



## ABBNEYFIELD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	R005P
Owner:	Abbeyfield Oxford Society

Effective date:	May 2015
Review date:	May 2018

TITLE	CONFIDENTIALITY, PRIVACY AND DIGNITY
<b>1 Background</b>	<p>To enable our services to properly support and meet the needs of residents and clients, Abbeyfield Oxford Society staff and volunteers will have access to confidential personal information detailing their individual needs.</p> <p>While access to this information is necessary to provide a high-quality, personalised service, staff and volunteers with such access are in a position of trust which must be respected at all times.</p> <p>All staff and volunteers have a responsibility in ensuring people's right to privacy is respected, promoted and upheld at all times. Abbeyfield Oxford Society believes that all individuals accessing Abbeyfield Oxford Society services must be treated with dignity; the need to accept help with personal care can affect a resident's self esteem. Abbeyfield Oxford Society believes residents' personal dignity must be preserved at all times.</p> <p>This policy details the expectations and responsibilities of all staff and volunteers in handling and viewing other confidential data, including any confidential information they may obtain about organizational affairs, staff members or volunteers. It supports the Abbeyfield Data Protection Policy and Procedure.</p>
<b>2 Objectives</b>	<p>Through the delivery of this policy we aim to:</p> <ul style="list-style-type: none"> <li>• Ensure a consistent approach to residents' rights to confidentiality and privacy and dignity across Abbeyfield services.</li> <li>• Outline the responsibilities of all staff and volunteers in ensuring that individuals living with Abbeyfield Oxford Society have confidentiality, privacy and dignity in all aspects of their lives, both on an individual and a group basis, at all times.</li> <li>• Ensure any legal and regulatory requirements are met.</li> </ul>

<p><b>3 Scope</b></p>	<p>All established staff, agency staff and volunteers working for Abbeyfield Oxford Society are bound by this policy.</p>
<p><b>4 Policy</b></p>	<p><b>CONFIDENTIALITY</b> Confidential information includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Personal information held about residents and clients, staff and volunteers</li> <li>• Information concerning the activities of Abbeyfield – including facts, information and trade secrets.</li> <li>• Products, technology and inventions (whether existing or under development).</li> <li>• All information kept in line with the Data Protection Act.</li> </ul> <p><b>Responsibilities of staff and volunteers</b></p> <ul style="list-style-type: none"> <li>• Staff and volunteers are not permitted to use or disclose any confidential information to any third person at any time during, or after, their time with Abbeyfield Oxford Society except where this has been agreed by the organization.</li> <li>• All Abbeyfield Oxford Society staff and volunteers must respect the confidentiality and privacy of residents and should not divulge information given to them in confidence (except in exceptional circumstances, see below).</li> <li>• Staff and volunteers ensure that confidential information about residents (and other stakeholders) is not recorded in general open documents.</li> <li>• Staff and volunteers should not make or keep any personal copies of confidential documents, or extracts of documents, that come into their possession during their time with Abbeyfield Oxford Society.</li> <li>• Staff and volunteers do not gossip about residents, applicants or other stakeholders.</li> <li>• Confidential information held about staff and volunteers is held securely and may be accessed by the individual concerned, on request.</li> <li>• At the end of their employment, or volunteering involvement, staff members and volunteers must not retain or take any records of any kind, including copies or extracts, relating to Abbeyfield Oxford Society, older people living with Abbeyfield Oxford Society, staff, or volunteers. Any such records, copies or extracts are deemed to belong to Abbeyfield Oxford Society at all times and must be surrendered on demand</li> </ul> <p><b>The Rights of Individuals living with Abbeyfield Oxford Society</b></p> <ul style="list-style-type: none"> <li>• Personal information held about residents (provided by them, their representatives or their GP, for example), including Care Plans and My Life Plans are stored confidentially.</li> <li>• Abbeyfield Oxford Society will seek permission from the individual</li> </ul>

