

Fair Processing Notice: Adult Social Care

Under the Data Protection Act 1998 the Council is required to protect any personal information we hold about you and ensure we process it fairly.

This Fair Processing Notice tells you :

- What information we (the Council's Adult Social Care Services) hold about you
- How we use your information
- Who we share your information with
- How long we keep your information

Adult Social Care staff can update the system with any details relating to your situation that will assist the Council in supporting you to meet your social care and health needs.

The information we hold is confidential. Any records we hold on you (computer or paper files) can only be seen by authorised staff.

What information do we hold about you?

Our IT system (Framework-i) holds:

- Information that you provide to us on forms, over the phone or in face-to-face meetings such as assessments and reviews
- Copies of your support plan and information from other people which relates to you
- Details of conversations between you and Adult Social Care staff
- Details of conversations about you (between colleagues in the Council and NHS, members of your family or providers of care (as detailed in 'who can access this information' section)).

This may include all or some of the following:

- Your personal details (name, address, previous address, DOB, marital status, ethnicity)
- Information about other members of your household
- Details of family relationships in and outside of your household
- The names and contact details of your close relatives and/or carers
- Details of your legal status and documents (e.g. immigration, power of attorney etc)
- Details about your accommodation (type, layout, details of alarms fitted, accessibility etc)
- Details about your needs in all areas of your life (e.g. personal care, eating and drinking, practical tasks, physical and emotional well being, parenting)
- Details of any communication needs (e.g. if you need an interpreter or translator)
- any cultural, spiritual or religious beliefs where we need to take these into account when providing support
- Your medical history and details of any diagnoses
- Details of health, social care or other services you are getting
- details of goals you wish to achieve relating to your social care needs
- Details of support provided by any carers or others

- Details of any risks
- information about your situation given to us by your family and/or carers
- things that other organisations (such as health or other care services) tell us to help us understand your situation and needs and co-ordinate your care services more effectively
- reports relating to your situation and care
- Any documents sent to us relating to you
- Records of phone conversations relating to you

How do you use this information?

The data is used to:

- Help decide what support a person needs, how often they need it and when
- Support the Council to commission appropriate services to meet a person's needs
- inform other staff in health and care services about a person's needs and situation so that they don't have to repeat questions
- Share with health and social care providers to ensure support is tailored to meet individual needs
- Share information with appropriate agencies to ensure compliance with safeguarding adults policies and procedures
- Help the Council evidence that it has met its Duty to assess people for social care and support as stated in the National Health Service & Community Care Act 1990.
- Get accurate information through surveys and figures about the number of people using our services and their different needs, to help us provide the right services and plan better for the future.
- undertake different types of analysis, such as price benchmarking, government returns, placements and services, and calculation of rates for services

Who can access to this information?

The data is accessed by staff working in Reading Borough Council's Adult Social Care, which has a number of teams including:

- Reading Adult Contact Team
- Intermediate Care Team
- Long Term Support Team
- Community Learning Disability Team
- Community Mental Health Team
- Brokerage Team
- Care Procurement Team
- Direct Payments Team
- Contracts & Commissioning Team
- Safeguarding Adults Team
- Finance & Accountancy
- Processing Team
- Service Development & Transformation Team

Staff in each area can access the data that is essential to their work. In addition departments outside of Adult Social Care may request information if appropriate e.g. Complaints Team, Legal Services Department.

A small section of the data is accessible to the Council's Emergency Duty Team (commissioned through Bracknell Forest Council) who take out-of-hours calls for emergencies.

Who else is this information passed to?

Relevant information may be passed to external organisations in order to arrange support to meet your health and social care needs. The types of organisation we may pass your information to are listed below. Please note any organisation we pass your information to will have an agreement with us to ensure they meet the standards of the Data Protection Act.

- Support Brokers (the people who help you with support planning)
- NHS - e.g. Staff working within Mental Health, Occupational Therapists & Physiotherapists
- Providers of domiciliary care and supported living care
- Providers of day services/activities
- Providers of residential & nursing care services
- Provider of respite services
- Providers of community services whom the Council has a contract with
- Other Local Authorities if a person is placed or is transferred outside of the borough
- Government departments
- BPSSU (Berkshire Procurement and Shared Services Unit)

Under the Data Protection Act 1998 we also have a legal duty to pass information to third party organisations such as the Police and/or the Department of Work and Pensions and anti fraud agencies for the purposes of preventing and detecting crime, or for anti-fraud purposes.

When information is shared we adhere to confidential processes. Information is usually passed using secure email but can sometimes be passed on in hard copy but kept in a locked cabinet as per our agreements with any organisation.

How do you share information?

Information is stored in an IT system known as Framework-i which is supplied and supported by a private commercial company named Corelogic. This uses a database for the storage and retrieval of the data. To ensure security of data the system can only be accessed with a username and password. Each system user has an individual username and password and a user profile which only allows them to access the details they need to carry out their job. All user actions are logged by the application in an audit log.

Client records can sometimes be held by staff in paper form. Anything written down by staff or any letters received or sent will be scanned on to the system and held securely in paper files.

How long do you keep data?

We keep data for seven years from the point it ceases to be active (e.g. seven years after the service ends).

Your right to see your social care records

You have a right to see the information we hold about you. Please ask for our leaflet: 'Your Social Care Records and How to See Them' or visit <http://www.reading.gov.uk/council/dataprotection/information-hold-about-me/>