

The CARE CERTIFICATE

# Handling Information

- What you need to know

Standard

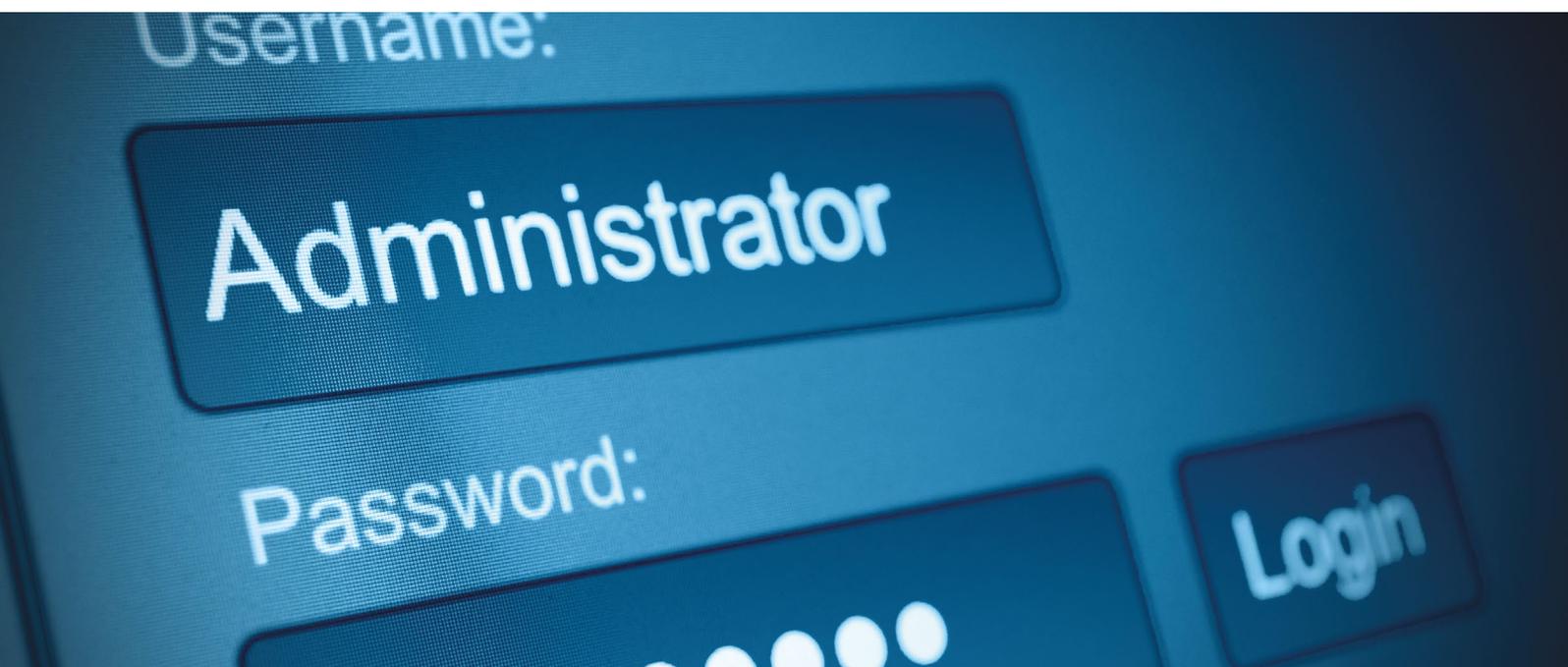
14

## Handling Information



Confidentiality is a very important right of individuals who receive care and support. It is part of the relationship of trust that individuals have with healthcare support workers and adult social care workers.

Information should always be shared on a need-to-know basis only, for example, with other workers involved in the individual's care. You should not share information with anybody else, even the person's family or friends, without the individual's permission. For example, an individual may not want a friend to know about their health or if they have been unhappy. It is also essential to protect private information from accidental viewing or hearing. For example, if you met another worker and chatted about your work you should consider whether others would be able to hear or if a personal letter to an individual was left in a public place where other people could read it.



