The State Hospitals Board for Scotland

Records Management Plan

Version 01.1

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Review:

This Plan will be reviewed every year (or sooner if new legislation, codes of practice or national standards are to be introduced).

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BACKGROUND INFORMATION

The Public Records (Scotland) Act 2011 (hereafter referred to as "the Act") calls for public authorities subject to the Act to submit a Records Management Plan (RMP) for agreement by the Keeper of the Records of Scotland ("the Keeper"), and thereafter manage its records in accordance with the plan.

This document is the Records Management Plan for the State Hospitals Board for Scotland, who are named as an authority under the Act. This document will be submitted to the Keeper, and will be reviewed and modified as new/updated policies and procedures are introduced.

The State Hospitals Board for Scotland's Records Management Plan is based upon the Keeper's published Model Records Plan and covers 14 elements which are:

1. Senior management responsibility
2. Records manager responsibility
3. Records management policy statement
4. Business classification
5. Retention schedules
6. Destruction arrangements
7. Archiving and transfer arrangements
8. Information security
9. Data protection
10. Business continuity and vital records
11. Audit trail
12. Competency framework for records management staff
13. Assessment and review
14. Shared information

More information about the Public Records (Scotland) Act 2011 can be found on the National Records of Scotland website.

A copy of the Act can be viewed online: Public Records (Scotland) Act 2011

The State Hospitals Board for Scotland

Although The State Hospital shares the same values, aims and challenges as the rest of the NHS in Scotland, it is unique because it has the dual responsibility of caring for very ill, detained patients as well as protecting them, the public and staff from harm.'

In 1994 legislation went through Parliament to bring The State Hospital legally into the National Health Service in Scotland as a Special Health Board - The State Hospitals Board for Scotland - accountable to Scottish Ministers through the Scottish Government.

The State Hospital is one of four high secure hospitals in the UK. Located in South Lanarkshire in central Scotland, it is a national service for Scotland and Northern Ireland and one part of the pathway of care that should be available for those with secure care needs. The principal aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security.

There are 140 high-secure beds for male patients requiring maximum secure care: 12 beds specifically for patients with a learning disability. A range of therapeutic, educational, diversional and recreational services including a Health Centre is provided.

Partnership working with South Lanarkshire Council is well established and provides social work services for patients and their families in addition to liaising with patients' designated Mental Health Officers (MHOs) across the country.

The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by The State Hospital.

Well developed relationships exist with the Mental Health Tribunal Service for Scotland and the Mental Welfare Commission for Scotland, and good partnership working is in place across the Forensic Network to ensure these patients are transferred as required.

Records Management in the State Hospital

Records Management is the process by which an organisation manages all the aspects of Records whether internally or externally generated and in any format or media type, from their creation, all the way through their lifecycle and their eventual destruction or permanent preservation.

Records Management is a key component of care and is the responsibility of **all staff**.

All NHS Board Records are owned by Scottish Ministers on behalf of the Crown and are subject to the provisions of the Public Records (Scotland) Act 1937 and may only be destroyed in accordance with Disposal of Records (Scotland) Regulations 1992. Guidance notes for the retention and disposal of records is contained within the Scottish Government Records Management: - NHS Code of Practice (Scotland) Version 2.1 January 2012.

The Chief Executive has overall accountability for ensuring that Records Management operates legally within the State Hospital. Various staff including the Caldicott Guardian, Health Records Manager, Data Protection Officer, Head of eHealth and others with similar responsibilities work together to ensure there are agreed systems for Records Management including managing the confidentiality and security of information and records within the State Hospital. NHS organisations are also required to take positive ownership of, and responsibility for, the records legacy of predecessor organisations and/or obsolete services.

A key statutory requirement for compliance with records management principles is the Data Protection Act 1998. It provides a broad framework of general standards that have to be met and considered in conjunction with other legal obligations. The Act regulates the processing of personal data, held manually and on computer. It applies to personal information generally, not just to Health Records. Therefore the same principles apply to personal data relating to staff, contractors, volunteers, students and other individuals who work in or have dealings with NHS Scotland.

