

Confidentiality Policy

Version 1.1

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This Policy will define the philosophy controlling issues of resident Confidentiality within the Home:

1. In the course of their duties staff of Verulam House Nursing & Residential Home will be privy to confidential information concerning residents' private affairs:
 - 1.1 It is a condition of employment within Verulam House Nursing & Residential Home that such information shall not be disclosed to any unauthorised third party without the express consent of the resident, or if the resident is unable to judge, the resident's immediate family or advocate.
 - 1.2 Confidential information will not be sought from a resident unless expressly in the interests of that resident, i.e. to enable a better Care Plan to be developed.
 - 1.3 The resident shall be kept informed at all times of the outcome of confidential discussions by the Care Staff concerning them.
 - 1.4 It is the Policy at Verulam House Nursing & Residential Home that the resident has the right of access to their personal records or Case Notes at any time, in accordance with Policy No 324.
 - 1.5 Care Staff will always consult their immediate supervisor or manager if they are unclear with respect to any item concerning confidentiality, or when made privy to confidential information that may have legal and / or criminal connotations (e.g. if a resident confides that they have allegedly been submitted to sexual abuse by a staff member).
2. Notwithstanding these factors there may be occasions when this Confidentiality Policy may be breached. This will always only be done with the resident's best interests in mind, and will focus upon the following circumstances:
 - 2.1 Where information provided by the resident needs to be shared with management of the Home, and with other named Social Care agencies, for the express purpose of developing an appropriate Care Plan for that resident.
 - 2.2 Where the resident has particularly requested certain information to be divulged to a third party. In such cases appropriate notes must be made in the resident's Care Records, together with a signed record of authorisation from the resident or their advocate.

Members of staff, residents, relatives and advocates will also be advised that personal information held at the Home may be shared with the Registration Authority, as appropriate.
3. Any unauthorised breaches of this Policy will be dealt with under the Home's Disciplinary Procedure.

Authorised: Deborah Jennings

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