

Adult Social Care Services Privacy Notice

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Overview

As a local authority, by law we have to provide or arrange social care support for those most in need in the community. If you ask us for support we have to:

- assess your needs (and the needs of your carer if they ask us), and
- work out whether you qualify for financial help from us for your support.

To do this, we must hold records about you and your personal circumstances, and about the support you receive or may need in the future. We guarantee to use your personal data only in ways that respect your rights and promote your health and wellbeing. For example, we use information about you to:

- agree with you what support you need.
- make sure your support is safe and effective.
- work with others who are involved with your support.
- investigate any concerns or complaints you may have.

What information is being used?

The information we hold about you will depend on the level of service we provide you. In all cases we will hold your name, address and date of birth, gender, and ethnicity.

In relation to specific service provision we will hold your NHS number and may also hold information relating to contact details, assessments, reviews, care plans and service provision information.

We may also hold information received from other organisations including reports from doctors and other healthcare professionals which help to assess how best to provide your care and support.

How will your information be used?

We hold your information so that we can provide services that you require and keep in touch with you. We also use it to plan and improve our services and to look into any concerns you may have about the services you receive. We need to do this either because we have statutory duties to fulfil, or because we are required to undertake certain tasks for reasons of public interest.

We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing. Your information is never sold for direct marketing purposes.

We have strict controls on who can see your paper or electronic records. Nobody can see your information unless they have a valid reason and appropriate authorisation. Only people who need to know information about you, such as your social worker, therapist, support staff or other people involved in providing services to you, have access to our databases.

Our staff are trained to handle your information correctly and protect your confidentiality and privacy. All information is held securely in accordance with our Data Protection & Information Security Policy.

Your information is not processed outside the EEA (European Economic Area).

What is the legal basis for processing your information?

The council has a statutory duty to provide social care and data protection legislation allows for the processing of personal data for the delivery of health and social care services.

Where your data is used for 'secondary purposes' e.g. to help plan future service provision, to allow other organisations to offer services to you which may be of interest e.g. home fire safety visits, we will ask for your consent.

Sharing your information

Any sharing of personal data is always made:

- on case-by-case basis
- using the minimum personal data necessary
- with the appropriate security controls in place
- in-line with legislation.

Information is only shared with those agencies and bodies who have a 'need to know' or where you have consented to the sharing of your personal data to such persons.

We may use the information we hold about you to assist in the detection and prevention of crime or fraud. We may also share this information with other bodies that inspect and manage public funds.

We will keep a record of everyone who has permission to see the information, and what information has been shared with them.

If you give us permission to, we may share information with partners such as the NHS and other local authorities to help to improve services provided to everyone. Where information is shared for purposes other than direct provision of services, no sensitive* information will be shared without further consent.

*Sensitive information includes the following:

- the processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership
- the processing of genetic data, or of biometric data, for the purpose of uniquely identifying an individual
- the processing of data concerning health
- the processing of data concerning of individuals sex life or sexual orientation.

Normally, you are the only person who can decide how your information can be shared. However, if you are not able to make those decisions, the professionals involved in your care may decide that sharing the information will be in your best interests. They must consider the views of your family and carers.

You can choose someone to take decisions on your behalf if you are unable to do so. This is called a 'Lasting Power of Attorney'.

Use of third party organisations

To enable us to provide the services you need, Harrow Council may share your information with trusted external organisations to process your data on our behalf.

Some of the organisations we may share your information with include:

- nursing and residential homes.
- day care services.
- Telecare providers (Care alarm).
- home care services.
- disability living equipment providers
- Any organisation commissioned by the Council will be under contractual obligation to comply with data protection legislation.

- NHS Organisations (See use of NHS Number in Adult Social Care)

Use of your NHS Number in Adult Social Care

If you are receiving support from adult social care then the NHS may share your NHS number with Adult Social Care. This is so that the NHS and adult social care are using the same number to identify you whilst providing your care. By using the same number the NHS and adult social care can work together more closely to improve your care and support.

Your NHS number is accessed through an NHS service called the Personal Demographic Service (PDS). Adult social care sends basic information such as your name, address and date of birth to the PDS in order to find your NHS Number. Once retrieved from the PDS the NHS Number is stored in the Council's adult social care case management system.

These data are retained in the adult social care system in line with the Council's record retention policies.

The NHS Number then has two uses, the first being a unique identifier to allow Social Care information to be displayed in the Council's adult social care case management system, for the provision of direct care. We will also use this Number in an integrated care record system across a number of support services including GP's, hospitals, community matrons, district nurses and social care practitioners.

The Council will share information only to provide health and social care professionals directly involved in your care access to the most up-to-date information about you. It will do this by sharing appropriate information between health and social care services at the time of patient contact. Access to information is strictly controlled, based on the role of the professional. For example, social workers will only have access to information that is relevant to the execution of their care duties

The use of joined up information across health and social care brings many benefits. One specific example where this will be the case is the discharge of patients into social care. Delays in discharge (commonly known as bed blocking) can occur because details of social care involvement are not readily available to the staff on the hospital ward. The hospital does not know who to contact to discuss the ongoing care of a patient. The linking of social care and health information via the NHS Number will help hospital staff quickly identify if social care support is already in place and who the most appropriate contact is. Ongoing care can be planned earlier in the process, because hospital staff will know who to talk to.

The addition of the NHS Number to social care data will bring additional benefits:

- Better coordinated and safer care across health and social care enabled through the sharing of real-time information.
- Better coordination of discharges from hospital into social care, as explained above.
- More time to spend on planning and coordinating social care because health staff can identify and involve social care staff earlier in the process.
- Earlier intervention to maximise the opportunities or re-ablement services leading to greater independence for patients.
- Less paperwork and more efficient use of social care resources.

You have the right to object to the processing of your NHS Number in this way. This will not stop you from receiving care but will result in the benefits outlined above not being realised. To help you decide, we will discuss with you how this may affect our ability to provide you with care, and any other options you have.

If you wish to opt-out from the use of your NHS Number for social care purposes, please talk with your social worker, or alternatively by contacting us on 020 8424 1578 or email to complaints.adultsandchildrens@harrow.gov.uk

Your rights and access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your information, please visit our [Access to information page](#) for further details.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it; parents, carers and children have the right to request access to information that we hold. To submit a request to access your data visit our [request page](#).

Concerns and Complaints

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints page](#).

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.

Further Information

If you require more information about how the Local Authority use your data please go to the following websites:

www.harrow.gov.uk/foi

or

<https://www.gov.uk/guidance/data-protection-how-we-collect-and-share-research-data>