

Policy Name	Module
Privacy Policy	Human Resources

### Statement of purpose

This Statement of Purpose states our Aims and Objectives, Philosophy of care and support, and the range of facilities and services we offer together within the Terms and Conditions in our continuing service provision.

- To focus on the client, we aim to provide care in ways which have positive outcomes promoting active participation and involvement in care decision making.
- To ensure that we are "fit for purpose" we examine our operations constantly to ensure that we are successfully adhering to our stated Aims and Purposes. We welcome feedback from our clients, their friends, relatives and representatives.
- To work towards the comprehensive welfare of the clients we look after, we aim to provide for each client a care package that contributes to his or her overall personal, health, social needs and preferences. We will co-operate with other Services and Healthcare Professionals to help maximise independence and to ensure where practicable possible the client has maximum participation in their community, where appropriate.
- To ensure we can meet assessed needs, prior to service commencement, we ensure that the client's Health and Social needs and preferences are thoroughly assessed. We endeavor to ensure that as a Domiciliary Care Agency, we provide services which meet the assessed needs of each individual client that needs are re-assessed as frequently as necessary and that the care and support provided has the flexibility to respond to changing needs or requirements.
- The client will be supported to understand and be in agreement with the care management decision, and informed consent will be obtained prior to all care undertaken.
- To demonstrate commitment to provide quality care services, and continuous improvement in the level of care we offer.
- To only employ staff once we have received an enhanced Disclosure and Barring service check, and two good references, one of which will be from current or last employer. To employ a quality workforce who demonstrate professional and ethical behaviours. Our Registered Manager and staff are compliant with the fundamental standards and Regulations in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3).
- To have robust governance arrangements and supervision measures in place for all staff. Staff are required to demonstrate achievement of the required competencies and standards which include mandatory elements i.e. moving and handling, medication, MCA and DOLS, infection control, basic life support, safeguarding and role specific development. Annual updates and validation contribute towards continuous professional development (PDP) via our process of Professional development planning.

**"Our aim is to support clients and their families in their own home to achieve maximum independence and the continued enjoyment of a life that remains as full as it possibly can be"**

- Clients, Families and representatives have the opportunity to engage as fully as possible in the formulation of the clients Care Plan and these plans to be accessible at all times to them. Extra Mile Homecare Limited believes this is essential when looking a 'Person Centred Approach' the little things make a difference.
- Supporting clients in maximising their independence where possible. Working with the clients and their families. Then the staff team will ensure our clients are safe and well at home for as long as possible.
- Meeting their personal, emotional, social and environmental needs in a caring and supportive manner.
- To recognise and support diversity for clients and staff, encouraging religious and cultural needs are met and to enable identities to be respected.
- To communicate in a manner that supports the needs of our clients.
- To treat our clients, families and representatives with dignity and respect.
- To adhere to all aspects of Data Protection, keep accurate records that are fit for purpose and ensure that client confidentiality is respected at all times.
- To respect client's personal privacy and space as outlined in the individuals Care Plan
- To adhere to Health and Safety policies and procedures at all times.
- To always provide quality care that is of the 'highest possible standard' and promotes the maximum achievable independence to the client.
- Keep clients and their families or representatives fully informed of the services provided and to review these on a regular basis, unless their care needs change.
- To ensure that all our staff receive training and are encouraged to continue with their own personal development. We believe in a 'grow your own' culture.

Extra Mile Home Care Limited recognises its legal obligations under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) to protect the personally-identifiable and sensitive data of our Clients, employees, social or healthcare professionals, visitors and the public.

The purpose of this policy is to set out how we collect, use, retain and disclose the personal information we hold about you.

Extra Mile Home Care Limited is committed to protecting the privacy and security of your personal information and seeks to be transparent in the way in which it processes data on your behalf.

**As the 'Data Controller', we will ensure that the personal information we hold is:**

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- Relevant to the purposes we have informed you about and limited only to those purposes;
- Accurate and kept up-to-date;
- Kept only as long as necessary for the purposes we have told you about;
- Kept securely.



It is the overall responsibility of the Care Manager to ensure that all staff have read and signed (as understood) this Privacy Policy for Extra Mile Home Care Limited, and that it is implemented consistently in daily practice. It is the overall responsibility of every staff member to follow this policy. Failure to do so may lead to disciplinary action.

This policy will be reviewed at least annually, or more frequently if significant changes occur.

