



SERVICE USER DOCUMENT RETENTION PROCEDURE

Updated: 1st April 2019 / Reviewed: November 2025

POLICY STATEMENT

We will agree with service users and their representatives what information is retained about them and how and for how long we will keep information.

We will record this agreement.

We will destroy all records after six years. If there has been a risk or incident, we will then keep the record for longer than six years.

All documents retained by ELCAP will be kept in a secure location and clearly marked in a prescribed order.

PROCEDURES

When we support an individual, we will record what we do to support the person and how we support the person in their personal plan. We will keep records of financial transactions which are part of the person's support and we will use our incident and accident forms to record unusual things that happen. We will have a written agreement which complies with the National Care Standards. We will use diaries to help service users plan their support and to record day to day support and we will keep adequate records of how we manage medication.

We agree with service users and their representatives what is in the person's personal plans and we will share this information with Support Practitioners and other agencies if this is in the interests of the service user. We will retain previous plans and documents.

Where a service user does not wish us to retain information. We will explain when this is a legislative requirement, best practice or is part of our agreement with funders.

All computer records will be retained for the full term of the service user's support and then for a further six years after their service ends.

The support staff will be responsible to ensure that the service user diaries are kept for six years and then destroyed thereafter. The service user will be consulted on this if appropriate. You can

request confidential waste bags from Woodbine Cottage and this paperwork will be securely disposed of. Operational Leads will only agree to discard records kept by the service user after six if they are no longer relevant to the support provided. Where a service user can state their preferences about the records to be retained, we will consult the person before we discard records which are more than six years old.

Support related documents retained by ELCAP will only be destroyed with the agreement of the registered manager.