

Maintain and update records and reports

Overview

This standard is about maintaining and updating records and reports. The records and reports relate to your work with or on behalf of service users and for supervision and teamwork.

Performance criteria

You must be able to:

1. Identify the relevant legal, organisational and inter-agency policies and protocols for recording and reporting
2. clarify uncertainties about recording and reporting with your line manager or professional supervisor
3. use relevant organisational procedures, including the use of information and communication technology, to produce records and reports
4. maintain and update records in accordance with the relevant data protection legislation, and organisational and inter-agency policies and protocols
5. confirm and agree the records and evidence with relevant colleagues and organisations concerned in the decision-making process, and acquire their signatures, if required
6. record and report any disagreements and actions taken to resolve these
7. disseminate records and reports in line with relevant legal and organisational requirements and agreements with service users
8. obtain, discuss and take action in response to feedback from relevant colleagues and organisations who receive your records and/or reports
9. maintain records of feedback from relevant colleagues and organisations, the areas of disagreement and conflict and the actions arising from feedback received

Knowledge and understanding

You need to know and understand:

1. the relevant legal and organisational requirements on equality and diversity, and health and safety
2. how to value and recognise the diversity, expertise and experience of service users, families, groups and communities
3. how to maintain the trust and confidence of service users, families, groups and communities
4. the relevant legislation, statutory codes, standards, frameworks and guidance relevant to mental health practice and related fields
5. the relevant roles, responsibilities and procedures for recording, report writing, researching, storing, and disseminating information within your organisation
6. how and where to access literature, information and support to inform your own and colleagues practice about maintaining and updating records and reports
7. the physical, emotional and health conditions of the individuals with whom you, relevant colleagues and organisations are working and how these conditions affect the individual's behaviour
8. the mandatory and discretionary destinations for reports and records including agreements between organisations and service users
9. your organisational policies, relevant protocols and practices for the security and confidentiality of information and the sharing of information with other agencies in accordance with the relevant data protection legislation
10. how to use electronic and information technology systems for recording and report writing
11. the relevant methods of recording and report writing for different purposes in care practice and evaluation of their effectiveness
12. the involvement of service users in report writing and recording to promote human growth, development and independent living

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Originating Organisation	Instructus
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Relevant Occupations	Assistant Portfolio Manager (without portfolio); Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant
Suite	Housing
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