Signed:

Print name:

Date:

Review date:

## Policy

### What is 'personal' and 'sensitive' data and processing?

**Personally-identifiable information-** is any information that identifies a person, for example, name and address.

**Sensitive personal information-** is any personal data that reveals:

- Racial or ethnic origin
- Political opinions
- Religious or similar beliefs
- Trade union membership
- Physical or mental health condition
- Sexual life or orientation

**Processing data-** is any operation that is performed with or on data, for example, the collection of, the manipulation of, the use of, the sharing of and the storage of information that has been shared with the organisation or collected on behalf of the organisation.

### Your Rights

Under the Data Protection Act 2018 and The General Data Protection Regulation (GDPR) you have the following rights in respect of the personal data that Extra Mile Home Care Limited holds about you:

- The right to be informed about how your data is processed by Extra Mile Home Care Limited.
- The right to access your personal data and verify its accuracy.
- The right to have incorrect data updated if the information we hold on you is inaccurate or incomplete.
- The right to be forgotten and have data erased.
- The right to stop or restrict the processing of your personal data.
- The right of data portability (allowing you to get and reuse your data for different services).
- The right to object to how your data is processed in certain circumstances.
- For further information on your rights can be found on the following website: [www.ico.org.uk](http://www.ico.org.uk)

### What information we collect

When you enquire about our care service or employment opportunities through our website, telephone conversations, emails, post, and social media or face to face, we may collect the following personal information about you when you provide it to us. Extra Mile Home Care Limited will retain this information whilst providing our care services to you or during your employment with us.

Extra Mile Home Care Limited may collect and process two categories of personal information about you:

**Standard personal information-** This includes information we use to identify you, make contact with you and manage our relationship with you:

- Your full name, home address, email address and phone numbers and details of your next of kin;



- Other information may include: the country you live in, your age, your date of birth and national identifiers, for example, your National Insurance number, passport number and driving licence;
- Information about your employment and employment history, CV, training, qualifications, references;
- Details of any contact we have had with you, for example, any complaints or incidents;
- Financial details, for example, details about your payments, your bank details and funding details.

**Special categories of information-** This includes information that is particularly sensitive:

- Information about your physical or mental health, including genetic information or biometric information;
- Information about your race, ethnic origin and religion;
- Information about any criminal convictions and offences (we may get this information when carrying out anti-fraud or anti-money-laundering checks, or other background screening activity).

If we are providing care to you, we may also collect information via your healthcare professional, referral details from your GP or from the local authority.

### **How and why we collect this information**

The main source of where we receive our information is directly from you either manually or electronically.

#### **Clients**

In most cases Extra Mile Home Care Limited obtains most of the personal data directly from you or your family during initial assessments, or information can be collected by referrals from your GP, Social Workers or initial pre-assessments completed by your local authority.

We collect and hold personal information about you that is relevant to assist the care team to deliver safe, appropriate and person-centred care and support to meet your needs and preferences.

Your information will help us to:

- Design a person-centred care plan and package to provide you with the right care and support to meet your individual needs and preferences;
- Complete regular reviews of your care needs and respond to any changes so that we can tailor our services to always meet your needs and ensure care is safe and effective;
- Communicate with you, your representatives/family and/or your next of kin;
- Provide health and social care professionals who are involved in your care with relevant and up-to-date information about your health or care needs;
- Answer any queries that you may have or investigate your concerns or complaints;
- Keep you safe from harm and abuse and to protect the health and safety of our staff and others;
- Invoice you where you are self-funding;
- Seek your feedback to check the quality of the service that we provide and improve it where necessary.



## **Employees**

Employees' personal information is obtained directly and with consent through such means as references, testimonials and criminal records (DBS) checks. When recruiting staff, we seek applicant's explicit consent to obtain all the information needed for us to decide to employ them. Information relating to job applicants, we will use your information for the purpose

All personal information obtained on our Clients, employees and third parties is used only to ensure that we provide a service, which is consistent with our purpose of providing a person-centred care service, which meets all regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

### **Who else views this information?**

It is very important to us to provide you with holistic care to meet your care needs and wishes. To do this effectively, we may sometimes need to share information about you with others such as other professionals or agencies involved in your care and treatment. This is done so with your consent and on a 'need to know basis'. Only employees who are directly involved in your care and support will have access to your personal information.

Extra Mile Home Care Limited will not disclose personal information about our employees without permission for example, when contacting previous employers for the purpose of references.

As part of our duty of care to ensure the safety and wellbeing of our Clients and staff, there may be exceptions to seeking your consent for information to be disclosed. This would be when we are required by law to provide information, e.g. to help with a criminal investigation. Even when seeking to notify the local authority of a safeguarding matter or the Care Quality Commission of an incident that requires us to notify it, we would only do so with consent or ensure that the information provided is treated in confidence. We will share information for your best interest in the event of an emergency. We expect all third parties to respect the security of your data.

