

## SERVICE RECORDING PROTOCOL

### ***Purpose of the Service Recording Protocol***

The recording policy acknowledges that there are some requirements that are service specific and one size does not fit all. The Service Recording Protocol provides a record of the services specific requirements, which have been agreed by the ADCS, which must be discussed with all staff so that they can understand what is required of them and will be used as a baseline when monitoring performance and compliance with organisational policy.

**Name of service**      **ABC PiP**

#### **1. Referrals/Requests For Service**

All referrals forms come directly to the service, mostly through SET iconnect. These referrals are collated by the Service Administrator and triaged by the 2 managers and the Parent Infant Psychotherapist. All referrals are entered onto an electronic waiting List – the SET staff hold paper files which are kept in a locked cabinet in the office. For Barnardo's staff Individual files are opened in waiting list cabinet, core data completed (working towards consent) and referral forms are then scanned in the individual file.

Referrers will be notified by email or letter if the family have received a place in the service and anticipated waiting time or referrers are notified if the service has been declined and reasons for this are stated.

#### **2. Service User Filing Structure**

The following cabinets are used  
Adult files - Waiting list/Open/Closed

Paper files are kept containing referral form and additional information. This is in case of IS system failure. (kept securely in a locked cabinet)

#### **Core Data /Service Specific Local Data Form**

Local data form is now used within the service. Staff have been informed by Admin on how and when to complete these fields.

Eg letter, call, text, email, etc

#### **Data Protection and Information Sharing (GDPR)**

On an initial visit all families receive an information pack which includes privacy notice, consent form and 'your data your rights' leaflet. Once this information is completed it is held in a lockable document folder and returned to office as soon as possible.

### **Assessment, Planning, Review**

Sessions are recorded in 'contacts and ongoing recording'.

Outcomes and evaluations are recorded in 'assessments, plans and reviews' and are assessed at the beginning and end.

### **Outcomes**

ABC PiP use the Family Star Outcomes, Hospital and Depression Scale (HADS), Parent Stress Index, Ages & Stages Questionnaire (ASQ) and Final Parent Questionnaire.

### **File Sign Off**

CSM to sign off 10% of all cases within fileroom.

### **Case Closure/Retention Period**

Files are moved from open to closed when work is finished and all documentation is complete.

Files have a 6 year retention period. Families that do not take up service have a 1 year retention period.

### **Recording of Open Group Work**

N/A at present

### **Use of Non Barnardo's Systems**

SET staff within the service following their own recording protocols.

### **Recording of Sessions Provided on Behalf of/ in Partnership with Another Agency**

As this service is co-delivered with SET families can move within the team which means moving across 2 recording systems. This is not ideal but longer term we hope to integrate the 2 systems more closely. In the meantime the service administrator has access to both systems.

**Sign off by CSM – Roberta Marshall**

**Date: 25<sup>th</sup> June 2019**

**Sign off by ADCS**

**Date: P Millar 26/6/19**

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