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Record keeping policy

Confidentiality and Maintenance of Records

All Snakes & Ladders therapists agree to:

1. Maintain strict confidentiality within the client/counsellor relationship, always provided that such confidentiality is neither inconsistent with the therapist's own safety or the safety of the client, the client's family members or other members of the public nor in contravention of any legal action (i.e. criminal, coroner or civil court cases where a court order is made demanding disclosure) or legal requirement (e.g. Children's Acts).
2. Ensure that client notes and records be kept secure and confidential and that the use of computer records remains within the terms of the Data Protection Act. N.B. Manual records should be locked away when not in use and those held on computer should be password coded.
3. Client records (paper files, laptops) should be kept in a locked cabinet within a locked office. Avoid transporting client files outside of your practice premises – if this must be done keep files in a locked container. Should you need to leave client records in a car, they should be in a secure, locked container and locked in the car boot.
4. Recognise that the maintenance of case notes should include personal details, history, plan of sessions (as agreed between counsellor and client/referrer), session progress notes (unidentifiable to others and used for clinical supervision purposes) and a copy of any contract.
5. Advise the client/referrer that unidentifiable cases may sometimes be utilised for the purposes of either their own supervision or the supervision and/or training of other therapists and refrain from using such material should the respective client indicate a preference that it should not be used for these purposes.
6. In the case of child/adolescent folders/boxes used to store their on-going work, it is important for their sense of confidentiality and security these are kept safe and private; folders/boxes must be kept locked in the boot of the car for transportation purposes and stored in a locked filing cabinet in-between sessions.