### **How your information is kept safe**

We take the security of your information very seriously and have both appropriate and safe electronic and paper storage systems in place to comply with legislation. It is also for the purpose of protecting your information from being accessed, viewed, shared or used by any unauthorised persons and from being accidentally lost or altered in anyway. Access to records are restricted to only those who are authorised and need to know or view such information.

Extra Mile Home Care Limited and all employees are legally obliged to meet the Data Protection Act 2018, General Data Protection Regulation 2018, Common Law Duty of Confidentiality and Confidentiality Codes of Practice to ensure the protection of all personal data.

### **How long do we keep this information?**

Extra Mile Home Care Limited will not keep any data for longer that is necessary in line with the Data Protection Act 2018 and General Data Protection Regulation 2018 principles.

We will always hold your personal information whilst you still receive our services and whilst staff are still employed under Extra Mile Home Care Limited.

- We shall hold your personal information that is stored within our electronic and manual 'service user' files for **[Insert retention period]**.



- We shall hold employee personal information that is stored within our electronic and manual files for **[Insert retention period]**.
- Data that is gathered from your feedback during compliments, complaints and grievances will be held for **[Insert retention period]** to support Extra Mile Home Care Limited identify areas for improvements to our services and identify particular patterns and trends.

### **Changes to this Privacy Policy**

Extra Mile Home Care Limited reserves the right to update this notice at any time, and will provide you with a new notice when any substantial changes are made.

### **Making a complaint**

You also have the right to complain, if you feel at any time Extra Mile Home Care Limited has failed to safeguard your personal information.

In the first instance Extra Mile Home Care Limited would ask you to contact us on the following to allow us to investigate the matter thoroughly to identify any security issues.

<b>Name:</b>	<b>Director/ Registered Manager Michelle Parry</b>
<b>Address:</b>	Extra Mile Home Care limited Suite 4, Zurich House, Hulley Road Macclesfield Cheshire SK10 2SF
<b>Telephone:</b>	Tel: 01625610251
<b>Out of hours number:</b>	07803410384
<b>Email:</b>	<a href="mailto:extramile@gmx.co.uk">extramile@gmx.co.uk</a>

You do however have the right to lodge a complaint with the Information Commissioners Office (ICO), who are the UK's regulatory authority, if you believe we are not processing your data or respecting your rights relating to the handling of your information. Or if you feel we have not been able to resolve your complaint to your satisfaction.

You are entitled of course to contact the Information Commissioner's Office without first referring your complaint to us.

### **Information Commissioner's Office**

Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF,  
UK: +44 (0) 303 123 1113,  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)  
Website: <https://ico.org.uk/make-a-complaint/>



If you want to access, review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us on the following contact details:

<b>Name and Position:</b>	
<b>Telephone:</b>	
<b>Email:</b>	
<b>Address:</b>	

#### Relevant Legislation

<http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

- Data Protection 2018

<http://www.legislation.gov.uk/ukpga/2000/36/contents>

- Freedom of Information Act 2000

<http://www.legislation.gov.uk/ukpga/1998/42/contents>

- Human Rights Act 1998

<http://www.legislation.gov.uk/ukpga/1990/18/contents>

- The Computer Misuse Act (1990)

<http://www.legislation.gov.uk/ukpga/2015/28/contents/enacted>

- Health and Social Care (Safety and Quality) 2015

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

- Care Act 2014

#### Relevant Regulations

[https://www.cqc.org.uk/sites/default/files/20150324\\_guidance\\_providers\\_meeting\\_regulations\\_01.pdf](https://www.cqc.org.uk/sites/default/files/20150324_guidance_providers_meeting_regulations_01.pdf)

- Regulation 9: Person-centred Care
- Regulation 10: Dignity and Respect
- Regulation 11: Need for consent

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

- Information Commissioner's Officer/GDPR information and guidance

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

- General Data Protection Regulation

<https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality>

- Information on the Common Law Duty of Confidentiality





### Key Lines of Enquiry KLOE

**SAFE:** How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

**Caring:** How are people's privacy, dignity and independence respected and promoted?

**Well-led:** How does the service assure itself that it has robust arrangements (including appropriate internal and external validation) to ensure the security, availability, sharing and integrity of confidential data, and records and data management systems, in line with data security standards? Are lessons learned when there are data security breaches?