



## PRIVACY NOTICE

### **Who we are:**

Everlasting Care Ltd (ELC) is a domiciliary care company who provide care to individuals with in the North Tyneside area. Our main aim is to provide the highest quality of care possible to the individuals we support. To enable us to achieve this we are required to hold information about your health and the support you require.

### **Your Information: What we hold?**

ELC are committed to protecting your privacy. We will only use the information collected in line with the new General Data Protection Regulations (GDPR). This collected information is to provide your continuity and quality of care and will only be shared with your GP and other professionals involved, unless we have obtained your consent.

The records that we keep may be electronic, paper base or a mixture of both, and we may use a combination of working practises and technology to ensure your information is kept confidential and secure.

### **What kind of information do we hold?**

To enable us to provide individuals support at home we are required to collect information with regards to your current and past medical history, personal information .e.g. D.O.B, contact number, address, support required, Next of Kin information, GP information. Along with any other information that will enable ELC to provide support.

We also document on our system any correspondents we have with yourself this includes phone calls made by you, family members, other professionals, and the care workers who support you. This information is documented and held on our system for future reference.

### **Who we collect information from?**

The information ELC collects in regards to Service Users is usually obtained through the service users themselves, as well as Social Workers, Occupational Therapists, Speech & Language Therapists, Physiotherapists, CPN's, District Nurse's & Family members.

## **Who we share information with?**

The information we hold with regards to Service users will only be shared with professionals who have an active role in your care or in a medical emergency where information is needed to ensure you receive appropriate treatment. This includes Social Workers, Occupational Therapists, Speech & Language Therapists, Paramedics, GP's, District Nurses and Physiotherapists.

Care Support Workers will have access to information which is held in Care Plans which are located in each Service Users home. Care Workers will also be made aware of any information that will enable them to carry out your support. This will include challenging behaviour, Past Medical History, Support required, as well as any other information that could come at a later date to ensure the support you receive is correct for your changing needs.

On some occasions we may require to share information with the CQC who are an independent regulator of Health and Adult Social Care in England. They ensure the service provided by ourselves are safe.

Information we obtain will never be shared with any marketing companies or third parties who do not have dealings in regards to your Health and Social Care.

## **How we share information?**

We may share information through the following routes; Email, Telephone, written and face to face.

## **What do we do with your information?**

The information we collect is used by ELC to support individuals to stay at home, with the information we comprise Care Plans tailored to each individual these consist of Service Users Name, Address, D.O.B, Contact Number, Next of Kin Contact information, GP information, Past & Present Medical History, Equipment available, Likes and Dislikes of the individual, Services required such as number of calls per day, time allocated for each call and number of carers required for each call. We also collect information from individuals and their families when carrying out Risk Assessments, which will assess the individual's home environment, medication, behaviour, Contenance, Health, Moving & Handling, Bathing and COSHH.

## **What we will not do with your Information:**

ELC will never sell your information to marketing companies, we will only share your information with medical professionals stated in the section **who we share your information with**, unless we obtain your consent prior.

### **What is our Lawful Basis?**

We collect and store your information as we have a legal obligation to do so under the Health and Social Care Act 2012. We also collect the information from the individual we provide support to and obtain consent from either the individual themselves or from a person representing an individual.

### **How long do we keep information?**

We work in line with the CQC requirements to ensure that information is only held for a period that is reasonable, which is depending on the needs of the individual.

In the event you wish to know the time scales for this we would be happy to disclose this as your individual situation can have bearing on this.

### **How we store your information?**

Information is stored in a number of different ways, Documents such as Care Plans, ISA's, Moving and Handling Plans and Risk Assessments are kept in the filing cabinets located in the office as well as on the computer. Daily Records which are completed by Care Support Workers on each visit to your home are stored in lockable cabinets within the office once they are removed from your home to ensure you. Paper based information is moved to a 24hr secure storage facility when storage within the office becomes limited.

### **What are my Rights?**

You have a right to access your data at any time, there is a time scale of one month to allow for the information you request to be processed. This can be requested over the phone, by email or letter. Once we receive this request we will contact you to acknowledge the receipt of the request. Contact information can be found below;

Faye Catton

102 Howard Street

North Shields

Tyne & Wear

NE30 1NA

Telephone: 0191 2574575

E-mail: [everlastingcare@hotmail.co.uk](mailto:everlastingcare@hotmail.co.uk)