6. The archive (Section F) should be reviewed regularly and documents disposed of as confidential waste if they are no longer required. Historical documents that need to be kept can be placed in a separate archive facility with a note of where this is held at the front of the section. Where possible, please archive documents electronically, either when updating or reviewing or as a pdf document if necessary. Electronic documents must be stored in the service user's individual personal folder held within the service folder on the shared drive.

Date Reviewed	09/10/12	20/03/17	21/11/17				Issue date
Amendment	1	2	3				13/01/12 P&P

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SECTION A

- 03bs / IAS provider forms / Adult Social Care Purchasing Agreement
- ASC Support Plan
- Licence Agreement or Tenancy Agreement
- Statement of purpose and service user guide confirmation form
- Personal inventories

SECTION B – Safeguarding records e.g.

- Safeguarding referrals / Minutes of meetings
- DoLS / DoL referrals and authorisations
- CQC notifications
- MARE / MAPPA (Multi Agency Risk / Public Protection Arrangements)
- FACE (Functional Analysis of Care Environments) risk assessments

SECTION C – Accidents and incidents e.g.

- P25 Accident and incident report forms
- Information sheets
- Body maps

SECTION D - Other information e.g.

- General correspondence
- Mobility car / car lease contracts
- Third party information
- Confidential information – stored in a sealed envelope
- End of life documents
- Any other information

SECTION E – Archive of Medication / Health Records and information e.g.

- Medication administration records (MAR sheets) - **ORIGINALS**
- Psychology / psychiatry reports – preferably electronically
- Epilepsy management plans – preferably electronically
- Dietary information – preferably electronically
- PRN protocols – preferably electronically

SECTION F – Archive e.g. – Please archive electronically whenever possible

- Previous care / support plans and timetables
- Previous occurrence / correspondence sheets
- Previous assessments

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