

Confidentiality



centred

at the heart of wellbeing

Confidentiality - It's your right

Centred must keep your personal health information confidential. It is your right. This leaflet explains how Centred does this.

What is meant by personal health information?

It is information that identifies who you are. It includes things like your name, address, postcode and date of birth. It can also include information about any care and treatment you have received together with information about your health and lifestyle. Also, information about your need in relation to housing, budgeting, self care, and how staff will support you with these.

How and where does Centred keep my personal health information?

All records are stored on our care planning system and are password protected. You have the right to request access to your daily notes and your full record in line with legislation and organisational policy.

Computer records are password-controlled and can only be accessed by staff with a sufficient level of authority. Such staff will include:

- Your key worker and other support worker staff who may be supporting you.
- The manager of your service; and where appropriate more senior management staff based at head office and administration staff authorised by them.

How does Centred keep my personal information safe?

When Centred is keeping your records, Centred has a legal duty to keep information about you confidential.

Centred stores your personal health information securely, whether it be on paper or on our care planning system. Centred will not share your personal information with persons such as a:

- Relative
- Carer
- Friend or with organisations such as:
 - The Department of Work and Pensions
 - Employers
 - Media (newspapers, radio etc)

Unless you have given us permission.

How is my personal health information used?

Centred staff use your information to give you the support or care that you need. They may share your information with other Centred staff involved in your care. This makes caring for you safer, easier and faster.

Sometimes we will share information with others, for example a doctor, social worker or community psychiatric nurse, but only if you agree.

When would you share my personal information with people or organisations outside Centred?

As well as receiving support with Centred, you may be undergoing treatment or care with a doctor, nurse, social worker or others and they might need us to provide relevant information about your health.

We will only give them information if:

- You have agreed
- They need this information to be able to give you treatment or care.

However there are special rules for people who are unable to make decisions for themselves, or cannot tell others their decisions. In these circumstances, the law can allow another person to see your records and discuss your care if:

- You have appointed them to act on your behalf by granting them Power of Attorney; or
- They have applied to a court and have been granted a guardianship order.

Even if these special rules apply to you, Centred will not give information to the person on your behalf if:

- You have told Centred that you do not want them to have this information; or
- Centred staff feel it would be harmful to your health, or the health of others to give them the information

Sometimes the law allows Centred staff to share your personal information without your permission, for example to investigate a serious crime or to protect a child.

Centred may also share your information with health and social care professionals and/or Police Scotland to safeguard your wellbeing in circumstances where you may be at risk of harm.

Do I have a right to keep confidential information from you?

We try to obtain personal information about people we support that is factual and relevant to their personal needs. If you consider that certain information we ask for is not relevant to your care needs, you are at liberty to withhold it.

What if I'm not happy with the way my personal information has been used?

If you are not happy about how your health information has been used or protected, first talk to a member of Centred staff providing your care. If you're still unhappy after this, you can make a complaint. A member of our staff will be happy to help you to follow the Centred complaints procedure. Please see our leaflet "How to Complain" which will guide you through the process.

Alternatively, you can complain directly to the Care Inspectorate. You can get a copy of the Care Inspectorate's complaints procedure leaflet from a member of Centred staff.

Contact Information

Care Inspectorate Headquarters
Compass House
11 Riverside Drive
Dundee
DD1 4NY
T: 0345 600 9527
careinspectorate.com

FAO The Care Inspectorate
NatureScot Headquarters
Great Glen House
Leachkin Road
Inverness
IV3 8NW
T: 0345 600 9527

For more information about anything contained in this leaflet please contact either:

- The manager of the Centred service providing your support
- Your local Citizens' Advice Bureau (you can find your nearest bureau on the website: cas.org.uk)



Advocacy Highland can help ensure that your voice is heard.

Advocacy Highland
First Floor Offices
Inverness Ice Centre
Bught Drive
Inverness
IV3 5SR
T: 01463 233 460
advocacy-highland.org.uk

You can also contact the Patient Advice and Support Service (PASS). This is a free and confidential service delivered by the Citizens Advice network in Scotland.

You can contact them at:

T: 0800 917 2127

pass-scotland.org.uk/contact

To find out more about how your personal information is used and protected, you can contact the information Commissioner's Office at the address below:

The Information Commissioner's Office - Scotland

6th floor, Quatermile One

15 Lauriston Place

Edinburgh

EH3 9EP

T: 0303 123 1115

E: scotland@ico.org.uk

You can also contact Centred Head Office to complain about how we have used or protected your information. Head Office staff will ask you if you wish to make a formal complaint and if so, assist you in doing this. You will find our contact details at the back of this leaflet.

If you cannot make decisions for yourself, or cannot tell others your decisions, this is called “incapacity.” For information about the Adults with Incapacity (Scotland) Act, including Power of Attorney and Guardianship Orders, contact:

The Office of the Public Guardian
Hadrian House
Callendar Business Park
Callendar Road
Falkirk
FK1 1XR
T: 01324 678 300
E: opg@scotcourts.gov.uk
publicguardian-scotland.gov.uk





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A: Unit 38, The Eastgate Centre, Inverness IV2 3PP

T: 01463 236 507

E: hello@centred.scot

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