

12 steps to sharing local social care records – Citizens Jury Recommendations and our Response

Representative Service Users in Southwark participated in a Citizen’s Jury in July 2018. They told us their ideas for how we should share their records via the Local Care Record. We have listened to what people said.

This paper describes how Adult Social Care will share records in a way that people told us they wanted.

	You said	We will.....
1	ASC and Health should share records as part of the local care record	<i>The local care record is a new process that has been put in place to enable both health care staff and adult social care staff to see the same information about your care and health. We will start using the Local Care Record by August 2019.</i>
2	Undertake periodic checks of records to confirm they are current and accurate	<i>When we review your needs and support we will check that our information is up to date and accurate.</i>
3	Records should only be shared with agreed roles and in line with appropriate procedures and governance arrangements (and supported by appropriate training)	<i>We have signed a data sharing agreement that sets out which staff roles will have access to the Local Care Record. We will make sure that staff members have access to training and guidance about sharing records</i>
4	Information to be shared with providers commissioned by Health and Social Care	<i>At this stage only NHS health organisations and adult social care will be able to access the local care record. We will continue to share information with the other people involved in your care as we do now.</i>
5	Records shared under these arrangements should be current	<i>We will review the information we hold about you each time we carry out a review of your care and support plan. In addition, we will audit a sample of case files and we will produce data reports to identify gaps and errors.</i>

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6	Be clear on what is fact and what is opinion and use plain English (speak)	<p><i>Staff will be given training and guidance on writing in plain English.</i></p> <p><i>Regular supervision will ensure that there is oversight of the quality of the information available to view on your local care record and how easy it is for anyone who may access it to understand</i></p>
7	Promote people’s rights in a leaflet held in a file by the service user and on the websites of the organisations sharing the information	<p><i>We will make available a leaflet for service users that sets out their rights over the information we hold about them, and we will include the same information on our web pages.</i></p>
8	Records should only be shared on a need to know basis	<p><i>We will use the Local Care Record for the purposes of providing direct care and to make sure that we have a joined up approach to meeting the needs of the person.</i></p>
9	Care agencies take steps to provide assurance to the council that care workers are trained with writing good quality and accurate notes and work within GDPR guidance	<p><i>Care agencies will not have access to the Local Care Record.</i></p>
10	Consider a standardised approach to care planning to support data record sharing	<p><i>The Care and Support Plan is a standard plan across Adult Social Care. We provide guidance and training on completing Care and Support Plans.</i></p> <p><i>In Southwark we also produce Care Grids that we share with providers of services. Care Grids set out packages of care. We will make sure that there is a standardised approach to writing Care Grids.</i></p>

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11	Before sharing information with third parties not covered by local care record we should ask service users for their consent	<p><i>We will always ask for consent to share your information with people who are not able to access the local care record.</i></p> <p><i>However there are situations e.g. safeguarding where adult social care has a legal duty to share information</i></p>
12	Design clear principles for staff (for example, treating people like they are a member of your family, consent at every stage when sharing information with third parties who don't have access to local care record and the 5 rights for information sharing)	<p><i>All staff members in Southwark use the Southwark Ways of Working Framework to guide their standards, values and behaviours.</i></p> <p><i>Training and guidance including Information Governance E-Learning is available</i></p>