



# Confidentiality



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## Question 1

### Confidentiality

*All records that carry confidential information should be stored securely and where appropriate, locked in a room or cupboard which has access only to those whom have authority to hold a key or enter that area.*

- True
- False

## Question 2

### Confidentiality

*All information regarding client or other parties should be recorded in the appropriate place, i.e. Care Notes, Staff Files, Diary, Computer Files. No information should be left unattended or in a place where others can view the information. Any Computer Files should be consistent with the Data Protection Act.*

- All information should be stored securely and accessed by only those who have authority to see them
- There are times when those who do not have authority to see or hear information have access to the information.
- There are times when those who do not have authority to see or hear information have access to the information.
- I normally leave Care Plans where I can access them easily

## Question 3

### Confidentiality

*All records must be current, accurate, legible and appropriate at the time of writing or recording.*

- True
- False

## Question 4

### Confidentiality

*All records must be current, accurate, legible and appropriate at the time of writing or recording.*

- Sometimes I write so no one can see what I am stating
- All records have to be accurate, legible and relevant
- When in doubt, I leave out relevant information

Red ink is legally enforceable for writing information

### Question 5

#### Confidentiality

***Only those who have a right to access information should be able to view it. Any unauthorised viewing is contrary to policy and a disciplinary offence. Any outside agency or internal employee must identify who they are and the reasons for their interest in the information***

True

False

### Question 6

#### Confidentiality

***Only those who have a right to access information should be able to view it. Any unauthorised viewing is contrary to policy and a disciplinary offence. Any outside agency or internal employee must identify who they are and the reasons for their interest in the information***

I like to discuss issues with the restaurant at break times

If an Inspection Officer calls, I will require identification before entry

When a clients visitor asks about another clients condition, I always tell them

If I am told that she is an Environmental Health Officer, then who am I to argue

### Question 7

#### Confidentiality

***Any statement, verbal, written, sign language must be consistent with the need of that information and information should not be given outside of that need. All staff should be aware of the need for confidentiality and be sensitive to whom and why the information is given***

True

False

### Question 8

#### Confidentiality

***Any statement, verbal, written, sign language must be consistent with the need of that information and information should not be given outside of that need. All staff should be aware of the need for confidentiality and be sensitive to whom and why the information is given***

I always ask unauthorised individuals to leave and lock the office door when making a confidential call

There are usually personal files open on the desk during the day

I don't use a screensaver on the computer, as they are so repetitive

I occasionally have a joke with friends about clients problems, it's a hoot

### Question 9

## Confidentiality

**When can confidentiality be overruled?**

- Under common law, staff are permitted to disclose personal information in order to prevent and support detection, investigation and punishment of serious crime and/or to prevent abuse or serious harm to others
- Under common law, staff are not permitted to disclose personal information in order to prevent and support detection, investigation and punishment of serious crime and/or to prevent abuse or serious harm to others
- Under common law, staff are permitted to disclose of personal information in order to prevent and support detection, investigation and punishment of serious crime and/or to prevent abuse or serious harm to others
- Under common law, staff are permitted to disclose personal information in order to prevent and support detection, investigation and punishment of serious crime and/or to allow abuse or serious harm to others

### Question 10

## Confidentiality

**Where information is given which is relevant outside of interpersonal communication, the individual giving the information to the other person must be made aware of the fact that the information will be given to any appropriate individual or organisation.**

- True
- False

### Question 11

## Confidentiality

**Where information is given which is relevant outside of interpersonal communication, the individual giving the information to the other person must be made aware of the fact that the information will be given to any appropriate individual or organisation.**

- I ask the client not to tell me in confidence as I do not want to know
- If I am told something in confidence, I will tell everyone
- I would tell the client that the information is so important that I have a duty to tell the Person in Charge
- If I am told something in confidence, I would not tell the Person in Charge immediately

### Question 12

## Confidentiality

**What would you say to the client to attempt to gain consent to share information**

- I would tell them that I am not going to tell anybody

I would advise them that only those who need to know and that have the authority to know would be told

I am going to tell them that I am going to tell nobody

I am going to tell them that I am going to tell somebody

### Question 13

Confidentiality

*All records that carry confidential information should be stored securely and where appropriate, locked in a room or cupboard which has access only to those whom have authority to hold a key or enter that area.*

True

False

### Question 14

Confidentiality

*All records that carry confidential information should be stored securely and where appropriate, locked in a room or cupboard which has access only to those whom have authority to hold a key or enter that area.*

It is not necessary to lock confidential records away

Confidential records are in the public domain

They are only confidential if no one knows about them

Confidential records should be handled and stored in a safe, secure environment and in a temperature level that prevents deterioration

### Question 15

Confidentiality

**INFORMATION STORED**

*Two out of four are correct*

Electronic information is not subject to any law

Information on computers is subject to the Data Protection Act

Information written must be accurate, complete, legible, current and relevant

Never write down information that may affect or incriminate you

### Question 16

Confidentiality

## APPROPRIATE PRECAUTIONS TO TAKE INTO CONSIDERATION

*Two out of four are correct*

- I had a discussion about a client on a bus
- Confidential information should always be discussed in indiscrete circumstances
- Only appropriate individuals and those with the authority may access confidential Information
- The Health and Safety Executive have no right of access to accident records

### Question 17

Confidentiality

#### COMMUNICATING

*Three out of six are correct*

- A confidentiality disclaimer should be attached to a fax or e-mail
- A fax, text or e-mail transmission is a secure way of sending information
- A letter should be opened by others rather than the intended person
- It is best to write 'Private and Confidential' on each page and envelope
- 'Careless talk costs lives' is an appropriate saying for communicating information and confidentiality security
- Occasionally, confidential verbal communications can be discussed in groups who have no right to the information provided

### Question 18

Confidentiality

#### Define confidentiality

- Confidentiality means not being entrusted with or holding information (both written and verbal) and giving it only to the right people at the right time in the right place
- Confidentiality means being entrusted with or withholding information (both written and verbal) and giving it only to unsuitable people at the right time in the right place
- Confidentiality means being entrusted with or holding information (both written and verbal) and giving it only to the right people at the right time in the right place
- Confidentiality means being entrusted with or holding information (both written and verbal) and giving it only to the wrong people at the right time in the right place

### Question 19

Confidentiality

#### What ways can confidentiality be breached

- By not putting case notes away, discussing matters in a public place not checking identification

- By giving part information and thinking that is acceptable e.g. not naming but disclosing all the other information
- By talking in front of visitors
- All of the above

### Question 20

Confidentiality

**Why is maintaining confidentiality important**

- Confidentiality does not uphold clients rights
- Confidentiality does not support a professional approach or establishes trust
- Confidentiality does not supports choice, preserve respect for the client or improve self esteem
- All the above are opposite to the truth

### Question 21

Confidentiality

**When can confidentiality be overruled?**

- When client has broken the Law
- When information if withheld could put others at risk
- When information suggests the client is in danger - from self or others
- All the above

### Question 22

Confidentiality

**What legislation covers Confidentiality of Information**

- The Data protection Act 1984
- Access to Medical records act 1988
- Access to Health Records Act 1990
- All the above

### Question 23

Confidentiality

**Ideas about what is private or secret can be very individual therefore you should treat all information confidentially.**

True

False

### Question 24

Confidentiality

*You have a legal and moral responsibility to keep information about the people in your care confidential*

True

False