

Module 5

Person- Held Record

Intended Learning Outcomes:

At the end of the module, the participants will:

- Have an increased awareness of how the Person Held Record can be used.
- Understand the criteria for issuing a Person Held Record.
- Understand the process for setting up a Person Held Record.
- Understand the issues around confidentiality and storage of the Person Held Record.
- Have an understanding of how the person-centred approach and joint working can be enhanced by the Person Held Record.

Relates to: KSF Core Dimensions: 1, 2, 4, 5, 6
Specific Dimensions: HWB 2, G2

Time: 1 hour - **or** this can be shortened if incorporated into Module 1- Implementing SAP in your area

Materials:

- Personal Held Record PowerPoint presentation (but ensure SAP basic awareness presentation has been seen at an earlier date)
- 'Success with SAP' - DVD, part one
- An example of a Person Held Record

Handouts: SAP Implementation Guidelines: Section 6 - Person Held Record

The Activity:

- 1) Run the Person Held Record PowerPoint presentation **or** show the SAP Basic Awareness presentation, which includes 2 slides on the person held record.
- 2) Refer to the SAP implementation Guidelines: Section 6 - Person Held Record. Ensure staff understand:
 - Who owns the folder
 - The criteria for having a folder
 - How to issue a folder
 - Who to inform that a folder is in place
 - How a folder is stored after a person dies or no longer needs one.
 - That a folder will be flagged on eSAP to record its existence.



- 3) Hand out an example of a Person Held Record (sometimes called yellow folders) and talk through the contents
- 4) Discuss in pairs, small groups or as a whole group any concerns, issues arising etc.
- 5) Log any issues that cannot be answered and send these to your local LIT lead.

Handout SAP Implementation Guidelines

Mod 5 H1

Person Held Record

What is a Person Held Record?

A person held record (sometimes called **yellow folder**) is a folder that contains a record of assessment and care planning information, which is kept in the home of the person receiving services or treatment. It has been designed for situations where there are several staff visiting people's homes and communication can be a problem e.g. people with long-term conditions or there are likely to be emergencies where out of hours staff would find it useful to have easily accessible information to make urgent decisions. A sticker is placed on the person's fridge to highlight the existence of a personal held record. The record should be kept by the fridge or phone if possible for easy access.

The folder contains useful information for the service user and carers such as:

- Contingency plans
- SAP assessment and care planning information
- GP information
- Diary sheets
- Contact sheets
- Self care information

What are the criteria for issuing a Person Held Record?

The Person Held Record is issued and owned solely by the PCT and will be distributed to people who have been identified by GPs, District Nurses and other health and social care staff as having multiple and/or complex care needs with health and social care input. The Person Held Record is therefore applicable for people who:

- Have complex care packages delivered in their own homes.
- Have treatment and care delivered and managed by a number of practitioners/agencies.
- Are known to request frequent unscheduled care from their GP (including out of hours services) or their District Nurse.
- Have required a number of unscheduled admissions to hospital in the last year.
- Are at 'risk' of needing emergency care.
- Are managed for a 'Long Term Condition' or 'Complex Care Pathway'.

How can I set up a Person Held Record?

If you consider the person would benefit from a personal held record then you should first discuss this with your line manager or the person's GP (check agreed

process in your organisation from your SAP lead). The folders are issued by the PCT, so if you work for social care, discuss this with the health member of staff involved. If social care only is involved it is unlikely a folder will be required (see criteria) but in certain circumstances it may be possible to set one up (see line manager or SAP lead)

How will the Out of Hours services know about the Personal Held Record or Yellow Folder?

The Out of Hours services, such as South Western Ambulance Trust, Devon Doctors and social care emergency duty teams have all signed up to the personal held record and welcome the opportunity to use this and be informed when it is in place. A record of the issue of a folder must be put on your local PCT database and sticker placed on the person's fridge showing there is a folder in place.

Where can I find out more about the Person Held Record?

The **Person Held Records Protocol** explains the procedure for issuing folders, ownership arrangements, storage and retrieval. There is also a training PowerPoint presentation available. For further information, see www.devon.gov.uk/sap.

A Person Held Record process flowchart can be found overleaf.

PERSON HELD RECORD PROCESS FLOWCHART



