

OAKWORTH MANOR RESIDENTIAL HOME LTD.	Issue Date: April 2019	Reviewed September 2026
	Next Review: 09/29	
CONFIDENTIALITY POLICY		

It is the policy of Oakworth Manor Residential Home that all staff understand the principles surrounding and maintaining confidentiality, and that staff demonstrate these principles at all times.

PROCEDURE

Service User Data

All individual daily records and care plans are either stored on LogmyCare, or in individual files and then stored in the main office. Staff employed by Oakworth Manor will be able to have access to private service user information. Staff will be able to read and write information related to service users.

However this will only be in relevance to that staff member's role within the Home.

Service User notes are now completed on LogmyCare, meaning we no longer store new paper records in the Home. For previous notes, the paper copies are stored in Oakworth Manor's archives. Records will be stored for the stipulated period of time from their last date of entry and after this date records will be confidentially destroyed by an independent waste carrier.

A certificate will be obtained and held by Oakworth Manor to confirm that waste has been confidentially destroyed.

Staff will have access regarding service users private information on a need to know basis which translates to if a member of staff does not need to know certain information to carry out their role in relation to the care they provide to a service user then there is no need for that staff member to be privy to the information, e.g. A carer may need to know that a service user is allergic to Penicillin but the cook and the cleaner do not need to know this information for them to provide care for the service user.

Service user's confidential information can be shared with other professionals who need to provide care for service users, however, this is on the same basis of need to know. E.g. The pharmacist may need to know that a service user has difficulty with swallowing to ensure the correct type of medication is given but a chiropodist would not need to be made aware of this information to provide appropriate care for the service user.

Confidential information related to service users or staff should never be discussed outside of the workplace.

When communicating electronically, staff must only share the information and personal identifiers necessary for the purpose. Confidential information must be sent using approved secure systems. Full identifying information may be used where necessary to ensure safe and accurate care. When communication from outside sources is sent to Oakworth Manor which is encrypted Oakworth Manor will follow the procedures available to be able to access the information securely. Staff should be aware that disclosure of confidential information will be regarded as gross misconduct.

Medication records on our EMAR system can only be accessed by authorised staff members. These staff members include the Manager, Deputy Manager and Seniors for the purpose of

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administering medications to service users. No access can be gained without the Manager's approval. Staff members who leave Oakworth Manor have their access to the system removed immediately to maintain confidentiality.

Building Safety

Staff members have access to all door and lift codes throughout the building. These codes must not be shared with anyone other than Oakworth Manor employees. This includes contractors, visiting professionals, family members and others. These codes must not be shared, as it could lead to unsupervised entry to the Home, leaving our service users vulnerable.

No photos or videos are permitted when in our building at any time unless you have obtained written permission from the manager prior to recording. This applies to both staff members and visitors.

Staff Data

Staff records will be stored securely and access will be restricted to authorised persons who require the information as part of their role. Staff will be informed how their personal information is collected, used and stored.

Staff records will be treated with the same confidentiality, these will be stored in a filing cabinet in the deputy manager's office. Every staff member at the beginning of their employment will be asked to sign a confidentiality statement which is held in their personal file. Every staff member's personal file will contain a photograph of the person.

When a staff member leaves Oakworth Manor's employment records are held for the stipulated period of time and then confidentially destroyed using the same procedure that is used for service user's records.

Criminal record checks will be carried out in accordance with the legislation surrounding checks and information related to outcomes from DBS will be stored confidentially in the deputy manager's office.

All staff and service users will be allocated a unique reference number so that in communication with outside agencies this number can be used so that confidentiality can be maintained. A record of the unique identifiers will be stored in the manager's office.

CCTV

Oakworth Manor has on site a CCTV system which captures any person having business with Oakworth Manor and living at Oakworth Manor if the service users are outside the premises in an area that is covered by the CCTV cameras.

The CCTV system uses fixed cameras, there are 13 cameras placed around and inside the Home. Staff and visitors are made aware that CCTV is in use as appropriate signage is in place.

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Cameras have been positioned so they do not capture pictures of people not visiting the premises. The recorded images are stored securely and remain on the system for only 31 days so that images are retained long enough for any incident to be investigated.

CCTV images will be processed securely and confidentially in accordance with the UK GDPR, Data Protection Act 2018 and current data protection legislation. Images will only be accessed or disclosed where there is a lawful reason to do so.

Other Confidentiality Procedures

When relatives or friends request information, staff must consider the service user's wishes and consent before sharing confidential information. Being named as next of kin does not automatically give a person authority to receive confidential information.

Where the service user lacks capacity, information may be shared where appropriate and in their best interests, taking account of any legally authorised representative such as a Health and Welfare Attorney or Court appointed Deputy.

Information may also be disclosed where required by law, for safeguarding purposes or where necessary to prevent serious harm.