

BEEHIVE CARE GROUP POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	BC012	Effective date:	October 2023
Owner:	Beehive Care	Review date:	October 2025

Title:	Confidentiality Policy and Procedure
1. Background	Residents residing in Cornwell House, Old School House and service users of the Domiciliary Service, and their nominated representatives if appropriate, will be assured that any personal information will be kept strictly confidential.
2. Objectives	This policy has been developed in line with our Values Statement and should be implemented within that context.
3. Scope	All staff and volunteers working for and with Beehive Care.
4. Policy	
4.1.	Introduction
4.1.1	Whilst promoting open access for residents and their nominated representatives, we will ensure records are stored securely and kept strictly confidential at all times.
4.1.2	As with most other organisations we can only share information that we are responsible for and therefore we need to have a separate section to records which holds third party information. This is referred to as the “restricted access” section of records.
4.1.3	Third party information consists of information generated by other people, e.g. social services, health care professionals etc. An example of this may be an assessment of need generated by a Social Worker. This information should not be shared without the prior permission of the person who generated the information.
4.2	Procedure
4.2.1	“Confidentiality” refers to the responsibility of all Beehive Care staff to ensure information kept about residents and service users is only accessible to those who have a legitimate right and need to access it.
4.2.1	Confidentiality does not mean that information is to be kept from the resident or service user, nor does it mean secrecy. Confidentiality concerns a professional approach to the handling, storing and disclosing of information.
4.2.3	Staff must be aware of the meaning of confidentiality and should not give assurances that information given “in confidence” will not be disclosed to others, as failure to do so may have significant repercussions.
4.2.4	Confidentiality also applies to records that are no longer current, i.e. relating to residents who have left the care home or who have died.
4.2.5	Confidentiality regarding HIV/AIDS is covered by the 1974 Venereal Disease Regulations, which oblige Health and Local Authorities to maintain strict confidentiality of information regarding people with sexually transmitted diseases.

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4.2.6	Information about residents must not be used for training etc. unless it has been completely anonymised.
4.2.7	All agency staff must be informed of the need for confidentiality of information in residents' records. This is the responsibility of the most senior member of staff on duty when the agency person first arrives at the care home.
4.3	Computerised Records
4.3.1	Residents have the right to access any records about them kept on a computer. In the care home, it is therefore important to print these on paper immediately they are received or written for adding to the resident's records. They should then be deleted from the computer. All residents should understand who has or might have access to their records e.g. health care professionals involved in their care, and this discussion should be recorded.
4.4	Keeping and Destroying Records
4.4.1	Once a resident has left the care home or has died, their records must be kept for time period stated in the Records retention Policy and Procedure. After that they can be destroyed, by shredding or burning. They cannot be left for normal refuse collection.
4.4.2	Informal recordings, rough notes, etc. should be destroyed after a recording has been made in the official records and usually within 24 hours (unless relating to a formal investigation, for example, of an incident or significant event).
4.5.	Publicity
4.5.1	Information advising residents about their right to access their records is contained in the care home's Statement of Purpose.
4.5.2	Residents should be informed that they may request to see any written records the care home keeps about them. They should also be advised that members of their family, or their nominated representative, may also see their records with their permission.
4.5.3	Residents should be assured that no-one other than staff involved in their care is allowed to read their records without their express permission although certain statutory organisations and regulators have the right to access records. These may include CQC, the police, health care professionals and social services.
5. Finance	N/A
6. Supporting Appendices	
7. Linked policies	<ul style="list-style-type: none"> • Data protection • Care Planning and Key working • Retention of Records

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8. Legislation / Regulation	Data protection Act 1998
9. Review	Every 2 years, subject to any regulatory or legislative updates
10. Procedure / Guidance	