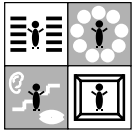


PROTOCOL FOR PERSONAL HELD RECORDS

1. This protocol relates to Personal Held Records for people in Northamptonshire who's needs are being assessed using the Single Assessment Process.
2. This protocol applies to all the following agencies involved in the Single Assessment Process; Health, Community Services, Housing and the Voluntary Sector.
3. The folder and the information inside is the property of the person being assessed and whilst they have given consent for it to be shared between the agencies involved in their care it is their choice whether they share it with anyone else such as family members, neighbours, or carers.
4. They will be asked to keep it in their home, on top of their fridge if possible, and make it available to all visiting professionals involved in their care, including the ambulance service.
5. When not staying at their usual residence, they will be asked to take it with them and keep it in a safe place.
6. They will be asked to take it to all relevant appointments including medical, pharmacy, social and housing. The safe keeping and confidentiality of Personal Held Records during appointments and in patient settings will be the responsibility of the person themselves and the staff involved.
7. If an individual is deemed "not capable" to look after their own folder, it would be in the person's best interests if the person closest to them took responsibility for the folder. If this is not possible it would be the assessor's responsibility to make the decision as to whether to leave the file with the person. In this case the assessor must refer to their line manager and record in **L4 Assessors summary outcome of Overview** the reason behind the decision not to supply the Personal Held Record .
8. If abuse in any form is suspected and/or the assessor feels that some sensitive information should not be included in the Personal Held Record the assessor must refer to their line manager and record in **L4 Assessors summary outcome of Overview** where further information is available along with contact details.
9. In exceptional circumstances it may be necessary for assessors to hold alternative notes in parallel with the Personal Held Record. This decision should be made with their line manager and a further decision made as to whether it is appropriate to inform the person of this or not. There should be some reference in the Personal Held Record section **L4 Assessors summary outcome of Overview** that a supplementary record exists so that other professionals are aware and can seek the information as appropriate. Parallel records should be the exception rather than the norm and the assessor must be able to justify that the decision was taken in the interests of the person or the public at large.



10. In households where more than one person may need assessing then each person should have a separate Personal Held Record file.
11. The person and their carers should be helped to understand their Personal Held Record file and be given an information leaflet outlining the benefits and how it will work. They should be encouraged and supported in reading their records and bringing to light any omissions or changes needed.
12. The Personal Held Record is not compulsory and those being assessed may refuse to hold one if they so wish.
13. In the event of the person's death carers should return the Personal Held Record to the key worker to be destroyed or archived.
14. The person has responsibility for the safe keeping of the folder and if it becomes lost they will need to report this to their key worker who will arrange a replacement. However full duplication may not always be available.
15. All admission, discharge and transfer checklists for in patient settings should in future include the Personal Held Record.
16. A Personal Held Record may include one or more of the following;
 - Contact Assessment
 - Overview Assessment
 - Specialist Assessments
 - Care plans
 - Contact sheet
 - Signature record form
 - Records from other professionals involved
 - Consent information leaflet
 - Personal Held Record information leaflet
14. Hand written forms must be in black ink, legible and written in concise, simple and easy to understand language. Professionals should not write anything in the Personal Held Record that they would not say to the person being assessed or to their carers.
15. It is the responsibility of the assessor first completing the overview assessment to provide the Personal Held Record file and to include the contact assessment.
16. When any area of the overview assessment is reviewed it is the assessors responsibility to ensure that it is included in the Overview assessment form and the previous outdated section archived at the back of the folder.
17. When the Personal Held Record folder is full please archive the oldest sections in a large brown envelope which will be kept by the person in their home, recording on the front of the envelope which sections and their dates are enclosed.