



4. Policy

4.1 Sheltering Arms of Yorkshire Ltd recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to their personal affairs, data and their belongings.

4.2 Staff will adhere to the human rights of individuals and work in accordance with professional codes of conduct, the Information Commissioner's Office (ICO) guidance, UK GDPR and Data Protection Policies and Procedures at Sheltering Arms of Yorkshire Ltd.

Intentional breaches of privacy will be fully investigated with appropriate bodies informed and lessons learnt.



5. Procedure

5.1 Care Planning at the Start of a Service

- | The needs of the Service User regarding privacy will always be considered during the care planning stage to ensure that Sheltering Arms of Yorkshire Ltd can effectively meet the person's needs
- | This assessment will include what information about them can be shared and with whom. This includes the Service User providing formal consent to share information. Where capacity is an issue, the principles of the Mental Capacity Act and associated best interest guidance will be followed
- | Preferred Service User wishes must be communicated to other relevant staff at Sheltering Arms of Yorkshire Ltd
- | Where possible, the care planning process will be completed in a private area where the Service User can feel able to discuss areas of their care needs. This is particularly relevant if an assessment is taking place in a hospital or respite setting prior to discharge home

5.2 Service User Rights

- | Service User choices in relation to privacy will be respected at all times and all information relating to them will be treated in a confidential manner
- | Sheltering Arms of Yorkshire Ltd recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to personal data and both personal affairs and belongings

5.3 Staff Expectation, Behaviour and Professionalism

- | Staff will follow professional codes of conduct as well as operational policies and procedures at Sheltering Arms of Yorkshire Ltd when considering privacy for Service Users. This includes all staff expectations around professionalism of communication
- | Staff will only discuss Service Users in the work environment if it is for the purpose of assessment, management and evaluation of care
- | Staff will not discuss any aspect of the Service User's care outside of the work environment

5.4 Records Management

- | Records will be designed, used and stored in a manner which assures privacy
- | Records will only be made available to the Service User's family and main Care Worker according to the wishes of the Service User or if information requests fulfil the legal requirements for doing so
- | Staff can refer to the Record Keeping Policy and Procedure for further information and guidance
- | Information sharing with appropriate health professionals will be done in line with UK GDPR and Data Protection Policies and Procedures at Sheltering Arms of Yorkshire Ltd

5.5 Personal Care and Privacy

- | Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when supporting any aspect of personal care. At the same time, health and safety and personal risk management will be considered and discussed
- | Staff will ensure, with Service User consent, that curtains/blinds/doors are closed in order to ensure privacy during personal care and moving and handling
- | Any personal and sensitive items that may be deemed necessary such as care equipment (for example

continence aids, catheters, dressings) will be kept out of view at all times to ensure that privacy is maintained

- Staff will always knock on the Service User's door and await a response before entering the room.
- Privacy will be respected around the Service User's home at all times

5.6 Photography and Filming

Staff can refer to the policies available with regard to privacy, photography, filming and the use of CCTV at Sheltering Arms of Yorkshire Ltd and to relevant CQC guidance.

5.7 Breach in Privacy

- Any breach in the privacy of a Service User will be considered a serious event. The incident will be fully investigated in accordance with UK GDPR, Data Protection Policies and Procedures at Sheltering Arms of Yorkshire Ltd and there will be evidence available about what has been learnt to ensure that the risk of reoccurrence is reduced. Disciplinary action will be taken where the incident is considered to have been caused with intent
- Any environmental or equipment fault which reduces the privacy of any Service User must be reported to the Registered Manager or senior member of staff
- Breaches of privacy of a serious nature will be referred to the local Safeguarding Board and appropriate regulatory body notifications will be completed by Sarah Cullen or delegated other, who has the relevant skills, knowledge and experience

5.8 Training and Education

- Privacy forms part of the Care Certificate for care workers. New staff who have not already completed this will be expected to achieve this unit
- Staff will be expected to review their professional code of conduct and be aware of what this means in practice
- Training will be given with regard to UK GDPR and Data Security and Protection
- Privacy will form part of the supervision process agenda at Sheltering Arms of Yorkshire Ltd as well as at staff and Service User meetings in order to review practice, seek feedback and determine quality assurance

5.9 Capacity and Privacy

The same rights of privacy apply to individuals who are proven to lack capacity, therefore staff must do the following:

- Establish any previously expressed views or wishes of the individual regarding privacy from family and others
- Observe Service User behaviours to identify what the preferences may be for that individual wishing to have privacy
- Continue to follow the core principles and practices as detailed within this policy, if deemed to be in the best interests of the Service User to do so (in accordance with the Mental Capacity Act) when weighing up privacy. Refer to associated policies and procedures for further guidance