

## Record Keeping Policies and Procedures

Policy and Procedure	Record Keeping
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### Outline of the Policy

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### 1. Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning YouGlo Laboratories approach to record keeping, data protection and access to records.

### 2. Introduction

YouGlo Laboratories believes that all records required for the protection of service users and for the effective and efficient running of the company should be maintained accurately and should be up to date. Service users have access to their records and information about them held by YouGlo Laboratories. All individual records and company records are kept in a confidential and secure fashion.

### 3. Practical Measures

YouGlo Laboratories adheres fully to:

- Records of the Essential Standards of Quality and Safety and Regulation 20 of the Health and Social Care Act 2008
- Data Protection Act 1998

YouGlo Laboratories will achieve this by:

- Service users having access to their records and information about them by YouGlo Laboratories
- Individual records and company records will be kept in a secure fashion and will be constructed, maintained and used in accordance with the Data Protection Act 1998 and other statutory requirements
- Wherever practical or reasonable, care records and service user notes will be filled in with the presence of the service user concerned

- Ensuring that all care records and service users' notes are signed and dated
- Ensuring that all files or written information of a confidential nature are stored in a secure manner in a locked filing cabinet and are only accessed by staff who have a need and a right to access them
- Ensuring that all files or written information of a confidential nature are not left out where they can be read by unauthorised staff or members of the public
- Checking regularly on the accuracy of data being entered into computers
- Always using the passwords provided to access the computer system and not abuse them by passing them on to people who should not have them
- Using computer screen blanking to ensure that personal data is not left on screen when not in use

#### **4. Key Record keeping**

Records (mainly electronically in a secure sever) that will be kept by YouGlo Laboratories will include:

- All essential records and data relating to clients and service users
- All essential records and personnel data
- Interview and recruitment records (records of interviews of applicants for posts who are subsequently employed for three years and one year for applicants for posts who are not subsequently employed)
- All paperwork and computer records relating to complaints or feedback
- All paperwork and computer records relating to accounts and financial transactions
- All paperwork and computer records relating to machinery and reagents used by YouGlo Laboratories including machine servicing, reagent batch and lot numbers

#### **5. Data Protection**

YouGlo Laboratories will be annually registered with ICO.

All storage and processing of personal data held in manual records and on computers at YouGlo Laboratories will comply under the Data Protection Act 1998.

Dr Zahoor and Dr Borumand are data users and controllers for YouGlo Laboratories.

YouGlo Laboratories will provide service users with:

- Access to their information
- Uphold security and privacy of their data
- An absolute right to see a copy of all personal information held about them and to correct any error or omission in it

#### **6. Staff training**

YouGlo Laboratories will provide staff members:

- Policies on data protection and on confidentiality as part of their induction and they will sign a declaration that they have read and understood the policies
- Existing staff members will be given the opportunity to have refresher courses on data protection and access to records

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- Training will be given for correct method for entering service users information
- All staff members using company computers and laptops will be trained in password security

This policy will be reviewed by Dr Borumand and Dr Zahoor every year and when there are changes in legislation concerning personal data handling and storage.