

Harrow Shared Lives Scheme Policy & Procedure No. 44

Confidentiality

The Harrow Shared Lives Scheme understands that information is confidential when it has been spoken or given in private. Having accurate and up-to-date information about you is essential in order to deliver a service that can meet your needs and wishes. As that information is very personal it is important that it is shared only with people who really need to know it.

Mosaic

All information is stored on a secure system called **Mosaic**. Only staff who work in adult social care have access to Mosaic and all access is through a username and password log in. Access is monitored to ensure data is secure for persons who have information saved on this system.

How would this happen?

All information and records held by the Harrow Shared Lives Scheme are kept securely so that unauthorised persons cannot access them. This includes records kept by Shared Lives (SL) Carers.

We will ask you for permission before disclosing information about you to another person or organisation. This usually happens only when the other person or organisation needs the information in order to provide you with the care or support you require. Information that you have given us in confidence will not be shared with your family or friends against your wishes.

In certain very limited circumstances we may have to share information about you without your agreement. This would be if it were essential for your safety or for the safety of others. In these circumstances we will explain why we have to do this and what information we are providing.

SL Carers and SL Workers will be provided with information and training so that they understand the importance of confidentiality and how to maintain this in their work. They will also be provided with guidance about when it is appropriate to share information. Any breach of confidentiality will be treated very seriously. It will be considered a

disciplinary matter for SL Workers, while for SL Carers this would result in a review of their approval.

SL Carers are entitled to confidentiality themselves. It will of course be necessary to share certain information about SL Carers with people who are considering a SL arrangement, or who are already in one, or with other professionals working with those people. We will usually do this with the knowledge and agreement of the SL Carers. However, in exceptional situations, it may be necessary to share information without their agreement, e.g. if there is risk of harm to people in SL arrangements or to other vulnerable adults or children, or to prevent an offence being committed. In this event, the SL Worker will inform the SL Carers and explain the reasons why it is necessary.

We will be able to provide a copy of this policy on confidentiality for your relatives or friends and to other professionals and organisations that we work with so that they understand when we can or cannot disclose personal information.

See these other policies and procedures and documents for further information on:

- Access to files
- Record keeping
- Joint working and information sharing
- Risk assessment and risk management
- Health and safety
- Statement on confidentiality
- Making choices and decisions
- Approval Panel
- Supporting and reviewing SL Carers
- Service Guide
- Training and development