

## Target Audience

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Care and Support staff in a variety of settings and Housing Support Teams who are providing direct care and support.

This course has been developed to support learners to understand and acknowledge the importance of accurate, legible, report writing and record keeping. This course looks at 'effective' and 'ineffective' reports, identifying the skills needed to put visual observations into a report. It is aimed at all staff whose job roles requires them to contribute to report writing and record keeping.

**This course is delivered using a range of methods and resources including:**

- ◆ Live tutor facilitation, interactive polls, questionnaires and drawing tools, scenarios for breakout groups, questioning and participation, example written records and an end of session assessment.

**This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:**

- ◆ The Care Certificate Standard 14
- ◆ Data Protection and GDPR

## Course Content

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- ◆ The what, why and when documentation is required
- ◆ The GDPR 6 principles
- ◆ Common 'data flow' mistakes
- ◆ Maintaining the security of records
- ◆ Accessing support for records
- ◆ Organisational policies and procedures
- ◆ Develop observation, fact, fiction and discerning skills
- ◆ Recording requirements for care/support records and reports
- ◆ Supporting others with recording and reporting
- ◆ Avoiding misleading information
- ◆ Terminology used within Housing, Health and Social Care

## Learning Outcomes

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**After attending this course, learners will be able to:**

- ◆ State the need for secure handling of information
- ◆ Explain how to access support for handling information
- ◆ State the agreed ways of working in place within own workplace
- ◆ State the Principles of GDPR
- ◆ List basic recording requirements for handling information
- ◆ Give an example of how to support others to handle information

**Duration: 3 Hours**