

Personal Support Plan & Records



Why should I need to look at my personal support plan and records?

Centred believes in inclusion.

We encourage and support you to have an input into your assessments and personal support plan and records. This helps us make sure that the information we have about you is correct, and that we understand what your needs are. But the choice is yours, whether you ask to look at them or not.

When we provide you with support in your own home you may choose to store your personal plan records in your own home or store them securely at the Centred Office. We will ask you to sign a letter detailing your preference.

What are my personal plan records?

We keep them in a folder that contains:

- Your name, address, date of birth and other relevant personal information.
- Assessments e.g. complex or single shared assessments or personal individual plans.
- Recovery focused personal plans listing what support you get from Centred to help your individual goals .
- Notes describing your progress and any other changes in your care and support, as well as other relevant documentation to enable us to best support you.

How and where are my records kept?

Your records can be written on paper, held on computer, or on both. If you choose to have your personal plan at our office, we will keep all records secure. For example, paper records will be locked in an office and computer records will be protected by secure passwords.

Only staff who need to see your records will have access to them. These could be members of your support worker team, or their manager. Alternatively, you can choose to have your personal plan at home.

However, the responsibility for storing this securely will be yours, we will still store personal information, risk assessments and other information we may need to access when not in your home.

How do I ask to see my records

- If you stay in the community you should write to your key worker and ask to see your records, or obtain a copy of them
- In the letter, you should ask to receive a copy of your records or say whether you want to see all or just part of your records
- If you have difficulty making a written request, please speak to a member of staff providing your care
- You have a choice of either seeing your records or getting a copy of them

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- You don't have to see or get a copy of all of your records - you can ask for just some parts. You might need to give us information to help identify the parts you want.
 - You don't need to give a reason for wanting to see your records.

At the Recovery Centre

- If you stay at the Recovery Centre a member of staff will show you your written records upon you asking for them and will stay with you whilst you read them. If you are unhappy with anything contained in them you are able to record this in the writing in the notes.
- Should you wish to see all your records then this request must be made in writing to the Service Manager.

Can other people apply to see my records?

Generally, you can apply to see your records if you are able to understand how to go about making an application. Someone else can apply to see your records if:

- You have agreed to this; or
- You are an adult who can't make decisions for yourself or can't tell others your decisions, and the person making the application has either power of attorney or a guardianship order: or
- You are a young person who does not understand what is involved, and that person has parental responsibility for you.

If you have your personal plan at home, you have the choice of who you share this information with.

What will I see?

- If you are allowed to see your records it's likely that someone will be with you while you look at them. What you see might be a paper file, a printed document or a photocopy.
- You can see any of your assessments, personal plans or reports which were completed by Centred staff.
- If you ask for a copy of your records, it could be a printed document or a photocopy.
- Centred staff should explain any jargon - or words that you don't understand.
- Some information on your records may be kept from you. For example, information that could:
 - cause serious harm to your, or someone else's physical or mental health;
 - identify another person, unless that person gives their permission.

When someone else is allowed to see your records, Centred will not give them information that:

- You have told Centred staff you do not want them to have.
- You expected would be kept confidential.

Centred staff do not have to tell you if information has been kept from you.

What if I think the information in my records is incorrect?

- If you think information in your records is incorrect, first talk to a member of Centred staff providing your care.
- If you are unhappy with anything contained within your records you may write that you do not agree with a specific entry and are able to write in your notes to this effect.
- You may also record in your notes yourself what you consider to be the correct information or you can ask a staff member to write this in your records on your behalf.

Is there information that I'm not allowed to see?

Centred cannot show you:

- Any part of a report that would cause serious harm to your physical or mental health, or the health of others.
- Any information about, or the identity of, another person.
- Any report written by another person involved in your care e.g. a Doctor or Social Worker. You would need to write to the person who wrote it, asking their permission to see it.

What if I'm not happy?

If you are not happy about anything connected with your application to see your records, ask to speak to your Key Worker or the Service Manager.

- If you are not happy about anything connected with your report, you can be supported to talk to the staff member who wrote it.
- If you are still not happy after you've done this, you can make a complaint to Centred.
- If you have complained, but are not happy with how Centred handled your complaint, you can complain to the Care Inspectorate.
- If you are receiving care under the Mental Health Act, you can also complain to the Mental Welfare Commission for Scotland.

Care Inspectorate Headquarters

Compass House
11 Riverside Drive
Dundee
DD1 4NY
T: 0845 600 9527

Mental Welfare Commission for Scotland

Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE
T: 0131 313 8777





Download this Booklet

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