

# General Data Protection Policy

## Including Privacy and Dignity

### Policy Statement

This care service believes that every service user has the right to live their life with privacy, dignity, independence and choice. The care service will work in collaboration with all legal and caring agencies to uphold these rights. This includes the legislative changes within GDPR.

### Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this care service's approach to privacy and dignity, whilst incorporating GDPR. The care service believes that privacy is an absolute right of every service user and is an integral factor in the preservation of each individual's personal dignity.

### GDPR Policy

All Service Users and Staff are covered under Data Protection as follows:

- We collect in running and operating our internal systems data on our Care Management System. Information is stored securely and only employees within the service have access to this private information. The system is password protected to each individual for additional security. At times personal information is shared with professionals or family members that have an interest in your personal care. Home Management Team have access to personnel information stored on the system and staff personal information cannot be viewed or shared. Once a Service User or Staff member leaves the service information is archived on the server.
- Personnel files are stored within the Managers office within a locked cabinet. Only Management have access to personnel files. On occasions professionals may view individual files for compliance such as Care Quality Commission or Local Authorities. Files are archived and stored in a sealed box upon termination of employment.
- The Data Protection Act gives all individuals the right to access personal information that is held about them. You can request a copy of any information that we hold about you. Please note that any request for this information may be subject to payment of £10 which covers our administrative costs. Please contact the Providers if you wish to make such a request. Information requested will be provided within 28 days.
- This policy complies with the collection of personal data and its lawful processes. The GDPR includes the following rights for individuals:
  1. The right to be informed;
  2. The right of access;
  3. The right to rectification;
  4. The right to restrict processing;
  5. The right to data portability;
  6. The right to object; and
  7. The right to be subject to automated decision-making including profiling.

## Privacy Policy

All service users of this care service should:

- Be offered private, single accommodation furnished, decorated and equipped to a high standard which they may use and enjoy as and when they wish.
- Be allowed to bring their own items of furniture, if they so desire, to add their own touches to their rooms.
- Have locked cabinets for the security of valuables with a key which they themselves keep.
- Be able to entertain guests in private in their accommodation as they wish.
- Be entitled to expect confidentiality in all matters, and for their permission to be obtained whenever private information needs to be made available to others (excepting that information necessary to staff to provide proper care).

## Dignity Policy

All service users should:

- Be treated with dignity in the way in which the staff deal with dressings, bathing, feeding, continence and all other needs.
- Be addressed in the manner that they choose.
- Be respected for their individuality, their views and the way in which they are accustomed to conduct their lives.
- Be consulted on any matter or activity, which may impinge upon their life within the home in any way, and to have their wishes respected.
- Retain all the rights enjoyed by individuals remaining in their own homes within the community.
- Be entitled to their own culture, religious practices and beliefs observed and respected at all times.

## Procedures

Staff should remember the following.

- Always treat service users with sensitivity, respect and thoughtfulness.
- Always knock before entering a service user's accommodation.
- Always address service users by the title or name that they prefer.
- Always treat service users as individuals.

## Aquarius Residential Care Home

- Allow service users to do things for themselves whenever appropriate.
- Never gossip about service users.
- Never discuss private or personal issues with a service user in public.
- Avoid the use of patronising or insulting language.
- Give appropriate room and space to service users.
- Always treat service users in a dignified and sensitive way when performing intimate care tasks.

## Training

- All new staff should be encouraged to read the policy on privacy and dignity as part of their induction process.
- Existing staff will be offered training covering basic information about confidentiality, privacy and dignity.