

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. use relevant organisational procedures, including the use of information and communication technology, to produce records and reports
3. clarify uncertainties about records and reports with your line manager or professional supervisor
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
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 feedback from relevant colleagues and organisations who receive your records and reports
9. discuss the feedback and take action in response to outcomes received
10. maintain records of feedback from relevant colleagues and organisations

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 information and support to inform your own and colleagues practice about maintaining and updating records and reports
7. how physical, emotional and health conditions affect the individual's behaviour
8. your organisational policies, protocols and practices for the security and confidentiality of information contained in records and reports
9. the limits of sharing the information with other agencies in accordance with the relevant data protection legislation
10. the relevant methods of recording and report writing for different purposes in care practice and evaluation of their effectiveness
11. the involvement of service users in report writing and recording to promote human growth, development and independent living

Maintain and update records and reports

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