

# Handling Information

# Learning outcomes

## Handling information



# Handling information

**The information about an individual's care and support may be personal and sensitive. This information must be treated as confidential and only shared with people who need to know.**

**Respecting confidentiality is:**

- **A legal requirement**
- **Essential to promote the individual**
- **An important part of building trust.**



# Information sharing



- Information can be shared with people who need-to-know.



Yes



No

- Which of the people below would 'need-to-know' about an individual's care and support needs?

The individual's neighbour



A health and social care worker who is involved in providing care



The individual's family or friends



The worker's family or friends



A health and social care worker not involved in providing care to the individual



A worker in a different role who is involved in providing care to the individual



# Social media

- The internet enables sharing of information through social media such as 'Facebook' and 'Twitter'
- Mobile internet technology makes it possible to share information instantly increasing the risks of breaching confidentiality.



# Data Protection Act

**The Data Protection Act 1984 introduced rules on the storage and use of information. The Act was revised in 2003 to include paper-based filing systems data.**

- 1. Must be processed in a fair and lawful way**
- 2. Can only be processed for limited purpose, e.g. in a way previously specified that you have consented to**
- 3. Have to be relevant, adequate to their intended use and kept to a minimum**
- 4. Have to be accurate and up-to-date**
- 5. Should not be kept for longer than necessary**
- 6. Should be processed in accordance with your rights**
- 7. Should be stored securely**
- 8. Should not be transferred to other countries where there is no adequate protection in place.**



# Freedom of Information Act

**The Freedom of Information Act and the Environmental Information Regulations allow members of the public to access recorded information held by public authorities in England, Northern Ireland and Wales.**





# Handling information in health and social care



- You must always work in agreed ways that protect information
- Examples of policies and procedures which protect information include:

**Computer firewalls**

**Secure storage of  
keys**

**Office security  
codes**

**Not sharing passwords with  
unauthorised people**

**Locked filing cabinets and  
cupboards**

**Password protection**

**Security fobs or cards to access  
secure areas**





# Care plans

**Care plans are an important tool in good communication between those involved in providing care and support.**

**In order to ensure quality and consistency of care they must be:**

- **Kept up to date**
- **Complete**
- **Accurate**
- **Legible**
- **Factual (without opinion)**
- **Free from jargon.**

# Reporting concerns

**Concerns about the recording, storing or sharing of information should be reported to your manager.**

**Confidential files being left around**

**A missing key to a cabinet containing confidential files**

**Passwords being shared with unauthorised people**

**Personally identifiable information being shared on social media**

**Workers discussing an individual in the pub.**

**If your concerns are not taken seriously you have a duty to report incompetent or unsafe practice to the regulatory body.**

