

# Overley Hall Confidentiality Policy



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# Overley Confidentiality Policy

## **Legislative framework and guidance:**

Regulation 10: The health and well-being standard.

Regulation 12: The Protection of Children Standard

Regulation 7: The children's wishes and feelings standard.

## **Overview:**

This policy should be read alongside Overley Halls GDPR policy. This policy sets out our commitment to ensuring every day confidential information is handled in a sensitive way and which upholds the dignity of all young people in our care.

## **Outcome:**

Information is shared only with the appropriate people

All staff are aware of respecting confidentiality and protecting dignity

Information is discussed in a manner which is respectful and in a confidential place.

## **Manager Responsibilities:**

To provide staff with clear guideline regarding handover discussions, ensuring these take place in a secure and private place.

To ensure staff understand how sensitive information can be overheard and that discussions should only take place in confidential areas.

To ensure staff work in an empathic manner and assume each young person will hear and understand what is being discussed.

That all sensitive and confidential information regarding young people is stored safely where it cannot be read by 'passers by'.

To ensure confidential telephone discussions are undertaken in a private office space.

To ensure private discussions and updates given to parents are undertaken in a private area.

To hold staff accountable for breaches of confidentiality, ensure appropriate action is taken and lessons are learnt to prevent this occurring again.

To ensure that local authorities and if appropriate parents are informed of any major breaches of confidentiality.

## **Staff Responsibilities:**

To hold handover in a private space.

To reflect upon the detail of the information you are sharing and whether it is appropriate to share with the individual you are discussing it with.

To have any discussions with parents, social workers, visitors etc in a private place.

To report any concerns regarding breaches of confidentiality directly to the manager.

To ensure that confidential paper work is not left out for 'passers by' to read.

When a young person has a specific need this should be communicated to staff in a sensitive manner, for example if a young person requires a pad changing this should be discreetly communicated not discussed across a room.

## **Confidentiality breaches:**

The following is not an exhaustive list, however an example of issues which Overley hall consider to be breaches of confidentiality:

- Discussing young people's diagnosis or issues with strangers whilst out.
- Speaking about young people on telephones when strangers may overhear.
- Undertaking handover in front of young people or other staff members who do not need to be aware of the issues, for example maintenance staff.
- Not storing paperwork securely
- Discussing another young person with another individual, eg another young person's parent.
- Discussing a young person's needs loudly within a communal area.