

General Data Protection Regulations (GDPR)

Privacy Notice

Care & Support Solutions is a Domiciliary Care Business registered with the Care Quality Commission.

Our Registered Office address is 11, Strathmore Drive, Kirklevington, Yarm TS15 9NS

This privacy notice explains how we use any personal information we collect about you, during the information gathering process known as an Assessment of Need. Topics covered are:

- What information do we collect about you?
- How do we use such information?
- Access to your information and correction

What information do we collect about you?

The nature of our service means that very personal and sensitive information is discussed, openly and honestly, in order to ensure we can meet your health and social care needs in ways that are unique to your individual circumstances. The specific type of information is required in order for us to meet our legal and regulatory obligations as a registered provider.

The Lawful Bases which we use are contained within the Data Protection Act 2018 and is:

Legal Obligation

Put simply, the processing is necessary for us as an organisation to comply with the law, e.g. the Health and Social Care Act 2008 (Regulations 2014), which requires us as a provider to collect, handle and process data in a prescribed manner.

The essential Data we collect from you is:

NAMES

A SIGNATURE CONFIRMING WE CAN ACT FOR YOU

CONTACT TELEPHONE NUMBERS

CURRENT RESIDENTIAL ADDRESS & POST CODE

D.O.B.

CERTAIN HEALTH, MEDICAL AND MOBILITY DETAILS

How information about you will be used.

We may share information regarding your care with those who have a need to know, namely Health Professionals, such as GP's, District Nurses, Hospitals etc., Local Authorities, includes departments such as Social Services, Housing, Day Centres etc. Any relevant person identified by you, such as an L.P.A., and our staff. We would like to contact you about the services we provide, please indicate below your preferred contact method.

Post Email Phone SMS

We will not share your information with anyone except those indicated above, unless required by law. If you do not wish this information to be shared, please indicate below.

Yes No

Personal information supplied to us is used in a number of ways, for example.

- To agree a Care Plan
- To review your care needs
- To monitor your medication
- To help us improve our services

How will we use this information?

Upon completion of your Assessment of Need, we compile a Care Plan which sets out tasks, aspirations and outcomes in order to meet all your identified needs and this is regularly reviewed and updated. This includes liaison with all those involved in your care such as family, your representative relevant health and social care colleagues and other professionals.

Access to your information and corrections.

All files held in your name are available for your perusal and you can ask us to remove information which is inaccurate. Please email or write to us at (Insert contact details here). Where you use our website, cookies are text files which collect log on information and visitor behaviour information. Cookies track visitor use and compile statistical reports on website activity. You can set your browser to accept or decline cookies. Please be aware that a decline preference may mean a loss of function in some of our website features.

For further information on cookies visit: www.aboutcookies.org or www.allaboutcookies.org