



Hospice Hope Confidentiality Policy

Introduction

Hospice Hope is committed to maintaining high standards of confidentiality in all aspects of its work, to protect the privacy of trustees, employees, volunteers, contracted therapists, guests, potential guests and members. Breaches of confidentiality may jeopardise the wellbeing of trustees, employees, volunteers, contracted therapists, guests and members and consequently will be subject to disciplinary proceedings.

The purpose of this policy is to give guidelines on maintaining confidentiality and the circumstances where disclosures may be necessary and the procedure for doing so.

Hospice Hope recognises that trustees, employees, contracted therapists and volunteers gain information about guests and organisations during the course of their work or activities. In most cases such information will not be stated as confidential and trustees, employees, contracted therapists and volunteers may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice in the first instance from the Charity Chairman or a trustee of the charity.

Who the policy applies to

This policy applies to all trustees, employees, contracted therapists and volunteers of Hospice Hope.

Guests may also hear from other guests personal information and should be made aware that such information should not be shared outside of Hospice Hope.

General Principles

Confidentiality exists between the guest and Hospice Hope, not with the individual trustee, volunteer or other guest. Trustees, employees, contracted therapists and volunteers are expected to share information with Support Café leader, Care Services Manager or Line Manager at the earliest opportunity.

Trustees, employees, contracted therapists and volunteers should avoid exchanging personal information or comments (gossip) about individuals with whom they have a professional relationship.

Trustees, employees, contracted therapists and volunteers should avoid talking about organisations or individuals in social settings.

Trustees, employees, contracted therapists and volunteers will not disclose to anyone, other than the Charity Chairman or a trustee of the charity, any information



considered sensitive, personal, financial or private without the knowledge or consent of the guest.

The exception to this is if the matter is a safeguarding issue when it will be dealt with according to our Safe Guarding Policy

At the first attendance at any Support Café run by Hospice Hope or during the guest referral process for Hope House, relevant personal information will be gathered about each Guest, and the Guest will be informed that Hospice Hope will maintain complete confidentiality at all times from that point forward.

Information will remain confidential to the guest and Hospice Hope, except in the following circumstances:

- If the guest discloses information that indicates that a child, young person or vulnerable adult is at serious risk of harm
- Where the life of the guest or a third party is at risk of significant harm
- Where an illegal act has taken place
- Where there is a legal requirement for Hospice Hope to disclose information
- Where there is evidence of fraudulent use of Hospice Hope funds, such as theft, false accounting, forgery, bribery or corruption.

Trustees, employees, contracted therapists and volunteers must report information which falls into the above categories to the Charity Chairman, nominated Safeguarding officer in the case of a safeguarding concern (or, if unavailable, a trustee of the charity), who will report it to the appropriate authorities.

Other confidential information i.e. that which does not fall into the above categories, must only be disclosed with the consent of the guest. In no circumstances should any guest's details or information which could identify the guest, be made public.

Where there is a legal duty on Hospice Hope to disclose information, the guest will be informed that disclosure will be made. Dependant upon the circumstances, the Chairman or Safe Guarding Officer will follow the procedure as set out in our Safe Guarding Policy.

If a trustee, employee, contracted therapist, volunteer or guest is approached by the police for information about a guest, the police must be referred to the Charity Chairman. No information about a guest including the fact of any visit he/she has made can be divulged without the guest's express permission. If a trustee, employee, contracted therapist or volunteer is then subpoenaed, whether criminal or civil case, he/she can be compelled to give evidence in court.

Access to Information

Trustees, employees, contracted therapists, volunteers, guests and members wishing to access their own files may do so at any time by writing to the Chairman. An appointment will be made when files can be seen within 21 days. The files



cannot be removed from the building where a Support Cafe is held or from Hope House nor can a copy be taken.

Where files contain information relating to a third party, Hospice Hope may redact this information to protect the third party's confidentiality.

Where information is sensitive, i.e. it involves disputes or legal issues, it will be confidential to the person dealing with the case and the Charity Chairman. Such information should be clearly labelled 'Confidential' and should state the names of the people entitled to access the information and the name of the individual or group who may request access to the information.

Trustees, employees, contracted therapists and volunteers must ensure documents and files are not seen by people in passing. This also applies to information on computer screens.

Storage of Information

Hospice Hope is registered with the Information Commissioners Office and operates under the Data Protection Act 2018 and will ensure that information relating to individuals is obtained fairly, kept up to date and stored as stated in our Data Protection Policy. Any individual whose data is stored has rights of access enabling them to check the accuracy of that information, as required by the Act.

DBS Disclosures

All volunteers and employees where necessary and all therapy roles with Hospice Hope are subject to enhanced DBS checks as they involve working with vulnerable adults. During this process confidential information is obtained and held about trustees, employees, contracted therapists and volunteers.

Hospice Hope carry out the initial identification checks and photo-copy relevant identification documents. These photocopies, together with the individual's DBS application form, are either hand delivered or sent to the Marlene Reid Centre in Coalville by tracked post. The charity does not keep copies of the application form or accompanying identification.

The MRC hold the photocopies whilst they track the application, and when the disclosure is confirmed as having been sent to the applicant directly, all paper-based information is shredded by the MRC. For reference only, they hold on their system a note of the application number, name of applicant and dates when the paperwork was sent to the DBS and when it was cleared.

Hospice Hope then request to see the DBS certificate from the Trustee, Employee, contracted therapist or volunteer to check for any disclosures. Assuming that there are no disclosures that affect the individual working with vulnerable adults, a note is taken of the certificate number and date of issue and placed on the individual's file. This process is repeated every three years.



Reviewed August 2018 for approval at September meeting

This policy was approved by the Board of Trustees and signed

Signed S.Shepherd

Date 11 September 2018

Review date September 2019