



CLIENT CONFIDENTIALITY

Keeping your information safe

Why we collect your information

We need to collect information about you in order to provide your care. This is so staff caring for you have a record about your health and are able to provide you with the best possible treatment.

This information may be stored manually in a paper record or electronically on a computer system. Your record will include the following information:

- Facts about you, such as name, address and date of birth
- Client number and registration details
- Next of kin
- Contacts we have had with you, such as care meetings
- things you have told us about your health • the professional opinion of the staff caring for you.

We use your records to:

- Review the care we provide to ensure it is of the highest standard
- Plan our services for the future
- Train and educate our staff
- Summary care records (scrs) provide care staff treating client's in an emergency or out-of-hours with faster access to key clinical information. With your consent, information can be shared with relatives, partners or friends who act as a carer for you.

Sharing your information

Unless we are obliged or permitted by law to do so, and subject to any third party disclosures specifically set out in this policy, your Data will not be disclosed to third parties. This includes our affiliates and / or other companies within our group.

However, in an emergency, there are times when we may need to share your information without your consent. When information is shared, it is passed securely and kept confidentially by the people who receive it. It will only be used for the purpose it has been shared for.

Protecting your personal information

Everyone working at Alternative Care Services has a legal duty to maintain the highest level of confidentiality. Generally, your records will only be seen by those involved in providing your care.

Some administrative processes require information that may identify you; however many of these processes will use anonymous information.

Alternative Care Services makes sure all of our staff receive regular training in information governance. This raises awareness of the importance of confidentiality.

If you have any questions or concerns in regard to the security and management of your personal information, please do not hesitate to contact us using the contact information provided below.

How do I access my health record?

The Data Protection Act 1998 gives individuals or their authorised representative the right to apply to see their health records. If you wish to access your health records held by Alternative Care Services, please write to us with:

- Proof of your identification
- Proof of your home address
- The name of the service involved
- The approximate dates when you received treatment
- Any other information that will assist us in locating your information

The Access to Health Records Act 1990 allows us to share health records about a deceased person with a client's personal representative or any person who may have a claim arising out of that client's death. A personal representative is the executor or administrator of the deceased person's estate.

If you are requesting information about a deceased client's health records you will need to supply a copy of their death certificate and proof that you are the executor or a beneficiary within the last will and testament.

To request health records, please write to the client's GP.

Freedom of Information Act 2000

What is the Freedom of Information Act?

It is a law that gives individuals the right to request information from public services. The aim of the Act is to promote trust and confidence in public services by providing clear information and being open about what we do.

What information is available? You can obtain corporate information about the business processes.

A lot of information is available through our website, www.alternativecareservices.co.uk.

How do I request information?

If you cannot find the information you require on our website, please write to us. Please include your name and address so that we can contact you. You do not need to tell us why you want the information but you must give us enough details about what you require to allow us to correctly identify and find it.

Please send your request to:

Alternative Care Services, Oxford House, Derbyshire St, Bethnal Green, London, E2 6HG
0800 909 8993

info@alternativecareservices.co.uk