

## **Guidance - Record Keeping**

This guidance provides additional information on recording and retaining records appropriately. This should be read in conjunction with guidance documents for information sharing and consent.

### **1. Requirements**

Throughout the Safeguarding Adults procedure, detailed factual records must be kept, including hand written notes/records; this includes the date and circumstances in which conversations and interviews are held and a record of all decisions taken. The views and wishes of the adult at risk of harm should be fully documented through the key decision making stages.

All organisations and workers have responsibilities for record keeping within their work but individual organisations will have their own recording/filing system which all staff should be familiar with and follow – this guidance should be used in addition to that rather than instead of.

### **2. Record Keeping Following a Disclosure**

In some circumstances it would not be appropriate to be taking notes at the time the allegation is being made by the adult at risk of harm or by another party, therefore make a written report as soon as possible afterwards. The recording principles set out below should be followed:

- Record accurately what the person had actually said
- Use their own words and phrases
- Describe the circumstances in which the disclosure came about
- Note the setting and anyone else who was there at the time
- Incorporate your observations of the adult at risk of harm behaviour and physical condition
- Separate out factual information from your own opinions
- All written notes are to include the exact questions you have asked
- Record the date, time and place of disclosure
- Use a pen with black ink, so that the report can be photocopied
- Wherever possible hand written contemporaneous notes should be taken and retained, as these may be required to be submitted should any criminal prosecution take place or legal action against a provider.

### **3. Recording of Strategy Discussion/Meeting and Case Conference**

To ensure that everything is recorded appropriately, completed within timescales and sent out accordingly is the responsibility of the Safeguarding Coordinator or Chair for Strategy meetings/Case conferences.

### **4. Record Keeping of a service user who is also alleged to have caused harm**

If the person causing the harm is also a service user or is an adult at risk of harm, information should also be recorded in their own file or case note.