

Accessible Confidentiality Policy

June 2010

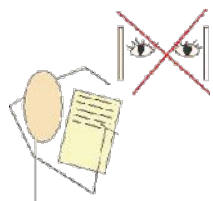
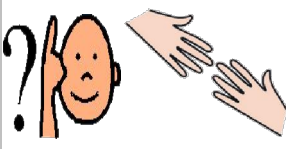
This accessible policy has been produced to assist the people we support to understand our policy framework within the context and best practice of inclusive communication. This accessible policy is not a substitute for the full policy document and therefore staff and managers must make themselves familiar with the full policy document.

The complete policy statement can be found within the Confidentiality Policy document available from the Admin Team at the Consortium Office.




Accessible Confidentiality Policy

Confidentiality and seeing information written about a Service User

Keep information written about Service Users private:

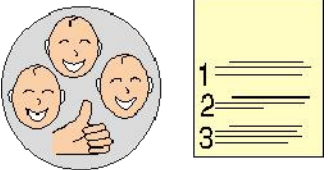
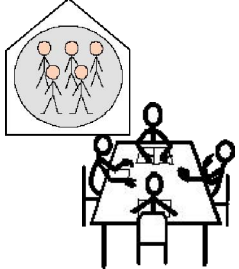


<p>One of our basic human rights is privacy and it is important that Service Users have the support to have this right upheld</p>	
<p>This is not always easy. Good quality support depends on everyone who supports the Service User's personal needs</p>	

There are some basic rules for staff:


<p><i>Valuing and Honesty</i> When giving information about Service Users, this information should always be offered in w way that is respectful and polite</p>	
<p><i>No idle chat</i> Staff should not talk about Service Users to people that do not support the Service User. Staff can talk about Service Users when being trained but they must not give names unless it has been agreed before</p>	
<p><i>Giving information as part of 'supporting' the Service User</i> Staff should only give information about a Service</p>	

'Community Lives Consortium is regulated as a Domiciliary Care Agency by the Care and Social Services Inspectorate Wales'



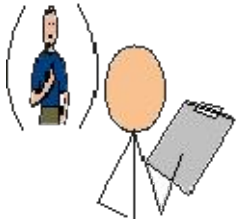
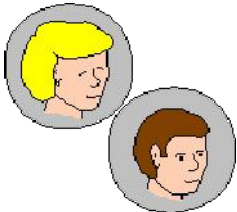
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<p>User to people who are part of the service given to the Service User. This could be in meetings, to plan, change or keep an eye on the service</p>	
<p>Participation agreements are agreements made with other people on how much they are to be involved in helping Service Users make choices. These agreements can tell staff what information is suitable to share</p>	
<p>It is right to share information about Service Users when talking to your manager or in supervision. Supervision is when a staff member and manager meet to talk about how things are going with the staff member's work</p>	
<p><i>Private information in private</i> Staff should always make sure when talking about Service Users or talking about personal things to Service Users that they are somewhere they cannot be heard</p>	
<p><i>Share information not opinions</i> When talking about Service Users staff should try to talk about facts rather than what staff 'think' or 'feel'</p>	

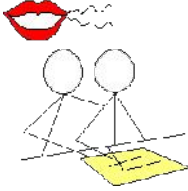

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<p><i>Protection from abuse</i></p> <p>Sometimes a staff member becomes aware that a Service User might be in danger of abuse or being taken advantage of. If this happens it would be right for staff to talk about private things with their manager</p>	
<p>To keep things private the information needs to be shredded at the Consortium office</p>	

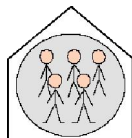
Looking at Information

<p>The information held in the Service User's Personal Profile and Service User's Personal Plan can be looked at by the following people:</p>	
<p><i>Service Users</i></p> <p>Service Users can look at their own information anytime they want to</p>	
<p><i>A Service User's social worker or community nurse (sometimes called a Care Manager)</i></p>	
<p><i>Relatives or someone who helps Service Users to have a say (an advocate)</i></p> <p>Information can be looked at if it is needed to support a Service User.</p>	

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<p>The relative or advocate would have to write to the Contract Manager giving two weeks notice. This is because sometimes information from other people is held in a Service User's records and their permission would be needed before sharing with anyone else</p>	
<p><i>Managers of the Consortium</i> Managers who are in the charge of the service offered to Service Users can look at files any time. Outside organisations check that the Consortium is providing a good service. These organisations can also look at a Service User's information</p>	
<p><i>Research agencies</i> The Consortium is happy for agencies to look at the sort of service it provides. These agencies can look at information as long as the Service User, Social Worker/Community Nurse or relative is happy with it</p>	

Confidentiality of staff information

<p>In the same way, we have to make sure staff's information is not seen by people that it should not be</p>	
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Therefore we need to be careful what we say;

- On the telephone
- In emails

We need to make sure;

- Information is locked away
- We are careful who looks at our computers
- We keep information safe when we work from home



Sometimes we have to break confidentiality in an emergency