Records covered by this Plan

In line with the Act, all records created and processed in the State Hospital are covered by this plan.

There are other purchased services represented in the State Hospital although not employed by the Board. These include Social Work Services (in partnership with South Lanarkshire Council), Occupational Health (supplied by SALUS), and Pharmacy (NHS Lothian Services). The State Hospital works in partnership with these organisations to ensure Records Management is consistent throughout and that any information shared is done so in line with local and national legislation, guidance and procedures. Service Level Agreements are in place.

The State Hospitals Board for Scotland also hosts the Forensic Mental Health Services Managed Care Network.

Advocacy Services (supplied by Patients Advocacy Service) are also housed within the State Hospital – this is an independent service who manage their own data in line with Governance Legislation and in agreement with a Service Level Agreement between the company and the State Hospitals Board for Scotland.

Records Management systems in the State Hospital

The State Hospital has four main types of records management systems:

- Manual filing system (for paper and other physical records)
- Electronic record systems (for both clinical and administration records)
- Electronic filing systems
- Intranet – Electronic Document Management System (SharePoint)

Element 1: Senior Management Responsibility

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
Identify an individual at senior level who has overall strategic accountability for records management.	Mr James Crichton, Chief Executive, has overall strategic accountability for records management for the State Hospitals Board for Scotland.	Contact details: Mr James Crichton Chief Executive The State Hospital Carstairs Lanark, ML11 8RP Tel: 01555 842009	No further action required.

Element 2: Records Management Responsibility

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
Identify individual within the organisation, answerable to senior management, to have operational responsibility for records management within the organisation	Robin McNaught Finance & Performance Management Director has operational responsibility for records management in the State Hospital. Mr McNaught is also the Senior Information Risk Owner for The State Hospitals Board for Scotland. Dr Duncan Alcock Associate Medical Director/Caldicott Guardian has operational responsibility for clinical records within the State Hospital.	Contact details: Mr Robin McNaught Finance & Performance Management Director The State Hospital Carstairs Lanark, ML11 8RP Tel: 01555 842015 Dr Duncan Alcock Associate Medical Director/Caldicott Guardian The State Hospital Carstairs Lanark, ML11 8RP Tel: 01555 842221 Job description for Robin McNaught **ED52** Email from Chief Executive confirming Records Management Responsibilities **ED56**	No further action required.

Element 3: Records Management Policy Statement

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
A records management policy statement underpins effective management of an authority's records and information. It demonstrates to employees and stakeholders that managing records is important to the authority and serves as a mandate for the activities of the records manager	Within the State Hospital Records Management is split between Clinical Records and Administrative Records for the purpose of policy where required. The current Health Records Policy is due for review in July 2017. This contains a statement in regards to the management of clinical records in the Hospital. The current Administrative Records Policy is outdated and requires some work to bring it up to an acceptable standard. This work has begun and will be completed in 2017.	Health Records Policy and Procedures (June 2014) **ED1** Management, Retention and Disposal of Records – Addendum for Clinical and Admin records **ED2** Management, Retention and Disposal of Administrative Records (February 2007) **ED3** Scottish Government Records Management: NHS Code of Practice (Scotland) Version 2.1 January 2012 **ED4** Screenshots from The State Hospitals Board for Scotland Intranet site **ED46**	Health Records Policy Due for review in July 2017. This will be led by the Caldicott Guardian with assistance from other relevant staff. Administrative Records Policy Sub-Group of Information Governance Group (IGG) to be set up consisting of relevant staff led by Moira Donoghue, Head of Management Accounts to create a new Administrative Records Policy which is in line with current guidance and practice.

