



Independent
Living Support



CONFIDENTIALITY POLICY

The following guidelines are applicable to all members of staff.

1. All information relating to patients, service users or clients must be treated as confidential, and used only for the purpose for which it was given.
2. Information regarding patients, service users and clients should be safeguarded to prevent any breach in confidentiality or improper disclosure.
3. The wishes of the patient, service user or client must be sought regarding the sharing of information with their family and others. If the patient, service user or client is unable to or considered incapable of giving consent, a senior member of staff must be consulted.
4. As it is impractical to obtain consent every time you need to share information with other members of the multi-disciplinary team, you should ensure that the patient, service user or client understands that some information may be made available to other members of the team involved in the delivery of care.
5. If you are required to disclose information outside the multi-disciplinary team that may have personal consequences for the patient, service user or client, their consent must be obtained. If the patient, service user or client refuses consent, or their consent cannot be obtained for whatever reason, a disclosure of information can only be made if:
it can be justified in the public interest – to protect the patient, service user or client or someone else from significant harm

OR

It is a requirement by law or order of a court.

6. In cases of child protection, you must act in line with national and local policies.
7. In accordance with the Data Protection Act 1998 patients, service users or clients have the right to access information held about them on their personal file.

Signed:

Date: