

GALAXY STAFFING POLICIES & PROCEDURES

RECORD KEEPING

Validated	01 August 2026
Scope	This policy contains information and guidance from legislation and from relevant bodies that includes, but is not exclusive to: • The Data Protection Act (1988) in relation to the completion, storage and use of employee and service user information. • The Human Rights Act (1998) in relation to the privacy of service user information. • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and associated outcomes as regards specific record keeping and reporting. Managers are expected to check guidance from relevant bodies on a regular basis to ensure they are up-to-date with record keeping legislation and will amend this policy and its procedures accordingly. Staff are expected to adhere to this legislation through implementation of the policy and procedures.
Purpose	To provide information and guidance to staff on how to keep clear and accurate records.
Procedure Owner	Galaxy Staffing Ltd.
Last review date	01 August 2026
Next review date	31 July 2027
Review Frequency	Annually
Authorisation	Ramesh Poudel
Signature	

Policy

Galaxy Staffing is committed to providing clear, accurate and legally sound organisational and employee. It will expect employees to follow the standards required for writing, maintaining, storing and disclosing records, maintaining privacy and confidentiality at all times.

1. Writing Records

We expect all our staff to take responsibility for the correct and accurate writing and keeping of records. All employees must complete any records using the following standards:

- **FACTUAL**

Records must deal only in facts. Employees should avoid making assumptions or giving their opinions in the records they write. If you did not see it happen, do it yourself



or hear it directly, you cannot report it as a fact. You can report what someone has told you, provided you record who it was that told you.

- **ACCURATE**

Your records should record information exactly as it happens, without any 'spin' on it to make it sound more interesting, graphic or arresting.

- **CONTEMPORANEOUS**

This means your record should be made as soon as possible after the event, e.g. at the end of giving care, during or at the end of a meeting.

- **TIMED**

You should date each entry in full, which includes the month and year and add in a time of entry. You must sign each entry in full.

- **UNDERSTANDABLE**

The information written on the record should be easy for a layperson (such as the service user, a relative or carer) to understand so the language used should be plain.

The entry should also be in a logical order, so that the sequence of events is clear so it can be followed at a later date.

- **AVOID JARGON**

The entries in records should be jargon free. Anyone reading the entry later should be able to understand it.

- **LEGIBLE**

Handwritten records must be legible. If you have handwriting that is difficult to read, you must write in capitals.

You must only use records for the purpose they were designed for.

2. Confidentiality

All employees must keep records confidential. You should not disclose information other than for the purpose it is designed. For example, medication records may be shared amongst more than one agency if two or three agencies are giving medication otherwise, information should not be disclosed without the person's consent.



Safe Storage of Records

Employees must keep records safe and secure at all times (including those kept within a person's own home). This means that once you finish with a service user's records, for example, the previous month's medication administration records, support plans or support diaries, you must take them back to the office to be stored safely with the other service user records. Galaxy Staffing expects that records are kept for a limited amount of time and only for the purposes stated. The table below outlines the length of time the records should be stored.

RECORD STORAGE LIMITS	
Record	How Long they Should be Kept
Social care records for adults.	3 years from last date of the last entry.
Social care records for children.	80 years from last date of the last entry.
Risk assessments.	Retain the latest risk assessment as active and file the previous assessment. These should be kept for 3 years.
Purchases excluding medical devices and medical equipment.	18 months.
General operating policies and procedures.	Retain the current version and the previous version for 3 years.
Incidents, events or occurrences that require notification to the Care Quality Commission.	3 years
Use of restraint or the deprivation of liberty.	3 years
Maintenance of the premises and of equipment.	3 years
Electrical testing.	3 years
Fire safety and water safety.	3 years
Medical gas safety, storage and transport.	3 years
Money or valuables deposited for safe keeping.	3 years
Staff employment records.	3 years from the date of the last entry.
Duty rosters.	4 years after the year to which they relate.
Purchase of medical devices and medical equipment.	11 years
Final annual accounts.	30 years



3. Disposal of Records

Once records are no longer required and have been stored for the appropriate length of time, Galaxy Staffing will destroy them by cross-cut shredding or incineration and, in the event of electronic records, by using data destruction software

