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.



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

The individual's neighbour	X
A health and social care worker who is involved in providing care	<u>т</u> Н
The individual's family or friends	X
The worker's family or friends	X
A health and social care worker not involved in providing care to the individual	X
A worker in a different role who is involved in providing care to the individual	ᅫ



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

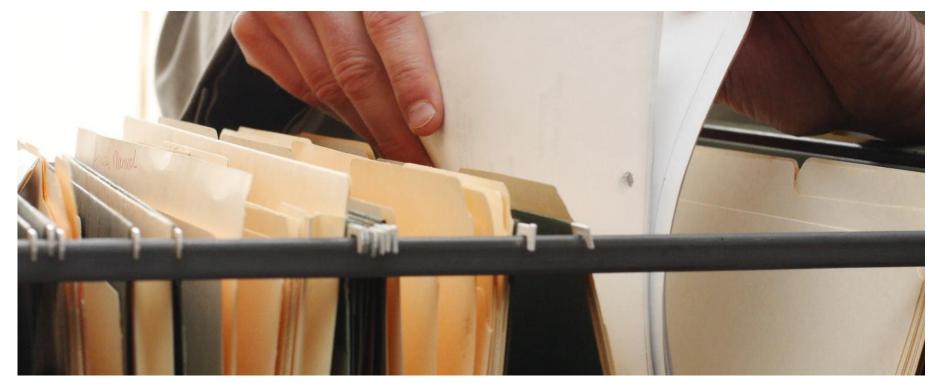
The Data Protection Act 1984 introduced rules on the storage and use of information. The Act was revised in 2003 to include paper-based filing systems data.

- 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

Not sharing passwords with unauthorised people

Password protection

Secure storage of keys

Locked filing cabinets and cupboards

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.

