



Independence
Inclusion
Recovery

How to see your Personal Plan & Records



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Who is this leaflet for?

It is for people who use the services of Birchwood Highland.



What is this leaflet about?

It tells you:

- ◆ What your personal plan records are
- ◆ How to apply to see your records
- ◆ Who can apply to see them, and
- ◆ What to do if you're not happy

Why has this leaflet been produced?

You have the right to see or have a copy of your personal plan records.

This leaflet tells you about these rights.

Why should I need to look at my personal plan records?

Birchwood Highland believes in inclusion, so we encourage you to have an input into your assessments and personal plan. This helps us make sure that the information we have about you is correct, and that we understand what your needs are. But the choice is yours, whether you ask to look at them.



Personal Plans

What are my personal plan records?

We keep them in a folder that contains:



- ◆ Your name, address, date of birth and possibly other personal information.
- ◆ Assessments e.g. complex or single shared assessments.
- ◆ Personal Plans listing what support you get from Birchwood Highland.
- ◆ Notes describing your progress and any changes in your care and support.

How and where are my records kept?

Your records can be written on paper, held on computer, or on both.

We will keep all records secure. example paper records will be locked in an office and computer records will be protected by secure passwords.

Only staff who *need* to see your records will have access to them. These could be members of your support worker team, or their manager.



For

How do I ask to see my records?

- ◆ You should write to the Manager of your Support Service (the Service Manager) and ask to see your records, or obtain a copy of them.
- ◆ In the letter you should:
 - Ask either to **see** or **receive a copy** of your records;



- Say whether you want **all** or just **part** of your records.
- ◆ **But if you have difficulty in making a written request, please speak to the member of staff providing your care.**
- ◆ You have the choice of either **seeing** your records, or **getting a copy** of them.
- ◆ You don't have to see or get a copy of **all** of your records – you can ask for just **some parts**. You might need to give us information to help identify the parts you want.
- ◆ You don't need to give a reason for wanting to see your records.

Can other people apply to see my records?

- ◆ Generally, you can apply to see your records if you are able to understand how to go about making an application.
- ◆ Someone else can apply to see your records if:
 - You have agreed to this; or
 - You are an adult who can't make decisions for yourself or can't tell others your decisions, and the person making the application has either power of attorney or a guardianship order: or
 - You are a child who does not understand what is involved, and that person has parental responsibility for you.



What will I see?

- ◆ If you are allowed to **see** your records it's likely that someone will be with you while you look at them. What you see might be a paper file, a computer printout or a photocopy.



- ◆ You can see any of your assessments, personal plans or reports which were completed by Birchwood Highland staff.
- ◆ If you ask for a **copy** of your records, it could be a computer printout or a photocopy.



- ◆ Birchwood Highland staff should explain any jargon - or words that you don't understand.
- ◆ Some information on your records may be kept from you. For example, information that:
 - could cause serious harm to your, or someone else's physical or mental health.
 - could identify another person, unless that person gives their permission.
- ◆ When someone else is allowed to see your records, Birchwood Highland will not give them information that:
 - You have told Birchwood Highland staff you do not want them to have.

- You expected would be kept confidential.
- ◆ Birchwood Highland staff do not have to tell you if information has been kept from you. If you suspect that information has been kept from you and you are not happy about it, see '**What if I am not happy?**' on page 7.

After I have applied, how long will it take?

You should get the information within 28 days.

What if I think information in my records is incorrect?

If you think information in your records is incorrect, first talk to a member of Birchwood Highland staff providing your care. What will happen next depends on what Birchwood Highland staff decide.



If they decide that the information is **incorrect** they will score through it so that an authorised person can still read the information, but can see that it has been corrected. They will also attach a note to your records explaining why the information has been scored out.

If they decide that the information is **correct**, they will not change it. However, you have the right to have a note attached to your records explaining why you think the information is incorrect.

Is there information that I'm not allowed to see?

Birchwood Highland cannot show you:

- ◆ Any part of a report that would cause serious harm to your physical or mental health, or the health of others.
- ◆ Any information about, or the identity of, another person.

- ◆ Any report written by another person involved in your care e.g. a Doctor or Social Worker. You would need to write to the person who wrote it, asking their permission to see it.

What if I'm not happy?

- ◆ If you are not happy about anything connected with your application to see your records, ask to speak to the Team Manager.
- ◆ If you are not happy about anything connected with your report, talk to the staff member who wrote it.
- ◆ If you are still not happy after you've done this, you can make a complaint to Birchwood Highland. (See the separate leaflet on 'How to Complain').
- ◆ If you have complained, but are not happy with how Birchwood Highland handled your complaint, you can complain to the Care Commission.
- ◆ If you are receiving care under the Mental Health Act, you can also complain to the Mental Welfare Commission.



Useful contact details:

Care Commission Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel 01382207200
Lo-call: 0845 600 8331

Care Commission
North Region
Inverness Local Office
First Floor
Castle House
Fairways Business Park
Inverness
IV2 6AA

Tel 01463 227 630

Mental Welfare Commission for Scotland
K Floor, Argyle House,
Lady Lawson Street,
Edinburgh,
EH3 9SH
Tel: 0131 2226111

Other leaflets in this series

Confidentiality – it's your right

How to apply for Housing Support or Residency in Birchwood Highland Recovery Centre

How to complain (Birchwood Highland Complaints Procedure)

Statement of Rights

Copies of these leaflets are available from any member of Birchwood Highland Staff, or they can be downloaded from the website, www.birchwoodhighland.org.uk/publications

The information in this leaflet is based on the key principles set out by the Scottish Commission for the Regulation of Care:

- ◆ Accessibility
- ◆ Fairness
- ◆ Effectiveness
- ◆ Clarity
- ◆ Confidentiality
- ◆ Impartiality

We have also made changes to this leaflet, taking the comments of service users into account.

June 2008

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