Today there are ways of keeping in touch with people, for example, 'Facebook' and other social media such as 'Twitter' where information is shared instantly. As a health or social care worker you should be careful to use this responsibly and be mindful of the confidentiality rights of all individuals including other workers. Many workers have mobile technology with them at work which means it is possible to share information about their day or individuals without enough thought and so there are increased risks of breaching confidentiality. This is just as much a breach as leaving a record out of the filing system or remaining logged in to a computer when you are not present. Breaching confidentiality through use of social media, including taking or sharing photos or videos, may be a disciplinary offence, and in some cases may even be a criminal offence depending on what is shared.

Overall, you have a responsibility as a health or social care worker, to safeguard an individual's personal information. You should also treat personal information about other workers that you have access to in the same way. Your employer must have systems in place to meet the legal requirements about storing information and you must act within your employer's **agreed ways of working**. Ask your employer to talk you through the system in use in your workplace to protect information



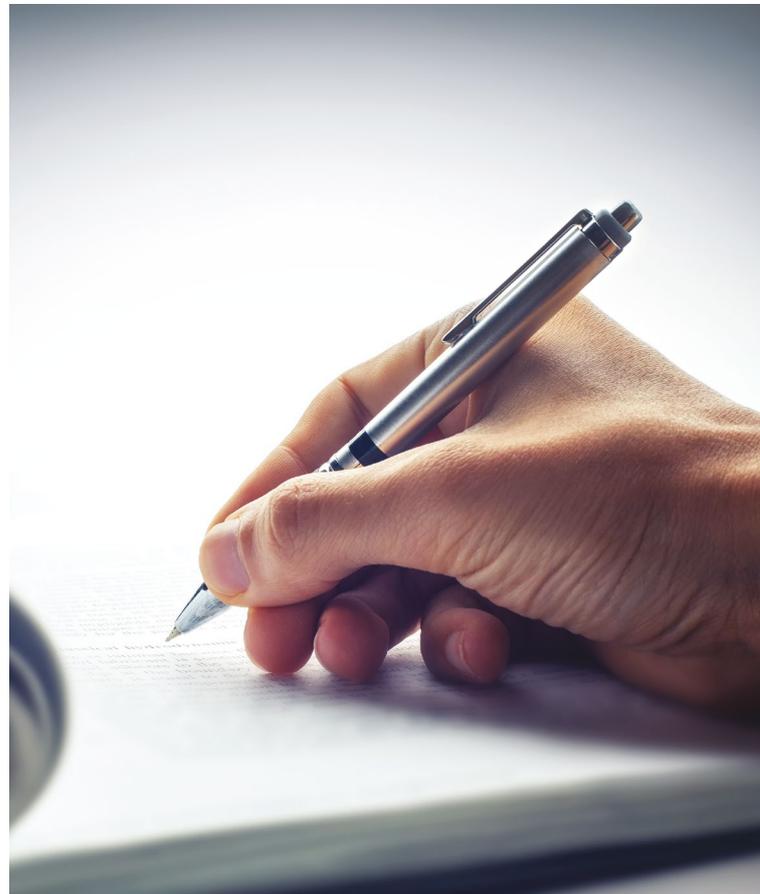
### Agreed ways of working

This refers to organisational policies and procedures. This includes those less formally documented by individual employers and the self-employed as well as formal policies such as Handling Information.

### Legislation

Increasingly, personal information is stored in computer databases. A law has been created to regulate the use of this data to balance the individual's right to confidentiality and an organisation's need to use it.

