

Standard Nursing Agency and Care Services Ltd.

Privacy Notice: Overall

Introduction

This document outlines Standard Nursing Agency's (SNA's) legal requirements under the General Data Protection Regulations and the processes for how SNA meets them, including how SNA protects personal information it collects and processes from its service users, employees and others.

It is designed to be an overarching document. There are separate privacy notices written for service users (in an easy to understand format) under our home care contracts, and our staff, under both our home care and nursing contracts.

These privacy notices are public documents and are available to service users and their families, staff and any third parties who might provide their personal information for any purpose, and in whatever ways, including on the organisation's website.

Business Details

This is the privacy notice of Standard Nursing Agency and Care Services Ltd.

Our registered office is at:

5 Forum House, Empire Way, Wembley, Middlesex. HA9 0AB.

Standard Nursing Agency (SNA) is registered with the Care Quality Commission to provide Personal and Nursing Care services to people in their own homes. The services we provide include nursing care, personal care, housework and assistance with medicines.

SNA is further contracted under the London Procurement Partnership to provide temporary workers (including Healthcare Assistants, Midwives and Nurses) to NHS Trusts and audited under the NHS's National Clinical Staffing Framework.

Aims of this Notice

SNA is required by law to tell staff and service users about their rights and its obligations regarding our collecting and processing of any personal information, which they might provide. We have a range of policies and procedures to ensure that any personal information supplied is only with their active consent and will always be held securely and treated confidentially in line with the applicable regulations. We have listed the relevant documents in a later section and can make any available.

What Information We Collect

1. *Service users (home care).*

As a registered care provider, we must collect some personal information on our service users, including medical and health information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies. Personal information that becomes inactive, e.g. from enquiries or prospective users who do not enter the service or for those who no longer use the service is also kept securely for as long as it is needed, before being safely disposed of.

2. *Employees and volunteers.*

SNA operates a safe recruitment policy to comply with the regulations in which all personal information obtained, including CVs, references and DBS information, is, like service users' information, securely kept, retained and disposed of in line with data protection requirements. All employees are aware of their right to access any information about them.

3. *Third parties.*

Under our home care services, we might collect basic personal information (name, address, contact details) from people involved in the lives of the service users (e.g. family members). There will generally be no additional need to collect personal information from any other third parties. However, where it is collected it will be protected in the same ways as information on service users and employees.

How We Collect Information

Service Users

For service users, we receive information from social services in the form of a referral form. We further collect our own information when we meet service users, and their representatives, at the needs assessment meeting.

Additional information will be collected through the service from the service user and from 'records of care' notes inputted by care workers. We may also receive additional information from healthcare professionals involved in providing services e.g. community nurses and GPs.

All this information feeds into the individual service user care plan and risk assessment and is a mixture of printed, manual and electronic forms.

Employees

The bulk of employees personal information is collected directly from them or through completions of forms, including the registration form. This might be manual or electronic, if completed via the website.

Consent is gained from employees to gather references and criminal records (DBS) checks and any health assessments. When recruiting staff, we seek applicants explicit consent to obtain all the information needed for us to decide to employ them.

What We Do With Personal Information

All personal information obtained on service users, employees and third parties is used only to ensure that we provide a service, which is consistent with our purpose of providing a person-centred care service, which meets all regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

How We Keep Personal Information Safe

Standard Nursing Agency has a range of policies that enable us to comply with all data protection requirements. Foremost are the:

- Data Protection and GDPR
- Access to Employee Data
- Computer Security
- Confidentiality (including pseudonymisation and protecting personal data)
- Information Governance
- Service Users' Access to Records
- Sharing Information with Other Providers
- Data Retention
- Data Breach

There are additional policies relating to: Complaints, Consent to Care and Treatment, Staff Recruitment and Selection.

With Whom Might We Share Information

We only share the personal information of service users, employees and others with their consent on a "need to know" basis, observing strict protocols in doing so. Most information sharing of service users' information is with other professionals and agencies involved with their care and treatment. Likewise, we would not disclose information about our employees without their clear agreement, e.g. when providing a reference.

The only exceptions to this general rule would be where we are required by law to provide information, e.g. to help with a criminal investigation. Even when seeking to notify the local authority of a safeguarding matter or the Care Quality Commission of an incident that requires us to notify it, we would only do so with consent or ensure that the information provided is treated in confidence.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

How Personal Information Can Be Accessed

There are procedures in place to enable any service user, employee or third party whose personal information we possess and might process in some way to have

access to that information on request. (See the policies listed above.) The right to access includes both the information and any uses which we might have made of the information.

How Long We Keep Information

There are strict protocols in place that determine how long SNA will keep the information, which are in line with the relevant legislation and regulations. These can be found in our Data Retention policy.

How We Keep Our Privacy Policies Up To Date

The staff appointed to control and process personal information in our organisation are delegated to assess all privacy risks continuously and to carry out comprehensive reviews of our data protection policies, procedures and protocols annually.