

Privacy Statement

Why? and How. We
Use. Store and Share
Information

General Data Protection Regulation

On 25th May 2018, the General Data Protection regulation (GDPR) will replace the Data protection Act 1998. The GDPR requires the home to identify the lawful basis for storing personal data, the audit of information we already hold and to take a “data protection by design and default” approach to personal data. It also introduces new individual rights relating to personal data such as the right to erasure or the right to rectification. Please find the following information on how The Old Library Residential Home Uses personal data.

Confidentiality of Information:

- Your rights to confidentiality must be safeguarded at all times. Our staff will not disclose any personal information about You to a third party unless this has been agreed with the individual concerned or their advocate. Agreement to disclose information should only be sought if this is for the benefit of the individual, e.g. for the purpose of assisting in their care and support with other relevant professionals.

Access to information:

- Every individual has a right to information about the objectives of their care and a detailed explanation of the Service being offered. All individual must be enabled to participate in the planning of their care and consent must be obtained for all interventions.

How we use your information

- Information about you is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - Making sure services meet your individual needs.

- Helping staff to review the support they provide to you in order to help them achieve the highest possible standards.
- Investigating complaints or legal claims.
- Auditing of our services.

How we share information

- Our policy is that any information is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, such information has to be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge. You or, where appropriate, your principal Carer or advocate will be consulted before information is shared
- Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:
 - GPs.
 - District nurses.
 - Other health professionals.
 - Social workers including care coordinators.
 - The Care Quality Commission.
 - The Clinical Commissioning Group

How we store information:

- Information about you is stored in paper form, and also held electronically or on computer. All forms are treated in the same strictly confidential way and are stored for a period of 8 years after the last entry.

Your rights:

- You have a lot of rights regarding your personal information.
- The right to be informed about how your information is used (like this notice)
- The right to access the personal information we hold about you
- The right to request the deletion or correction of inaccurate personal information that we hold about you
- The right to request that we transfer your data to another service provider
- The right to complain to the data protection regulator (the Information Commissioners Office)