



How we use personal information

at
Brian House



Who do we partner with?

We may share information with organisations such as NHS England, NHS Trusts, Hospitals and CCGs, Specialist Care Centres, Ambulance Service, the Care Quality Commission and Children's/Adult Social Care.

We may also share your information, with your consent and subject to strict sharing protocols with education services, Local Authorities, voluntary and private sector providers.

Anyone who receives information from us also has a legal duty to keep it confidential.

If you require additional information please ask a member of staff or visit our website.

Brian House Children's Hospice

Low Moor Road, Bispham
Blackpool FY2 0BG

REGISTERED CHARITY NO. 511009

www.brianhousechildrenshospice.co.uk

Brian House is proud to be part of Trinity Hospice, Blackpool - www.trinityhospice.co.uk

Tel. 01253 359365

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A leaflet for parents and carers

Why Brian House collects information about you and your family

How we use this information

Who we share information with

Your right to see records and how we keep records confidential



Why we collect information

In Brian House we want to give you and your family the highest quality of care and support. To do so we must keep up to date records about your child/young person and family.

These records may include:

- Details about your child/young person and you: address, date of birth, next of kin etc.
- Contact we have with you including telephone calls, overnight stays, visits for day care etc
- Notes and reports about health
- Details and records about about your child/young person
- Details of siblings and other family members who we may support
- Relevant information from people such as health and social care professionals and other people involved in your child/young person's care

Our staff will:

Discuss and agree with you what they are going to record, provide copies of letters they are writing about you and show you what they have recorded, if you ask.

How records are used by us

The people who care for you and your family use your records to:

- Provide a good basis for decisions made by you and care professionals
- Allow you to work with those providing care
- Ensure care is safe and effective
- Work effectively with others who also provide you/your family with care
- Contact you about events and activities not directly related to care - such as the Butterfly Memorial Service, parties and events that help provide support

There may be times when we are required to share information:

- Information is only ever shared on a need to know basis
- It may be shared with other professionals involved in your family's care
- There may be a safeguarding concern for which we are required by law to share information with the relevant Local Authority (this can be without your consent)

Others may need to use records about you and your child/young person to:

- Check quality of care (via clinical audit)
- Keep track of hospice spending
- Help investigate any concerns or complaints you or your family have about the care you receive.

The information we collect

You have the right to confidentiality.

You also have the right to ask for a copy of all records about you and your family.

- Your request must be made in writing to the organisation holding your information (in this case Brian House)
- There may be a charge to have printed copies of information held about you
- We are required to respond to you within 40 days
- You will need to give adequate information (for example full name, address, date of birth, NHS number)
- You must provide formal identification before any information is released to you

If you think any information which we hold is inaccurate or incorrect, please inform us straight away

We try hard to ensure that all information we hold is accurate and relevant. The person given the responsibility for protecting your information (the Caldicott Guardian) is the Medical Director of the hospice. You can ask for this person to investigate any concerns you have about the information we hold. Simply ask the staff on duty for contact details.

Further information about your rights can be found on the Information Commissioner's website...

www.ico.org.uk

Keeping records confidential

Everyone working for Brian House Children's Hospice has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide
- Keep those records confidential, secure and accurate
- Provide information in a format that is accessible to you (e.g. in large type if partially sighted or in different languages).

We will not share information that identifies you for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We have to do this by law
- We have special permission for health or research purposes
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality.

Our guiding principle is that we hold your records in strict confidence.

