



Breakaway

Confidentiality policy

Policy Owner:	Ranbir Sidhu (Registered Manager)
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Policy Summary:

Regulation 12, 13, 38 of the Children's Homes Regulations 2015 including the Quality Standards



A hands-on approach to help children in Slough be
..... Safe, Secure and Successful

CONFIDENTIALITY:

The Aim of the Policy is to;

- Define degree to which sensitive data about both individuals and organisations must be protected.
- Ensure Information is not made available or disclosed to unauthorised individuals, entities or processes.
- Outline the meaning of confidentiality, its importance within the unit, how to maintain and respect it and details on our ways of working with it.
- Virtual meetings/ Office 365

References:

GDPR, Information Governance

Disclosure of Confidential Information

Disclosure without the consent of the subject is possible only in strictly limited and exceptional cases, where the law or the public interest may override the subject's right to confidentiality.

Confidential information should only be available to those directly involved with the subject for the maintenance of good practice and standards; this could include the following types of people:

- Social Workers
- Management staff
- Senior Management
- Social Carers
- Authorities Finance staff
- Legal staff
- Police
- Department of Health's Social Services Inspectorate
- Guardians
- Independent Reviewing Officer
- NHS

Confidentiality in Telephone Calls

When you answer the telephone and the caller requests information about an individual child, colleague, or family you must first clarify the following:

- Their name
- Organisation/Team
- Contact number
- Nature of query

You then explain that you will gather the information and call them back. This gives you an opportunity to check out who they are with colleagues/managers/social workers and to verify if they are entitled to the information. Once ascertained you would then call them back and relay the requested information, if you can't complete their request then please refer them onto the appropriate person e.g. Managers/Social worker. If an individual requests information about the service we offer, please explain that we are a short breaks unit and refer their call to management/Observatory House.

Unless the identity of an individual caller is confirmed – **DO NOT** give out our address, or confirm whether a child/staff member is using the service. This is to ensure protection of children and staff.

Confidentiality of Manual Records

Manual records should be secured against unauthorised access or amendment and against loss through accidental or deliberate damage, erasure or disclosure. They should be located in secure locked cabinets.

Confidentiality on Computer Systems

Computer systems should be secured against unauthorised access or amendment and against loss through accidental or deliberate damage, erasure or disclosure. Failure to take reasonable care could result in action for compensation under section 13 of the Data Protection Act 1998. Only authorised members of staff should be allowed to have direct access to the record systems which should have the means for restricting the range of information according to need, e.g. Passwords.

Confidentiality and Staff

- Staff are not to discuss individual children in front of other children's parents/carers.
- Staff are not to discuss other staff in front of the children's parents/carers.
- Staff are not to discuss the children in public, though if absolutely necessary use the child's initials only.
- Staff should not expect other staff to keep information secret that would impact on practice, e.g. breaking a child's personal belongings
- Staff are not to promise to keep a child's secret, it could be a disclosure of important information, this must be explained to the child prior to a conversation taking place.

Virtual Meetings/ Access to office365

As we all adapt to the post-Covid 19 era, joining meetings from home has become a norm. Although there are merits of this and is convenient; it comes with risk of maintaining

confidentiality. Staff must follow guidelines as below to maintain confidentiality whilst attending meetings virtually from home or accessing office 365 to check their emails.

- Staff must ensure they attend meetings at safe place where other household members can't hear
- Staff to wear headphones (provided in each office) to maintain confidentiality
- Staff not to download any personal data of service users on their personal phones
- Recording of meetings is not allowed unless approved by the chair
- Staff to keep their video camera on
- Staff not to join meetings whilst driving
- Inform the chair when going on a break, don't leave the meeting page unattended
- Staff to ensure they log out especially when using a share device
- Don't share the email/ attachments with anyone
- Use secure email (Egress) when sending out personal data
- Any breach of confidentiality will be reported to HR and information governance team