



Devon Prison Cluster  
**Buddy Support  
Worker Induction  
Programme**

Prisoners assisting other prisoners



## Handling information

Adapted from Care Standard 14  
Behaviours from the NHS 6 C's

# To complete this module...

you will need to show that you understand the outcomes listed below. Please use this booklet as a guide but don't copy directly from this. When writing your answers in your workbook, please try to give your own examples.

## Outcomes

- Explain why it is important to record information about the work you do with the individuals you support and share it you're your Supervisor.
- Understand why it is important not to discuss the prisoner that you are supporting, with any other prisoners (that are not part of the supporting team).
- When recording information, understand why it is important to record information/ detail in such a way that represents facts, not opinions, and is legible.

**In addition to those outcomes listed above, you will also be observed in the workplace and will need to demonstrate the below outcomes:**

- Able to demonstrate how to keep records that are up to date, complete, accurate and legible.
- Able to demonstrate that they are able to report any concerns and updates appropriately.

# Introduction

In your role as Buddy Support Worker you will need to keep accurate records of the support that you have undertaken with the individuals you have been allocated to support.

You must follow the Prison's procedures around how these records are recorded and where they are stored.

It is important that you record things like the support you have given and any changes that you have noticed and who you have told about these changes.

You will meet up with your Supervisor and social worker/OT and it will be beneficial to have the records so you can go through them with at review meetings, so your records will form part of the care planning process.

You should also make sure that what ever you write is factual – the individual that you are supporting should be able to see what you have written so it is important that you are respectful in the language that you use.

## So for example:

Does not use labels, e.g. 'a wanderer', 'a spitter', 'smelly', 'uncooperative' – this only means the person does not want to do what we want, when we want.

Make sure **Dignity** is promoted at all times, including using the person's name, rather than terms of endearment – not 'Buddy' or 'Matey' unless you know the person is expressly happy about it.

Remember your written communication should be person-centred as well as the actions that you take with the individual.

- It's all about the person!
- Focus on the person's needs,.
- Would you feel comfortable about what you've written if it was about you or someone you cared about?
- If 'Yes', then this is compassionate communication.

# Support plans

**Why do you think having a written support plan is important:**

...for the individual?

...for the team of people providing support to the individual?

**Think about an individual who receives support from you.**

List all the people who need to look at their support plan.

# Helping individuals understand their support plan

As your records will be read by lots of different people, (that have authorisation) it is vital that it is written in language that can be understood by everyone. Most importantly, information must be recorded in a way that can be understood by the individual you are supporting, so that they are aware of what is in the information you are recording.

You will need to update the records on daily basis to show the support the individual has received that day and any changes in their condition.

The information that is recorded daily will be used to make appropriate changes to the support plan when it is reviewed. Therefore it is essential that the information you record about an individual is:

- legible, so that everyone can read what has been written
- accurate and factual
- complete, with all the necessary facts but without unnecessary waffle
- signed and dated, so that others can check with you if they have any question about the information.

## Involving the individual

All individuals have a fundamental right to make decisions about their own lives, their needs and how they would like them to be met, within the regulations and regime of the prison system.

The individual should be central to the process of writing and monitoring of the support plans.

Receiving support can often make an older or disabled person feel that they are losing independence in their daily living skills and the choices that they were able to have control over within the prison setting. This can be very damaging to their self-esteem.

Involving individuals in support planning helps them to feel that they can still make certain decisions (that are acceptable within the Prison system) about their own lives.

The role of the Buddy Support Worker is to promote independence and improve everyday life skills, one way of supporting this is to involve them in the decision-making process.

# The eight principles of the Data Protection Act (1998)

This is for your background information – the Prison will have policies and procedures which you will work against which will ensure that they meet the requirements of the Data Protection Act.

Another word for data is information. The “data subject” is the person about whom the information is gathered. Words in quote marks below are taken directly from the Act. Reference to the processing of information below means how it is gathered, stored, protected and destroyed.

**1. Processing personal information fairly and lawfully.** “Personal data should be processed fairly and lawfully and, in particular shall not be processed unless” certain conditions, set out in the Act, are met.

**2. Processing personal data for specified purposes only.** “Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.”

**3. The amount of personal information.** “Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.”

**4. Keeping personal information accurate and up to date.** “Personal data shall be accurate, and where necessary, kept up to date.”

**5. Retaining personal information.** “Personal processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.” Note that in health and social care and support agencies there are specific recommended time frames for keeping and disposing of different types of information about individuals and this is set out clearly by each organisation’s agreed policies and procedures. There are also specific time frames with regards to employment records in relation to staff.

**6. Ensuring that people’s rights are maintained.** “Personal data shall be processed in accordance with the rights of” the person. For example, a person has the right to: request access to the information; prevent the processing of information if it is likely to cause damage or distress; correct mistakes in the information; claim compensation if the information is inaccurate or if the Data Protection Act has been breached...

**7. Information Security.** “Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.”

**8. Sending information outside the European Union** “Personal data shall not be transferred to a country or territory outside the EEA unless that country or territory ensures an adequate level of protection for the rights and freedoms of data for subjects in relation to the processing of personal data.”