

# ROSES HOMECARE

## QUALITY POLICY STATEMENT

QP-03

**Title: CONFIDENTIALITY**

### 1.0 MAINTAINING CONFIDENTIALITY

- 1.1 All staff who have access to, or handle, confidential records will contain clauses in their contracts which emphasise the principles of confidentiality and state the disciplinary action which could result if these principles are not met.
- 1.2 Any information given in confidence from a Service User to a Member of Staff will be used only for the purpose for which it was given and will not be released to others without the Service User's permission. Even the death of a Service User does not give staff the right to break confidentiality.
- 1.3 Staff will protect all confidential information concerning Service Users obtained in the course of professional practice and make disclosures only with consent, where required by court of law and where can be justified disclosure in the wider public or Service User's interest e.g. drug abuse, physical abuse, other serious crimes.
- 1.4 It is important that Service Users understand that some information may be made available to others involved in the delivery of care, and made known to whom you share this information.
- 1.5 Where computer-held records are concerned we will as far as possible ensure methods used for recording are secure, authentic and clearly identify the person entering the information.
- 1.6 The computer system used will be protected from inappropriate access and used only by authorised staff.
- 1.7 However, a Service User can ask to see their records, whether they are written down or on computer. This is as a result of the Data Protection Act 2018, General Data Protection Regulation 2018, Freedom of Information Act 2000, Access Modification (Health) Order 1987 and the Access to Health Records Act 1990.

***NB The Manager should seek the comments of the Care Quality Commission before implementing this policy.***