



Happy Homes

Confidentiality Policy

Policy Statement

Happy Homes operates a strict Confidentiality Policy in all aspects of service provision in respect of all aspects of information handling, which is in accordance with the following legislation and regulations:-

- Data Protection Act (D.P.A.) 1998
- General Data Protection Regulation (G.D.P.R.) 2016 and implemented in 2018
- Human Rights Act 1998
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Act 2014
- The Freedom of Information Act 2000 (separate version for Scotland)

Principles

To record, store and share information only in accordance with the current best codes of practice.

- Information is recorded accurately, consistently and only in relation to the individual's own needs in terms of care/service provision including prescribed medications/dosage/frequency of administration etc. Information is regularly updated in accordance only with the individual's changing medical issues, progression of existing conditions such as Dementia, and any changes in their needs and preferences.
- Information is stored safely and securely – password protected on a laptop, and password and/or biometrics on mobile telephone; laptop backup data is also stored securely.
- Information is only shared confidentially with the express prior permission of the service user and/or their key family member/Lasting Power of Attorney and/or advocate, or in the absence of any of those with the permission of their allocated Social Worker. In addition, information is only shared in the best interests of person-centred care for the individual service user with authorised and appropriate others within the care setting, to help ensure effective and thorough person-centred care. Information on individuals will never be shared with other parties outside of the care setting.
- Access keys/fobs for individuals' premises are unidentifiable to others in the event they should be misplaced. Between visits all keys/fobs are securely stored.
- Any observed/witnessed incidents of inappropriate sharing of information about the individual service user by other parties will be immediately reported to the key family member and/or advocate and the on-site Manager where applicable.

Author: Lisa Roe – Happy Homes

HAPPY HOMES CONTACT DETAILS:-

Website: www.HappyHomesLisa.co.uk

Email: lisa.roe3@ntlworld.com

Telephone: 07572 380 800