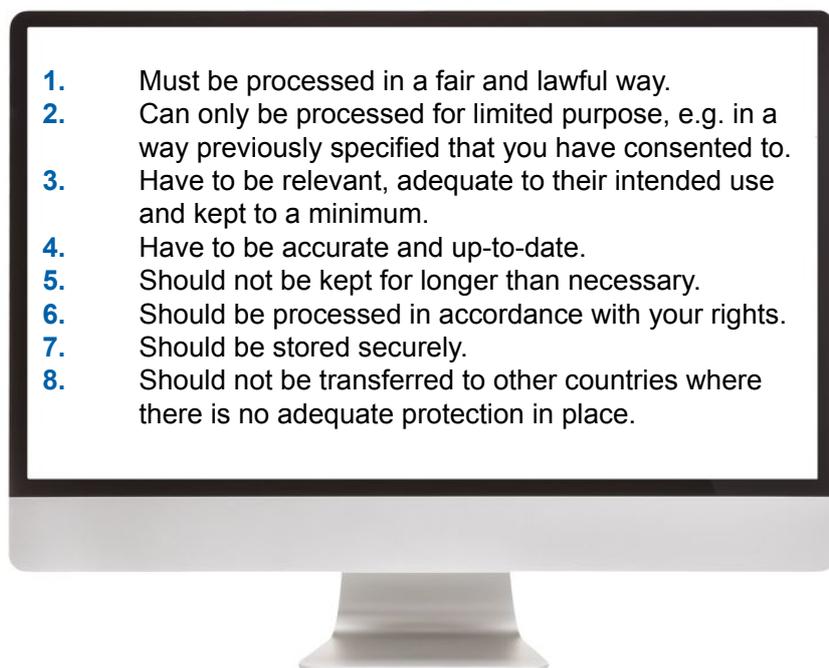
The Data Protection Act 1984 introduced rules on how to store information and the rights of individuals to access data related to them. As technology advanced the Act was revised. The Act relates to people living within the United Kingdom and provides a way in which individuals can be in control of the information about themselves. It covers any data which can be used to identify a living person, including, names, birthday and anniversary dates, addresses, telephone numbers, fax numbers, email addresses etc.



### Legislation

This term is used to describe laws and the process of creating statutory guidance on the legal rules that affect people in society.

There are eight main principles in the Act that anyone handling personal data has to adhere to. Personal Details:



The Data Protection Act was amended in 2003 to bring it in line with EU Directives. This broadened the term 'data' to include organised paper filing systems. You can find more information about the Data Protection Act here:

[www.gov.uk/data-protection/the-data-protection-act](http://www.gov.uk/data-protection/the-data-protection-act)

## The Freedom of Information Act 2000

There is a right under the Freedom of Information Act (the Act) and the Environmental Information Regulations (EIR) to request information held by public authorities. This came into force in January 2005 and is known as 'the right to know'. It allows you to access recorded information (such as emails, meeting minutes, research or reports) held by public authorities in England, Northern Ireland and Wales.

Under the Act, a public authority includes:

- Central government and government departments
- Local authorities
- Hospitals, doctors' surgeries, dentists, pharmacists and opticians
- State schools, colleges and universities
- Police forces and prison services.

If you work within an organisation where this applies, please note that the individual has a right to view anything written about them. This may include documents, reports and even emails between two co-workers. This means that if you add to any of these records you need to remember that what you write must be accurate and suitable to be viewed by those it concerns. If a public authority believes that the information is covered by a qualified exemption or exception, it must apply the public interest test. This means it has to identify the reason why it is not in the public interest for that information to be shared. You can find more information here:

[www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act](http://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act)

## Handling information in health and social care

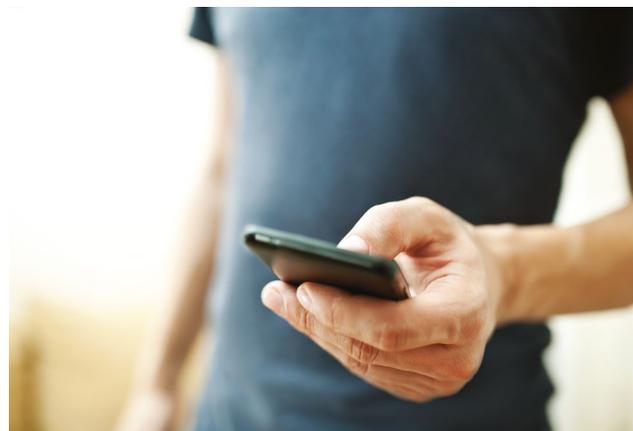
Your employer will have agreed ways of working in place to protect information. Those in relation to electronic information will include having a computer firewall and password protection. Passwords should only be shared with those who have permission to access the information concerned. If you have a personal password to access information at work, you should not share it with anyone else. There will also be practices related to paper-based systems, such as where they are kept and the procedure for access. Even when providing care and support in someone's own home it is important to know what records there are and where they are kept. Ask your manager to explain your agreed ways of working about handling information and to answer any questions you may have.

