Unit 16: Understand how to handle information in social care settings

Unit code: D/602/3119

QCF Level 3: BTEC Specialist

Credit value: 1

Guided learning hours: 9

Unit aim

This unit develops the knowledge and understanding needed to implement and promote good practice in recording, sharing, storing and accessing information in social care settings. This unit is aimed at those who are interested in, or new to working in social care settings.

Unit introduction

This unit gives learners the knowledge and understanding required to manage information in social care settings. Learners will examine the key legislation and codes of practice which relate to handling information in social care settings and gain an understanding of how these inform good practice. The unit examines the correct procedures for both manual and electronic storage systems and their place in a modern social care setting. The unit will enable learners to support others in the management and handling of information and in the promoting of good practice.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
1 Understand requirements for handling information in social care settings	1.1 Identify legislation and codes of practice that relate to handling information in social care settings
	1.2 Explain how legal requirements and codes of practice inform practice in handling information
2 Understand good practice in handling information in social care settings	2.1 Explain how to maintain records that are up to date, complete, accurate and legible
	2.2 Describe practices that ensure security when storing and accessing information
	2.3 Describe features of manual and electronic information storage systems that help ensure security
3 Understand how to support others to handle information	3.1 Explain how to support **others** to understand the need for secure handling of information
	3.2 Explain how to support others to understand and contribute to records

Unit content

1 **Understand requirements for handling information in social care settings**

Requirements for handling information: relevant legislation relating to the handling of information in health and social care eg Data Protection Act, Freedom of Information Act, Disability Discrimination Act, other relevant legislation relating to the duty of confidentiality, human rights and safeguarding children and vulnerable adults; relevant codes of practice relating to the handling of information eg relating to the accuracy, retention, availability and disposal of information; the importance of having secure information systems, ensuring necessary safeguards and appropriate uses of personal information

Legal requirements and codes of practice: issues relating to the legal requirements for secure recording of information eg the common law duty of confidence, the legal requirements for accuracy of information and for information to be kept up to date, obtaining personal data only for specific, lawful purposes, personal data to be relevant and not excessive for its purpose; issues relating to the legal requirements for the secure storage of information eg the legal requirements that personal data should not be kept for longer than is necessary for its purpose, security measures to protect against the accidental loss, destruction or damage to personal data, legal requirements for the storage of electronic and manual data and access to secure information; issues relating to the legal requirements for sharing information eg freedom of information, principles of confidentiality, agreed ways of inter-agency and multi-agency/integrated working

2 **Understand good practice in handling information in social care settings**

Good practice in handling information: understanding the features of both manual and electronic information storage systems to ensure security eg encryption, secure passwords, electronic audit trails, secured IT networks, identity checks, security passes; understand how to ensure security when storing and accessing information eg following information governance procedures, ensuring confidential information is not disclosed without consent, preventing accidental disclosure of information, practicing strict security measures like shredding paper-based information, logging out of electronic data systems, operating effective incident-reporting processes; ensure the security of access to records and reports according to legal and organisational procedures; ethical codes or professional standards; the importance of keeping legible, accurate, complete and up-to-date records eg signed and dated, specifying individual needs and preferences, indicating any changes in condition or care needs

3 **Understand how to support others to handle information**

Support others to handle information: ensure that others understand the need for secure handling of information; ensure that others access relevant, compulsory training eg in information governance; support others to put into practice the guidance and procedures from information governance; ensure that others understand the importance of secure record-keeping; support and enable others to contribute to manual and electronic records eg reporting accurate and

sufficient information to the appropriate people, sharing relevant information relating to any changes in an individual's personal details, condition or care needs; ensure that others are familiar with procedures for reporting incidents relating to any breach of information security such as missing, lost, damaged or stolen information or records; the importance of thorough and reliable communication systems

Essential guidance for tutors

Delivery

This unit should be delivered by a well-qualified and experienced tutor who has an understanding of the issues involved in handling information in social care settings. Emphasis must be placed upon accuracy and adherence to agreed practices in view of the sensitive nature of the information involved. Learners would benefit from familiarisation with social care records and other relevant documents.

Outline learning plan

The outline learning plan has been included in this unit as guidance and can be used in conjunction with the programme of suggested assignments.

The outline learning plan demonstrates one way of planning the delivery and assessment of this unit.

Topic and suggested assignments/activities and/assessment
Introduction to unit and programme of assignments.
Learning outcome 1: Understand requirements for handling information in social care settings
Taught session; requirements for handling information. Class discussion.
Taught session; legal requirements and codes of practice. Learners working in groups applying learning to case studies and feeding back to the class.
Assignment 1: Legal requirements Produce an information sheet identifying relevant legislation and codes of practice and explaining how these inform practice in handling information.
Learning outcome 2: Understand good practice in handling information in social care settings
Taught session; good practice in maintaining records. Class examining examples of records (non-confidential).
Taught session; ensuring security when storing and accessing records. Class discussion.
Taught session; ensuring security with manual and electronic storage of information. Class discussion.
Assignment 2: Good practice Produce a leaflet that describes and explains the procedures which promote good practice in maintaining and storing manual and electronic records and ensure security.
Learning outcome 3: Understand how to support others to handle information
Taught session; supporting others to understand the need for security when handling information. Class discussion.
Taught session; helping others to maintain and contribute to records.

Topic and suggested assignments/activities and/assessment
Assignment 3: Supporting others
Produce a leaflet which explains ways of supporting others to maintain and contribute to records while observing safety procedures.
Review of unit and programme of assignments.

Assessment

Assessment of this unit may be designed in any of a variety of formats and the suggested programme may be adapted to suit local needs or the needs of particular groups of learners. Tutors should ensure that learner evidence demonstrates a clear understanding of the sensitive nature of the information involved, an operation of the importance of maintaining accurate records, and ensuring that agreed procedures for secure storage are in place in the setting. Learners will need to demonstrate their understanding of security measures such as the use of secure passwords when storing electronic material and their grasp of the essential concept of confidentiality in all aspects of handling information in social care settings.

Programme of suggested assignments

The table below shows a programme of suggested assignments that cover the criteria in the assessment grid. This is for guidance only and it is recommended that centres either write their own assignments or adapt Edexcel assignments to meet local needs and resources.

Criteria covered	Assignment title	Scenario	Assessment method
1.1, 1.2	Legal requirements	As part of the application process for a new post at a residential setting for older adults, you have been asked to produce an information sheet on the legislation and codes of practice relating to information handling in social care.	Information sheet
2.1, 2.2, 2.3	Good practice	The second part of the application process includes the production of a leaflet which informs readers of good practice in maintaining and storing information.	Leaflet
3.1, 3.2	Supporting others	You have successfully completed the application process and have been appointed to your new role. Your manager has been impressed with your writing skills and has asked you to produce another leaflet. This leaflet is concerned with supporting others in good practice.	Leaflet

Essential resources

Learners will require full access to library resources including relevant text, professional magazines and journals, ICT and CDROM.

Indicative resource materials

Textbooks

Conway N and Donahue S – *Core Themes for Care Assistants* (Radcliffe Publishing, 2003) ISBN 9781857758016

Journals

Community Care magazine
The Nursing Times

Websites

www.ic.nhs.uk/re-use-of-data   NHS: The Information Centre

www.ico.gov.uk   Information Commisioners Office

www.dh.gov.uk   Department of Health