	<p>concerned prior to Abbeyfield Oxford Society approaching a third party to ask for information about them.</p> <ul style="list-style-type: none"> <li>• Residents– and relevant staff and volunteers – will normally have access to all confidential information held about them.</li> <li>• Residents may choose to view the confidential information held about them. If, after viewing confidential information held by Abbeyfield Oxford Society, they disagree with anything recorded, the disagreement is noted and individuals have the right to complain about these records (in accordance with the Complaints Policy).</li> </ul> <p><b>Exceptional Circumstances</b></p> <p>In exceptional circumstances Abbeyfield Oxford Society may need to hold or disclose confidential information without the consent of the individual. This will <b>not</b> be normal practice and will only happen when it is judged necessary to fulfil our responsibility to provide a fair and safe service to all individuals.</p> <p>Confidential information concerning those receiving services from Abbeyfield Oxford Society will only be shared on a ‘need to know’ basis. Therefore, confidential information about Abbeyfield Oxford Society residents will only be shared amongst the Abbeyfield Oxford Society team, and any relevant external parties - when:</p> <ul style="list-style-type: none"> <li>• It is related to their care and support needs.</li> <li>• It would be harmful to the older person concerned, or others, if the information was not passed on.</li> <li>• A member of staff or volunteer suspects that an older person has been harmed, or is at risk of being harmed, and is following the procedure outlined in Abbeyfield Oxford Society’s Safeguarding Vulnerable People Policy.</li> </ul> <p><b>Media Approaches</b></p> <p>No personal details on any resident should be given to the press or media at anytime.</p>
	<p><b>PRIVACY</b></p> <p>Staff and volunteers will promote the privacy of those receiving Abbeyfield Oxford Society services by:</p> <ul style="list-style-type: none"> <li>• Offering a range of locations around the house for residents to be alone or with others.</li> <li>• Ensuring people’s privacy when using the telephone; receiving, opening, reading and sending mail; communicating with friends, relatives, advisors or health care professionals.</li> <li>• Assisting people to furnish and equip their Abbeyfield Oxford Society accommodation in their own style and to use it freely for leisure, entertaining and receiving visitors.</li> <li>• Providing suitable locks on individual’s storage space and private accommodation and providing each resident with their own keys.</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing suitable locks on toilets, bathrooms and any other rooms, which do not compromise privacy but are also accessible to staff members in emergencies.</li> <li>• Ensuring the confidentiality of information Abbeyfield Oxford Society holds about residents.</li> </ul>
	<p><b>DIGNITY</b> Includes promoting respect, privacy, autonomy and self-worth, at all times.</p> <p>Staff and volunteers promote dignity by:</p> <ul style="list-style-type: none"> <li>• Treating each person as a unique and valued individual.</li> <li>• Using each individual's chosen and preferred form of address.</li> <li>• Offering a range of activities which enables each person to express themselves as an individual.</li> <li>• Encouraging and supporting people to do as much for themselves as possible and not assuming help is needed with everything.</li> <li>• Being patient, courteous and respectful.</li> <li>• Never patronising or stereotyping people.</li> <li>• Ensuring people do not feel isolated or alone.</li> <li>• Respecting the human rights of those using Abbeyfield Oxford Society services.</li> <li>• Promoting equality and diversity by ensuring residents are not discriminated against for any reason and that the service provided has due regard to their age, sex, any health needs or disability they may have, their sexual orientation, cultural preferences, religious persuasion, race or ethnicity.</li> </ul>
	<p><b>The Rights and Responsibilities of Staff and Volunteers</b></p> <ul style="list-style-type: none"> <li>• Abbeyfield Oxford Society's induction procedure introduces staff and volunteers to this Confidentiality, Privacy &amp; Dignity Policy and confirms the required practice.</li> <li>• Abbeyfield Oxford Society provides support and advice to enable staff and volunteers to maintain good practice.</li> <li>• Staff and volunteers can seek advice on difficult issues from the relevant manager or trustee.</li> <li>• If a breach of this policy is observed, staff or volunteers will speak directly to the person responsible, if appropriate, before reporting to the relevant manager or trustee</li> </ul>
<b>7 Linked Policies</b>	<p>Equality and Diversity Policy Data Protection Policy</p>
<b>9 Review</b>	<p>Every 3 years, subject to any regulatory or legislative updates.</p>