Digital working, digital learning and digital information sharing are becoming everyday practice in health and social care. There is increased understanding of the benefits of improved communication and access to a wide range of knowledge. It is now an aspiration that everyone involved in delivering care and support will have the confidence to work digitally and the opportunity to develop their digital skills, whether with computers, smart phones or **assistive technology**.



### Assistive Technology

Assistive technology is any technology that can be used to improve the functional independence of a person with a disability



## Care Plans

Care plans are a key record about an individual's needs and choices and include assessment of risks. They are an important tool in good communication between those who are involved in providing care and support. Ask your employer to share examples of care plans with you, talking you through how they are completed and what information should be included. They must always be kept up to date, complete, accurate and legible in order to ensure quality and consistency of **care**. They may become legal documents of evidence if at any point there is cause for concern or an enquiry. It is therefore vital you include all details of the agreed care, as well as writing tidily and in a way that is clearly understood, avoiding jargon, and ensuring that the information is factual and not based on opinion. Someone in your workplace will have the responsibility for checking care plans regularly to ensure they are fit for purpose.

## 6Cs

### Care

Care is central to work within the social care and health sectors and must always take account of the individual's wellbeing needs.

## Reporting concerns

There might be times when you have concerns over the recording, storing or sharing of information. These could either be to do with bad practice relating to confidentiality, for example, if files containing sensitive information have been left lying around or the key for the office has gone missing. Or, it could be to do with how to handle disclosed information about risks to the wellbeing of an individual. In either case your manager would be your first port of call. They must be told immediately about any concerns over breach of confidentiality so they can take action. For example, if files have been left lying around for any unauthorised person to see, they have to speak to the worker who took them out, remind all staff of the agreed ways of working, inform the person to whom the record relates and take any action possible to limit the damage caused. If a key has gone missing, locks need to be changed.



Health and social care workers have a duty to report unsafe or incompetent practice to their organisation's regulatory body for example, the CQC. If the manager doesn't take your concerns seriously it is your responsibility to make the report under the whistleblowing procedure. If your concerns are based on an individual's information you will need to obtain their permission before making a complaint. Whenever you have major concerns about the recording, storing or sharing of information, you should make a written record, stating your concerns and who you have reported to. You should sign and date it as it might be used as evidence, at a later stage, that you reported your concerns.

## 6Cs

### Courage

Courage gives us the confidence to do the right thing in difficult or challenging situations.

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# Handling Information

- What do you know now?

Standard

14

## Activity 14.1a

Complete the table below to show your understanding of agreed ways of working around handling information and two pieces of related legislation. You will need to **describe** how they affect the recording, storing and sharing of information:

# Handling Information

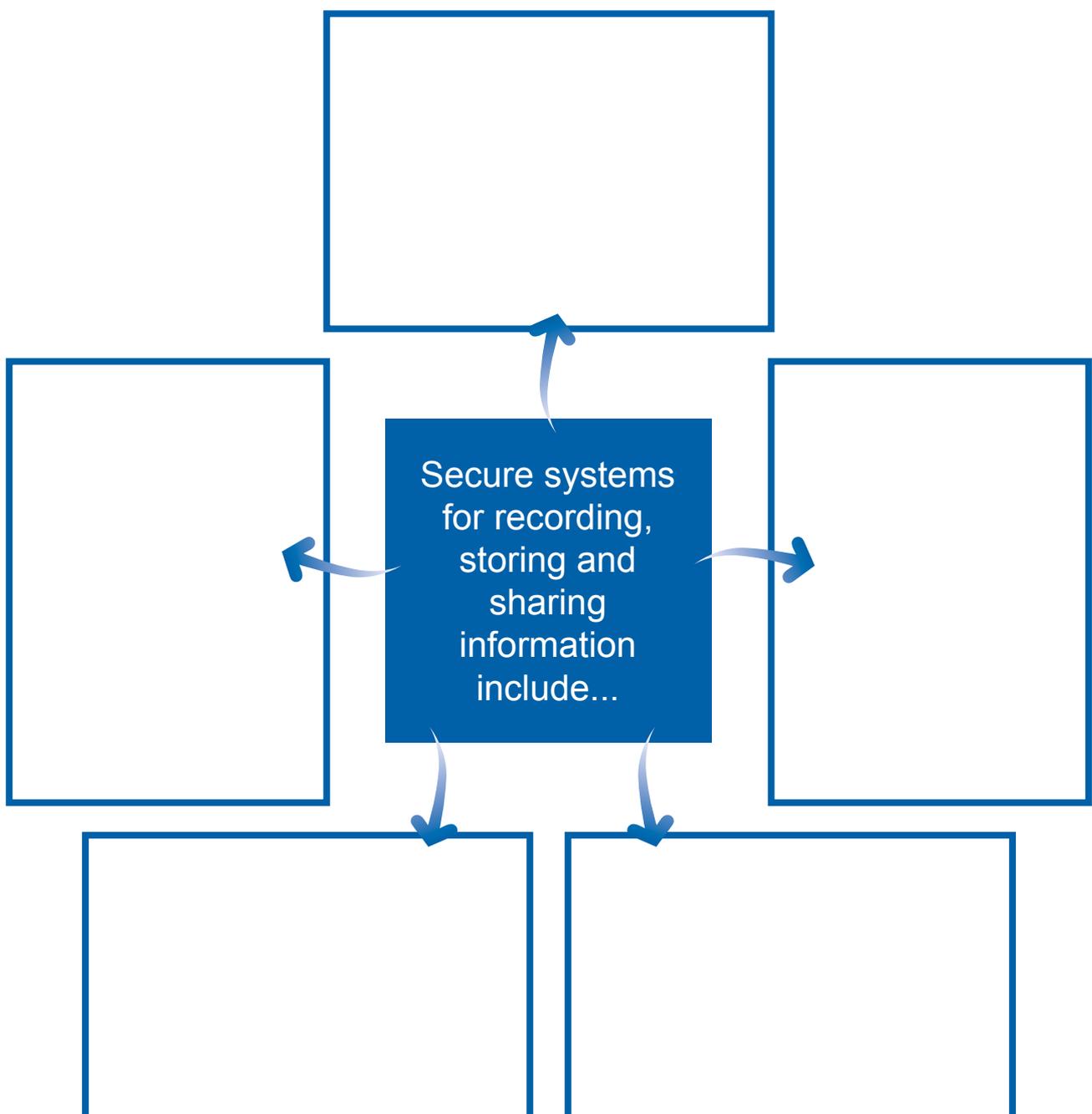
**Describe** - to describe means to create a picture with words but not simply writing a list of bullet points.

		How does it affect the recording, storing and sharing of information?
Agreed ways of working	This includes....	
Legislation 1: .....	The aim of this legislation is....	
Legislation 2: .....	The aim of this legislation is....	

## Activity 14.1b

Part i) Use the diagram below to **identify** the secure systems used in your service for recording, storing and sharing information:

**Identify** - point out, highlight or note down the main answers or examples that relate to the subject.



## Activity 14.1b

Part ii) Now that you have thought about some of the secure systems used in your service, provide an explanation of why it is important to have secure systems for recording, storing and sharing information. Make sure you use the following words in your answer:

**Vulnerable**

**Private**

**Safeguard**

**Responsibility**

**Trust**

**Protect**

A large white rectangular area with a light blue border, containing 15 horizontal dotted lines for writing an answer.

## Activity 14.1d



Part i) For each of the statements below, decide whether agreed ways of working in relation to handling information have been followed. Tick either yes or no:

	Agreed ways of working followed?	
	YES	NO
Sensitive personal information about individuals is left on display	YES	NO
The last person on the staff computer has not logged out properly	YES	NO
An individual is taken to a private and safe area to discuss their concerns	YES	NO
An individual's circumstance is discussed by colleagues over a lunch break	YES	NO
The manager does not address a complaint made by an individual you support about a breach of confidentiality of their personal information	YES	NO
An individual's private details are taken and stored in a secure or locked cupboard	YES	NO
Two workers communicate about an individual, when they are off duty through a Facebook message	YES	NO



## Care Certificate progress log, mapping and sign-off document

**Standard Number: 14**

**Standard Title: Handling Information**

### Document guidance

This document provides an overview of the outcomes and assessment criteria for Standard 14: Handling Information. It identifies the criteria within the Standard that should have been achieved upon successful completion of the underpinning knowledge within the Care Certificate workbook. Employees must demonstrate their competence in practice in order to fully achieve this Standard of the Care Certificate.