Element 4: Business Classification

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
A business classification scheme describes the business activities the authority undertakes – whether alone or in partnership	The State Hospital currently has no formal Business Classification Scheme. Some departments have their own documentation, however the intention is to create a hospital-wide system which will incorporate all departments and systems. It is recognised that this is a huge undertaking and will take time and resources to put in place, however commitment is there to see this project through. Records are currently held in a variety of places throughout the hospital – physically in various departments, and electronically (mainly in shared drives).	List of records held by Finance 2016-2017 **ED5** Service Level Agreement between The State Hospitals Board for Scotland and Patients' Advocacy Service **ED47**	A Business Classification Scheme for the State Hospitals Board for Scotland will be developed in conjunction with management and staff throughout the Hospital to ensure it accurately reflects how our records are created, organised and managed. This work will be led by a sub-group of members of the Information Governance Group and other hospital staff as required. No firm plans are in place as yet for how records will be managed and which systems will be used– work will begin in earnest on this project in June 2017.

Element 5: Retention Schedule

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
A retention schedule is a list of records for which pre-determined disposal dates have been established	Clinical Records Patient clinical records are held indefinitely given the historical nature of the notes. Admin Records Current guidelines are in line with Scottish Government NHS Records Management Code of Practice.	Health Records Policy and Procedures (June 2014) **ED1** Management, Retention and Disposal of Records – Addendum for Clinical and Admin records **ED2** Management, Retention and Disposal of Administrative Records (February 2007) **ED3** NHS Scotland Records Management Code of Practice **ED4** Pharmacy retention schedules **ED6** Extract from Safe Use of Medicines Policy and Procedures (December 2016) **ED7** Ward documentation retention schedule **ED8** Screenshots from The State Hospitals Board for Scotland Intranet site **ED46**	Further consideration to be given to the retention times of clinical notes. This will take place as part of the review of the Health Records Policy and Procedures in 2017. The Administrative Records Policy will be reviewed and updated by a sub-group of the IGG in early 2017.

Element 6: Destruction Arrangements

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
It is not always cost-effective or practical for an authority to securely destroy records in-house. Many authorities engage a contractor to destroy records and ensure the process is supervised and documented	Information which can be securely disposed of onsite is destroyed using shredders and following an agreed process. This is the case for paper documentation and electronic media such as CDs or DVDs. Shredders are all to a high standard. All shredding activity meets DIN 66399 classification 3. Any media which is unable to be destroyed is held securely within the Hospital – this consists of hard drives or other devices which cannot be physically destroyed currently on site. Staff have access throughout the campus to shredders rated for paper at security level 5. All non-paper media are disposed of by eHealth to a minimum of security level 4. There are no formal arrangements in place currently for the destruction of electronic data – this will form part of the Business Classification Scheme work. Some records, such as Finance and Procurement are securely stored and then destroyed offsite – arrangements are in place for this.	Information and Network Security Policy (January 2016) **ED9** Data Protection Policy (April 2016) **ED10** Email re destruction of Finance information **ED11** Copy of letter confirming destruction of boxes **ED12** RSS New box deposit schedule **ED48** Email from Head of eHealth re backups **ED60**	Continue with secure onsite and offsite destruction as required. Look at how electronic data should be destroyed in line with the Business Classification Scheme. This work will include looking at backups of information.

Element 7: Archiving and Transfer Arrangements

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
This is the mechanism by which an authority transfers records of enduring value to an appropriate archive repository, specifying the timing of transfers and other terms and conditions	State Hospital patient records are retained indefinitely within the hospital Health Records Department due to their historical significance. Archiving has been discussed in the past and will be considered again in the future. Social Work records are archived on a regular basis to South Lanarkshire Council Archives. Finance and Procurement records are archived to Removal Services Scotland. Pharmacy patient records are held in the Pharmacy Department until 6 months after discharge. These are stored within the main Health Records Department alongside archived State Hospital notes.	Health Records Policy and Procedures (June 2014) **ED1** Management, Retention and Disposal of Records – Addendum for Clinical and Admin records **ED2** Management, Retention and Disposal of Administrative Records (February 2007) **ED3** NHS Scotland Records Management Code of Practice **ED4** State Hospital Social Work Service Central Filing Document **ED13** State Hospital Social Work Service Archiving of Files Document **ED14** Finance document with list for storage **ED15** Excerpt from minutes of SMT meeting (in draft – to be finally approved) **ED59**	Discussions are currently ongoing with the National Records of Scotland with regard to archiving records of interest to their premises in Edinburgh. The Senior Management Team of The State Hospital is in agreement with this plan and a Memorandum of Understanding will be signed later in 2017.

