

Confidentiality and Information Sharing at Ardenleigh FCAMHS

In order to care for our service users and their families in the best way, it is important that we have a way to record and share information amongst professionals. It is also important that we look after this information and only share it with people who need it. We work on the basis that the information we share is always in the best interest of the service user and/or preventing risk.

This information leaflet has been designed to give you an overview of information sharing and your rights at Ardenleigh FCAMHS. Please speak to the team further if you have any questions about the information.

Who has access to personal information?

We use an electronic system called RiO to record information about a service user and their care. All staff using RiO have received training to use this, and only staff working with the service user can access the information. Any contact that a professional, family member or service user has with Ardenleigh FCAMHS will be recorded on RiO. This will be a short summary of what occurred and any important information that is important to share.

We also keep some paper information in an Inpatient Care Record (ICR). The ICR is kept securely by the Medical Records team.

Only individuals who need information about a service user for their care will have access to confidential information. This information will be regularly accessed by staff who are involved in the care and treatment of a service user. The team will also talk to professionals who have worked with the young person before they were admitted and people who will support the young person when they are discharged. Relevant information will be shared on these occasions. The team will always speak to you about the information that they share and you can speak to them about this. Always let the team know if there is anything you are worried about sharing.

We have agreements with other organisations, such as Birmingham City Council and West Midlands Police to ensure that information shared between us is managed confidentially and securely. When you are admitted to FCAMHS, we will ask for your permission to access your medical records, as these are really helpful for us to plan your assessment and treatment.

What are my rights?

There are lots of different pieces of law/legislation that outline what rights families and service users have in relation to confidentiality. Some of these are:

- Data Protection Act (1998)
- Caldicott Review (2013)
- BSMHFT Confidentiality Policy (2015)
- Children's Act (2004)
- NHS Confidentiality Code of Practice (2003)

All members of staff at Ardenleigh FCAMHS (and the whole of BSMHFT) are legally required to look after your information, in line with the Data Protection Act (1998). This means that we will only use information for the purpose we have received it, we will record information accurately, only keep it for as long as necessary and keep it safe and secure. Under the Data Protection Act (1998), you are able to request to see the information that a service has about you.

At Ardenleigh FCAMHS, we will always ask for your consent before sharing information and inform you when information sharing has taken place. There are some situations where personal information is disclosed without consent, such as when there is a legal basis to allow the sharing or it is felt in the best interest of the service user and/or necessary to manage risk.

What happens if I don't want information to be shared?

We will always listen to your concerns about sharing information and if there is anything that we can do to respect your wishes, we will put this in place. However, there is some information that needs to be shared with other relevant people, so that we can look after our service users and families in a safe and effective manner. We have a duty to keep everybody safe. Therefore if you disclose information that lets us know yourself or somebody else is at risk, we will have to inform the appropriate people to manage this risk.

What about if the service user does not want their families to know information?

At Ardenleigh FCAMHS, we encourage honest and open discussions between families, as this has been evidenced to improve recovery. However, we know that this is not always possible.

There are situations (e.g. child protection and risk management) where we will need to let families know information about a service user, even if they do not consent. It is really important that families/carers know enough information about a service user to be able to care for them in the community in a safe and effective manner. We will work with the service user to develop an agreement or an understanding about what information is going to be shared in these instances and generally and incorporate this in a care plan.

Does age make a difference?

Young people aged 16 or 17 are entitled to the same duty of confidence as adults.

Children under the age of 16 who have the capacity and understanding to take decisions about their own treatment are entitled to decide whether personal information may be passed on and generally to have their confidence respected.

However, we will always encourage the young person to involve parents or other legal guardians. In other instances, decisions to pass on personal information may be taken by a person with parental responsibility in consultation with the health professionals concerned.