This progress log and sign-off document should be completed jointly by the employee and the manager/supervisor/assessor to confirm that all outcomes and criteria have been achieved in practice in the work setting. Supplementary evidence can be attached to demonstrate achievement and it is suggested to do so as good practice.

This document also provides an outline of the suggested mapping of outcomes and criteria within Standard 14: Handling Information of the Care Certificate to the recommended Qualifications and Credit Framework (QCF) unit, the National Minimum Training Standards for Healthcare Support Workers and Adult Social Care Workers in England and the Common Induction Standards. This document does not necessarily indicate direct mapping of criteria and therefore assessors and/or managers should ensure they follow the guidance below. Please note that when the term assessor is used throughout this document this could be the manager, supervisor or assessor and will be decided by the employing organisation.

This document should always be used in conjunction with the guidance provided in the Care Certificate Framework Technical Document.

### Guidance for assessors

Assessors must ensure that the learner has produced evidence for each assessment criterion that is valid, authentic, reliable, current and sufficient. Therefore assessors **must not assume** that if the mapping document indicates a criterion could have already been achieved, the mapped criteria within the QCF unit should automatically be awarded. Learners and assessors are responsible for ensuring that the outcomes and criteria within the QCF unit and standards below have been achieved to the required standard. For reference, within the column that refers to coverage of the relevant QCF unit, a **P** indicates that the Care Certificate criteria provides partial coverage of the relevant criteria within the QCF unit, whereas an **F** indicates full coverage.

The **Assessment method used** column is included to allow assessors to provide evidence of the type of assessment method that has been used to assess the Care Certificate criteria. This is likely to be noted as the Care Certificate Workbook, however if further evidence is also provided this could include professional discussion, observation, question and answer, e-learning, witness testimony etc. This column can also be completed to evidence competency using these example assessment methods.

The **Evidence location** column is included to provide a clear signpost to where the learner's evidence can be found. This may be within a portfolio of evidence, a continued professional development (CPD) file or electronically via e-learning or e-portfolio.

Unit number	Unit title	Level	Credit
J/601/8142	Handle information in health and social care settings	2	1

Care Certificate Standard 14 Outcome	Care Certificate Standard 14 Criteria	Knowledge/ Competence	Question within workbook	QCF unit: Handle information in health and social care settings P = Partial F = Full	National Minimum Training Standards: Standard 9 – handling information	Common Induction Standards: Standard 1 – Role of the health and social care worker	Assessment method used	Evidence location	Sign-off initials	Date
14.1 Handle information	14.1a Describe the agreed ways of working and legislation regarding the recording, storing and sharing of information	K	14.1a	AC1.1 – P	9.1.1	4.1				
	14.1b Explain why it is important to have secure systems for recording, storing and sharing information	K	14.1b part i 14.1b part ii	AC1.2 – F	9.1.2	4.2				
	14.1c Demonstrate how to keep records that are up to date, complete, accurate and legible	C		AC3.1 – F	9.1.3	4.3				
	14.1d Explain how, and to whom, to report if they become aware that agreed ways of working have not been followed	K	14.1d part i 14.1d part ii	AC2.2 – P	9.1.4	4.4				

## Declaration of completion

I confirm that the evidence provided by the employee meets the full requirements for **Standard 14: Handling Information of the Care Certificate**.

**Employee signature:**

**Name of assessor\*:**

**Assessor\* signature:**

**Completion date:**

\*The Assessor can be your Manager, Supervisor or someone else authorised by your employing organisation. This individual provides confirmation that all learning outcomes and assessment criteria for the Care Certificate standard identified above have been completed and signed off by an authorising person.