Element 8: Information Security

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
Information security is the process by which an authority protects its records and ensures they remain available. It also maintains privacy where appropriate and provides for the integrity of the records	The Information and Network Security Policy (INSP) laid the foundation for the alignment of Information Technology Security practices with the International Standard ISO 17799 (BS7799- 2:2002), ISO/IEC 27002:2013 and the NHS Scotland Security Policy and Standards. The Information and Governance Group (IGG) chaired by the Senior Information Risk Owner (SIRO) steer policy direction and receive regular reports. eHealth implement local practices that are aligned with the INSP. The hospital participates in national security & information governance groups in addition to sending a representative to the Public Benefit and Privacy Panel. These activities undertaken to assist consistency throughout the NHS.	Information and Network Security Policy (January 2016) **ED9** Security Search and Screening Procedures (September 2015) **ED16** Data Protection Policy (April 2016) **ED10** Technology and Electronic Devices within the State Hospital **ED17** Hospital Access and Egress Procedure (with auditable controlled access) **ED18** Decommissioning Inspection Checklist for ward and department environments **ED19** Incident Reporting and Review Policy (September 2015) **ED20** Staff vetting – carried out as part of recruitment process Process for external visitors **ED21** RiO user application forms **ED22** Pharmacy system application form **ED23** Screenshots from The State Hospitals Board for Scotland Intranet site **ED46**	Review of the INSP in line with current recommendations and guidance. Generate procedures to support the new INSP. Revise the INSP baseline to ISO 27001:2013 & 27002:2013. Appoint a named Data Protection Officer as described in The General Data Protection Regulation (GDPR)2016 Review information governance to align with GDPR prior to enforcement in 2018. Introduce Privacy Impact Assessments (PIA) for all new or modified information systems.

Element 9: Data Protection

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
An authority that handles personal information about individuals has a number of legal obligations to protect that information under the Data Protection Act 1998	The State Hospitals Board for Scotland regards the lawful and correct treatment of personal data as very important to the successful delivery of the highest quality of service. The lawful and correct processing of personal information is a key part to building trust and confidence between The State Hospital and those it deals with. "The Board" will fully implement all aspects of "the Act". "The Board" will ensure all patients, staff and other individuals are fully aware of both their rights and obligations under "the Act". "The Board" will implement adequate and appropriate physical and technical security measures and organisational measures to ensure the security of all information contained in or handled by the State Hospital, or other agencies on behalf of the State Hospital.	Data Protection Policy (April 2016) ED10 ICO Registration ED24 Extract from Service Level Agreements ED25 IG Walkaround Reports IG26 IGG agenda and minutes IG27 SAR procedures (work in progress) Training module completion rates ED28 Certificates of Achievement ED29 FairWarning Guidance ED30 Screenshot from RiO system ED31 IT Sub-Group minutes ED32 Anonymised reports ED33 Use of keysafes ED34 Metacompliance ED35 Screenshots from The State Hospitals Board for Scotland Intranet site ED46 Screenshot from The State Hospitals Board for Scotland Website ED49 Your Personal Health Information Leaflet ED50	Ongoing review and updating of procedures and processes.

Element 10 – Business Continuity and Vital Records

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
A business continuity and vital records plan serves as the main resource for the preparation for, response to, and recovery from, an emergency that might affect any number of crucial functions in an authority	The State Hospitals Board for Scotland is currently working on ensuring documentation for business continuity and vital records is in place. This is an ongoing process.	eHealth Business Continuity Plan **ED36** Business Continuity Planning Framework **ED37** Resilience Documentation **ED38** Screenshots from The State Hospitals Board for Scotland Intranet site **ED46**	Further work will be carried out in this area. In particular procedures and policies will be updated and available as required.

