

# HOMESDALE (WOODFORD BAPTIST HOMES) LTD

## CONFIDENTIALITY POLICY

### Statement

Homesdale has a duty of confidentiality to its tenants. Homesdale regards this as being a key part in building a trusting caring environment where tenants can live knowing information about them will be protected safely. All information Homesdale receives about or from tenants is confidential and only the appropriate people will have access to it. Permission is always asked before information is shared with anyone else.

### Procedure

Staff should

- Ensure all files and written information of a confidential nature is stored in a secure manner in a locked cabinet and is only accessed by staff that have a need to see it.
- Wherever practical all Support Plans are completed in the presence of and with the co operation of the tenant.
- Ensure all support plans and assessments are signed and dated

If a situation arose where harm would occur if confidential information was not shared then Homesdale reserves the right for staff to break their duty of confidentiality. In this situation

- The tenant would be informed of Homesdale's position and full detail discussed with the tenant
- Notes would be made in the tenants file, and would be open to inspection by the tenant
- The information would only be given to those that need to know.
- The tenant can make a complaint through Homesdale's complaints policy

## **Communication**

New tenants should have access to the Confidentiality Policy. It should be discussed in their Needs Assessment, the subsequently in their Support Plan meetings.

The following is to be used in this process

'To help staff make an assessment of your need and your support we need to ask you personal information about your circumstances and to record this. We will not share this information with anyone and it will be kept in a locked cabinet. Only staff with permission will be able to access it.

Wardens will record information on a daily basis as appropriate, and this will be passed onto other Wardens as they come on shift.

You may have access to your files at any time to see what has been recorded.

Homesdale will ask your permission before we share this information with anyone else.

## **Requests for Information**

Homesdale will not provide information to relatives, spouses, friends or advocates without the consent of the tenant. All requests for information even from close relatives will be referred back to the tenant.

For tenant's access to their own records, refer to Data Protection & Access to Records Policy & Procedure.

## **Record Keeping**

Homesdale keeps files on tenants to ensure that the support we offer is of an appropriate nature. All notes, files etc are kept in a secure place. All computers are password protected.

No files or information relating to a tenant should be taken off the premises without the permission of the Management Committee

Signed .....

Printed .....

Date .....

Review .....

January 2008  
Version 2

