



Confidentiality

Hand in Hands believes that it has a duty of confidentiality to its service users. Hand in Hands regards this as being of the utmost importance and a key part in building a trusting, caring environment where service users can live safe in the knowledge that their confidences will be kept and where information about them will be protected safely. It is Hand in Hands' policy that all the information we receive about or from service users is confidential and that only those people who need to know the information will have access to it. Hand in Hands seeks to always ask permission before we share information service users have given us with anyone else.

Hand in Hands fully complies with the current guidance issued by the Care Quality Commission on confidentiality issues, which relates to the degree to which the registered manager of a service ensures that service users know that information about them is handled appropriately, and that their confidences are kept.

Procedures

Staff should:

- ensure that all files or written information of a confidential nature are stored in a secure manner in a locked filing cabinet and are only accessed by staff who have a need and a right to access them
- wherever practical or reasonable fill in all care records and service users' notes in the presence of and with the co-operation of Hand in Hands user concerned
- ensure that all care records and service users' notes, including care plans, are signed and dated.

Rare situations may arise which give rise to exceptions to this duty where confidential information may relate to harm to other service users or harm to the person sharing the confidence. In such circumstances Hand in Hands reserves the right for staff to break their duty of confidentiality and to take the information to a senior member of staff. In such rare circumstances:

the relevant service user will be informed of Hand in Hand's position and full details will be discussed with Hand in Hands user

appropriate notes will be made in Hand in Hands user plan and these notes will be open to inspection by Hand in Hands user

the information will only be given to those who absolutely need to know and wider issues of confidentiality of that information will still apply

Hand in Hands user will be free to make a complaint through Hand in Hands' complaints procedure.



Initial Assessment Policy

New service users and prospective service users should be shown a copy of this confidentiality policy on initial assessment. Every effort should be made by staff to ensure that service users fully understand the implications of that policy. The member of staff performing the assessment should ensure that the new service user understands and has read the following statement.

To help us make an assessment of your needs, we will need to ask you for personal information about your circumstances and to record this information. We will not share this information with anyone without your agreement and it will be kept in a confidential file which will be kept in a locked filing cabinet. Only care staff with permission to see the file will be able to access it. Care staff will record in the file on a daily basis information relevant to your care and will pass on information relevant to your day-to-day care to your key worker or to whoever is in charge of each shift. You may have access to your notes at any time to see what is actually being recorded. It is Hand in Hands policy that all the information we receive about or from service users is confidential and that only those people who need to know the information will have access to it. Hand in Hands will always ask your permission before we share information service users have given us with anyone else. In certain circumstances, however, we may need to share information in your best interests and reserve the right to do so.

Requests for Information

Hand in Hands will not provide information to relatives, spouses, friends or advocates without the consent of the individual service user concerned. All enquiries for information, even if they are from close relatives, should be referred back to Hand in Hands user or Hand in Hands user's permission sought before disclosure.

Hand in Hands is also often asked for reports by insurance companies, solicitors, employers, etc. Before providing these reports we shall require written consent from Hand in Hands user concerned and will never divulge information without consent unless obliged to by law.

Record Keeping

We keep files on all our service users but only keep relevant information to ensure that the care we offer as an organisation is of the highest quality. The files are only available to staff who need to use them. We keep very personal letters or notes in a secure place.

This service believes the following.

- Records required for the protection of service users and for the effective and efficient running of Hand in Hands are maintained, are up to date and are accurate.
- Service users have access to their records and information about them held by Hand in Hands, as well as opportunities to help maintain their personal records.



- Individual records and care service records are kept in a secure fashion, are up to date and in good order; and are constructed, maintained and used in accordance with the General Data Protection Regulation 2018 (GDPR) and other statutory requirements.

Hand in Hands adheres fully to the current standards on record keeping as set by the Care Quality Commission.

Hand in Hands believes that access to information and security and privacy of data is an absolute right of every service user and that service users are entitled to see a copy of all personal information held about them and to correct any error or omission in it. Under the General Data Protection Regulation 2018 (GDPR) Hand in Hands should have a nominated data user/data controller.

The data user/data controller for this service is the Director, Michelle Dudderidge.

Training

1. All new staff are required to read and understand the policies on data protection and confidentiality as part of their induction process and to achieve Common Induction Standard 3.4 "Understand principles and practices relating to confidentiality".
2. Existing staff are offered training to national standards covering basic information about confidentiality, data protection and access to records.
3. Training in the correct method for entering information in service users' records is given to all care staff.
4. The nominated data user/data controller for Hand in Hands is trained appropriately in the General Data Protection Regulation 2018 (GDPR).
5. All staff who use the computer system are thoroughly trained in its use.