Element 11 – Audit Trail

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
An audit trail is a sequence of steps documenting the movement and/or editing of a record resulting from activities by individuals, systems or other entities	Most of the physical patient records are held within the Health Records Department. Some records are stored in secure areas within each hub. Within the Health Records Department an electronic tracking system is used to book records in and out of the department. Within the hub areas, tracer cards are available to record any movement. Other departments in the Hospital are less likely to have movement of records from outwith their storage areas. With regard to electronic records, the Patient Administration System (RiO) records all updates to records, ensuring that the most current version is always available with archive history in the background. Further work on version control and tracking of non-clinical records will be undertaken as part of the Business Classification Scheme and work relating to this area.	Tracer cards and electronic tracking systems for physical notes **ED4**1 System audit function information **ED42** Corporate Document Standards **ED51**	Further work to be carried out with regard to tracking of non- clinical records and version control. This will be undertake and part of the Business Classification Scheme work by a select group of staff. Work is expected to being in June 2017.

Element 12 – Competency Framework for Records Management Staff

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
A competency framework lists the core competencies and the key knowledge and skills required by a records manager. It can be used as a basis for developing job specifications, identifying training needs, and assessing performance	An in-house Records Management training event facilitated by a training provider took place in April 2017 with 15 staff attending, including the Caldicott Guardian and SIRO. The Health Records Manager has IHRIM Certificate and supports the SIRO and Caldicott Guardian with records management duties as appropriate. Three key members of staff undertook 2 days Records Management training in March 2017. Various admin staff in the Hospital have undertaken the IHRIM Certificate of Technical Competence (CTC) successfully. A Records Management online training module is available and is mandatory for all staff.	Health Records Manager job description **ED43** Metacompliance **ED45** Information on completion of Records Management Module **ED28** Invoice for Records Management Training **ED57** Attendee list for Records Management Training undertaken in The State Hospital in April 2017 **ED53** Training Cerficates for Robin McNaught and Dr Duncan Alcock **ED54/ED55**	Health Records Manager is actively seeking further training and will undertake IHRIM Diploma in May 2017. Further CTC courses will be run – next one beginning in late 2017. There is the possibility of this course being adapted to be more widely relevant to hospital staff.

Element 13 – Review and Assessment

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
Regular assessment and review of records management systems will give an authority a clear statement of the extent that its records management practices confirm to the Records Management Plan as submitted and agreed by the Keeper	The State Hospitals Board for Scotland recognises the need for the Records Management Plan to be reviewed and updated on a regular basis. The Plan will be a standing item on the agenda for the Information Governance Group. The Records Management Plan will be submitted to the Senior Management Team for approval prior to submission and to the Audit Committee for information in January 2017. It is intended to use the template and process from the National Records of Scotland Progress Update Assessment Review (PUAR) both for internal reporting and to provide updates to the Keeper.	Information Governance Group agenda and minutes **ED27** Senior Management Team agenda **ED44** Clinical Effectiveness workplan **ED58**	The Records Management Plan will be reviewed on at least an annual basis and updated to reflect any changes in practice/policy/procedure. This will be signed off at Senior Management Level and an annual report submitted to the State Hospitals Board for Scotland Board. The PUAR template and process will be used, with a sub group of the IGG carrying out the review process. Ongoing review of the Records Management Plan will be carried out at the Information Governance Group. The Clinical Effectiveness Department of The State Hospital will also be involved in audit of how the Plan is progressing. Policies and procedures should be updated at regular intervals and this will also be reviewed.

