

## SCHEDULE 4

Regulation 20

### RECORDS TO BE MAINTAINED FOR INSPECTION

#### **Financial records**

1. A record of all business transacted by the agency.
2. Counterfoils or copies of all receipts issued.
3. Details of the charges payable by each service user in respect of the provision of personal care.
4. Records of tax and national insurance contributions relating to each person who works for the purposes of the agency.

#### **Other records**

5. A record of all information provided to the National Assembly for the purposes of registration in relation to the agency.
6. Details of every allegation of abuse, neglect or other harm made against an employee of, or any domiciliary care worker who works for the purposes of, the agency, including details of the investigations made, the outcome and any action taken in consequence.
7. Details of any physical restraint used on a service user.
8. Each service user's service delivery plan prepared for him or her and a detailed record of the personal care provided to him or her.
9. A personnel record relating to each person employed by, or working for the purposes of, the agency.