

Unit 8: **Promote good practice in handling information in health and social care settings**

Unit reference number: J/601/9470

QCF level: 3

Credit value: 2

Guided learning hours: 16

Unit summary

This unit is aimed at those working in a wide range of settings. It covers the knowledge and skills needed to implement and promote good practice in recording, sharing, storing and accessing information.

Assessment requirements

Learning outcomes 2 and 3 must be assessed in a real work environment.

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace as indicated in the Skills for Health Assessment Strategy (see Annex D at the back of the Specification). Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

1 Understand requirements for handling information in health and social care settings

Requirements for handling information: relevant legislation relating to the handling of information in health and social care eg Data Protection Act (1988), Freedom of Information Act (2000), Disability Discrimination Act (2005), and 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 and for 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 Be able to implement good practice in handling information

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 and 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 Be able 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 in to 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

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand requirements for handling information in health and social care settings	1.1 Identify legislation and codes of practice that relate to handling information in health and social care 1.2 Summarise the main points of legal requirements and codes of practice for handling information in health and social care			
2 Be able to implement good practice in handling information	2.1 Describe features of manual and electronic information storage systems that help ensure security 2.2 Demonstrate practices that ensure security when storing and accessing information 2.3 Maintain records that are up to date, complete, accurate and legible			
3 Be able to support others to handle information	3.1 Support others to understand the need for secure handling of information 3.2 Support others to understand and contribute to records			