



## MANAGEMENT ANSWERS

# CLIENT CONFIDENTIALITY POLICY

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Candidate Name.....

Induction Manager.....

Date Commenced ...../...../.....

Date Completed ...../...../.....

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# CLIENT CONFIDENTIALITY POLICY

## Sharing Information with Other Agencies

This confidentiality Agreement covers access by staff of agencies and organisations external to records kept on the home.

### 1. Introduction

1.1 The home collects records and processes information on individuals as part of its routine business in order to provide clients with an effective service.

The Home aims to ensure that:

- All data collected on clients is reliable, up to date and conforms with its Equal Opportunities policy
- All data is reviewed at regular intervals
- Information provided about or by its clients is treated as confidential and only disclosed to third parties with the client's permission, or where there is a duty to pass on the information
- Data is handled in a way which is consistent with the legislation set down in the Data Protection Act 1998.

1.2 The Home recognises that the principles of social inclusion are not best served by unnecessary secrecy and bureaucracy.

1.3 The Home also recognises that in order to serve the best interests of the client it is important to encourage 'joined up' working between professionals which may include, with the client's consent, sharing of confidential information about the client.

### 2. Conditions of Access

2.1 Access to the homes client databases and tracking systems is granted only to its recognised partner agencies and organisations.

2.2 Access to client records will be granted only to named staff of those agencies and organisations who are working directly with the client(s) concerned.

2.3 Staff from partner agencies and organisations must agree to and sign this Confidentiality Agreement prior to being granted access to client records held by the home

2.4 Information gleaned from the homes records remains the property of the home and must not be published in any format or disclosed to any other person without the express written permission of the home and the client or his/her nominated representative.

### 3. Procedures

3.1 Workers from partner agencies and organisations who wish to access the home client records should, prior to their first access of these records, sign this document and return it to the appropriate member of The home Staff.

3.2 Partners will have web access from anywhere to client records where the client permission allows it. Where there is no partner access to the web it may be possible to arrange to access

client records via the home's staff member's laptop in another mutually acceptable and secure venue.

3.3 Before access to individual The home client records can be granted express permission for this must be obtained from the client(s) concerned. This permission may be obtained by the worker from the partner agency or the home's Key Worker or Manager

3.4 Workers from partner agencies and organisations using the home's databases are expected to access only the records for clients that they are directly working with and who have given permission for their records to be accessed in this way. The permission should be recorded on Insight.

#### 4. Agreement

I agree to adhere to the conditions and procedures outlined above.

Signed..... Date.....

Name (Print).....

Position.....

Organisation.....

Address.....

.....

Tel no.....

Email.....

#### 5. The Homes' endorsement

I confirm that the above signatory is aware of the provisions of this Confidentiality Agreement

Signed.....Date.....

Name (Print).....

Position.....