Element 14 – Shared Information

RMP Element Description	The State Hospitals Board for Scotland Statement	Evidence	Action Plan
Under certain conditions, information given in confidence may be shared. Most commonly this relates to personal information, but it can also happen with confidential corporate records	The hospital regularly shares information with partner organisations for a variety of reasons. No third party organisation carries out functions on behalf of The State Hospitals Board for Scotland. Where there is a legal requirement such as MAPPA the procedure set out in statute is used. Where there is a regular requirement to share between organisations, an Information Sharing Protocol and Service Level Agreement is negotiated, Where irregular but expected sharing occurs, such as Police requests, protocols have been put in place to manage the requests. Where there is no existing protocol, data sharing is conducted in accordance with the Data Protection Act 1998.	Health Records Policy and Procedures (June 2014) **ED1** Information Sharing with the Police Policy **ED45** Extract from Service Level Agreement **ED25**	Further work will be carried out to ensure information sharing agreements are in place between the State Hospitals Board for Scotland and any other relevant agencies. The Information Sharing with the Police Policy is currently being updated by a small group of the IGG.

SUMMARY OF EVIDENCE

Document Number	Title
ED1	Health Records Policy and Procedures (June 2014)
ED2	Addendum to Management Retention and Disposal of Clinical Records and Administrative Records Policies and the Data Protection Policy
ED3	Management, Retention and Disposal of Administrative Records (February 2007)
ED4	Scottish Government Records Management: NHS Code of Practice (Scotland) Version 2.1 (January 2012) - http://www.gov.scot/Publications/2012/01/10143104/0 (not attached)
ED5	List of records held by Finance Department 2016-2017
ED6	Retention times of Pharmacy documents/records (non- clinical)
ED7	Extract from Safe Administration of Medicines Policy and Procedures (December 2016)
ED8	Ward documentation retention schedule
ED9	Information and Network Security Policy (January 2016)
ED10	Data Protection Policy (April 2016)
ED11	Email re destruction of Finance boxes
ED12	Copy of letter confirming destruction of Finance boxes
ED13	State Hospital Social Work Service central filing document
ED14	State Hospital Social Work Service archiving of files document
ED15	Finance document with list for storage
ED16	Security Search and Screening Procedures (September 2015)
ED17	Technology and Electronic Devices within the State Hospital
ED18	Hospital Access and Egress Procedure
ED19	Decommissioning Inspection Checklist for ward and department environments
ED20	Incident Reporting and Review Policy (September 2015)
ED21	Process for external visitors

Document Number	Title
ED22	RiO User application forms
ED23	Pharmacy system application form
ED24	The State Hospitals Board for Scotland Information Commissioners Office Registration
ED25	Extract from Service Level Agreements
ED26	Information Governance walkaround reports (anonymised)
ED27	Information Governance Group minutes/agenda
ED28	Training module completion rates
ED29	Certificates of staff achievement
ED30	FairWarning guidance
ED31	Screenshot from RiO system
ED32	IT Sub-Group minutes
ED33	Samples of anonymised reports/audits
ED34	Info re use of keysafes for access to records
ED35	Metacompliance information from intranet
ED36	eHealth Business Continuity Plan
ED37	Business Continuity Planning Framework
ED38	Resilience information
ED39	FairWarning statistical information
ED40	RiO audit report
ED41	Casenote tracking system information
ED42	System audit information
ED43	Health Records Manager's Job Description
ED44	Senior Management Team Meeting Agenda (to follow)
ED45	Information Sharing between the State Hospital and the Police Policy
ED46	Screenshots of The State Hospitals Board for Scotland Intranet

Document Number	Title
ED47	Excerpt from Service Level Agreement between The State Hospitals Board for Scotland and Patients' Advocacy Service
ED48	RSS New box deposit schedule
ED49	Screenshot from The State Hospitals Board for Scotland website
ED50	Your Personal Health Information Leaflet
ED51	Corporate Documents Standards
ED52	Job Description for Robin McNaught
ED53	Attendee List for Records Management Training held at The State Hospital on 10 April 2017
ED54	Training Certificate for Dr Duncan Alcock
ED55	Training Certficiate for Robin McNaught
ED56	Email from Chief Executive re RMP responsibility
ED57	Invoice from PDP Training
ED58	Clinical Effectiveness Department workplan
ED59	Excerpt from SMT minutes (to be confirmed)
ED60	Email from Head of eHealth re backups