



CONFIDENTIALITY POLICY

Outcome:

Clients and their relatives or representatives know that their personal information is handled appropriately and that their personal confidences are respected.

The Policy of Spinal Homecare Services Ltd is to identify issues of confidentiality and safeguard the rights of Clients and employees. The company is compliant in accordance with the General Data Protection Regulation 2018.

Procedures:

All employee records will remain in a locked cabinet within the office. Responsibility for employee records and communications relating to shall be with the Care Manager. Client files will remain in locked cabinet within the office. Responsibility for these records and communications relating to shall be with the Care Manager.

Computer records are password protected preventing unauthorised access to database and records. All back-up copies are held by a Senior Management Team member off premises in a secure place.

Sensitive telephone calls are recognised, and caller contacted by return if breach of confidentiality is likely.

Visitors will be accompanied at all times whilst on company premises.

All employees are informed of the Company's confidentiality policies and procedures including the rights of Clients access to records and information during the induction training.

Client records and information kept/maintained on the client's premises – These are kept in a safe place as requested by the client.

Clients are given summaries of the agency's policies and procedures on confidentiality, which specifies the circumstances under which confidentiality may be breached and includes the process for dealing with inappropriate breaches of confidentiality.

A handwritten signature in black ink, appearing to read 'A. Jones', is written over the 'Approved by:' text.

Handling of Information by Care Workers:

The care workers assisting a Client have access both to the information passed to them when they start to work with that Client and to knowledge, which accumulates in the course of providing care. They have a duty of confidentiality:

- To treat all personal information with respect and in the best interests of the Client to whom it relates
- To share with their manager, when appropriate, information given to them in confidence
- To share confidential information when appropriate with colleagues with whom they are sharing the task of providing care
- To pass and receive confidential information to and from colleagues on occasions when they have to be replaced because of sickness, holidays or other reasons, in a responsible and respectful manner
- Only to pass confidential information to other social and healthcare agencies with the agreement of the Client, with the permission of their manager, or in emergencies when it is clear that it is in the interests of the Client or is urgently required for the protection of the Client or another person
- To refer to confidential information in training or group supervision sessions with respect and caution and preferably in ways which conceal the identity of the service user to which it relates
- Never to gossip about a Client or to pass information to any other individual other than for professional reasons.
- When at a Client you must not discuss or comment on other carers, other clients or company business.
- Failure to observe this code of confidentiality will be regarded as serious misconduct and result in disciplinary action.

Exceptional Breaches of Confidentiality

There are rare occasions on which it is necessary for a staff member acting in good faith to breach confidentiality in an emergency situation for example, to protect the Client or another person from grave danger, without obtaining the permission of the person to whom it applies. In such a situation, the staff member should use their best judgment, should consult the Clients representative and a manager if possible, and should inform their manager of what has happened as soon afterwards as possible.

Approved by: 
Andrew Swanson, Director

Date: 05/10/2014

POL005 (issue No 5) 18/01/19 Approved by: 