

Snap Care Policies & Procedures



Snap Care Record Keeping Policy

Purpose

Snap Care Limited is committed to maintaining high standards of record keeping and documentation to ensure the safety, continuity, and quality of care for all service users. Accurate and timely documentation is essential to safeguard clients, meet legal and regulatory requirements, and support staff accountability. All records must be clear, factual, up to date, and securely stored.

Policy Summary:

This policy sets out the responsibilities and procedures for completing, submitting, and storing care records. It includes mandatory logging in/out of shifts and daily record submission, with clear consequences for failure to comply.

This policy applies to all Snap Care Limited employees involved in:

- Delivering care and support services
- Recording care notes and observations
- Logging shift times
- Handling client records and documentation

Policy

1. Types of Records Maintained

Staff are required to complete and maintain:

- **Daily Care Notes** – documenting activities, observations, mood, meals, medications, etc.
- **Medication Administration Records (MAR)** – if trained and authorised to administer medication
- **Incident and Accident Reports** – when applicable
- **Communication Logs** – including contact with families or other professionals
- **Shift Log-in/Log-out Records** – time and attendance for each shift
- **Safeguarding Concerns** – documented and reported in line with the Safeguarding Policy

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

Snap Care Policies & Procedures



2. Documentation Standards

All records must be:

- **Accurate** – facts only, no assumptions or personal opinions
- **Timely** – recorded at the time of care or as soon as possible after
- **Clear and Concise** – legible, using appropriate language
- **Respectful and Confidential** – in line with GDPR and Data Protection
- **Dated and Signed** – with full name and designation (electronic or physical signature)

3. Daily Shift Logging and Record Submission

All care staff must:

- **Log in and out** of each shift accurately (digitally- via PASS APP)
- **Submit daily records** for every shift worked. Failure to comply with this requirement disrupts care continuity and accountability.

Failure to Submit Daily Records or Log Shifts:

Offence	Outcome
1st Occurrence	Verbal reminder and re-training if needed
2nd Occurrence	Formal written warning
3rd Occurrence	Final warning
4th Occurrence or Repeated Negligence	Disciplinary action, which may include suspension or dismissal

4. Storage and Confidentiality of Records

- All records must be securely stored in line with Snap Care's **Confidentiality & Data Protection Policy**
- Electronic records must be stored on password-protected systems
- Physical documents must be locked in secure cabinets when not in use
- Only authorised personnel may access client records

5. Record Retention

Snap Care Limited will retain records for the following minimum periods:

- **Client care records** – 8 years after end of service
- **Staff records** – 6 years after employment ends
- **Incident/accident reports** – at least 3 years
- **Safeguarding reports** – as required under safeguarding regulations

Records will be securely destroyed once retention periods expire.

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

Snap Care Policies & Procedures



6. Roles and Responsibilities

Role	Responsibilities
Managing Director	Ensures policy implementation and audits record-keeping compliance
Care Support Manager	Monitor daily submissions, verify records, and manage escalation procedures
Care Staff	Complete accurate documentation, log in/out of shifts, and submit records on time

7. Auditing and Monitoring

- Records will be audited monthly to ensure quality and completeness
- Random spot checks will be carried out by the Support Manager
- Errors, omissions, or inconsistencies will be followed up with staff

8. Disciplinary Action

Failure to maintain proper records, log time accurately, or submit daily reports may be deemed misconduct and addressed under Snap Care's **Disciplinary Procedure**.

Policy Review

This policy will be reviewed annually or sooner if required by changes in legislation, regulatory requirements, or internal procedures.

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**

Snap Care Policies & Procedures



This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none">• Senior team• Care workers
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

**If you have any questions about this policy, please contact us on
020 7729 2200 or email info@snapcare.co.uk**