

# Hospice at Home

Carlisle and North Lakeland

## HOW WE USE YOUR INFORMATION



## **Your information**

We may receive information about you in a variety of ways. You may tell us things about yourself or agree to other people such as family members/carers or professionals providing information about you on your behalf.

Having access to accurate and up to date information about you helps us to better assess your needs and provide you with the best possible care. It also enables us to review your care to make sure it continues to meet your needs fully and is of the highest possible standard. You can help us to achieve this by;

- Providing us with correct information.
- Letting us know if any of your details are incorrect or have changed

## **Sharing your information so that we can work together for you**

If you are referred to more than one of our services your information will be shared between the relevant services. This will include things such as your contact details, details of your next of kin, information about your health and the care that you have been receiving.

It may also be of benefit to you for us to share your information with professionals working in services elsewhere who you may wish to be involved in providing care and/or support for you. This could include, your General Practitioner, (GP), specialist nurses, adult social care etc.

Your information will only be shared where there is a genuine benefit to you in us doing so. However, there are some occasions when we may be legally required to share your information. For example;

- If you are involved in an emergency situation.
- Where the safety of others may be compromised.
- In response to a formal, written request by you or a legal guardian.
- Where a formal court order has been issued.

Your information is shared in accordance with the requirements of the General Data Protection Regulation (2018), the Data Protection Act, (2018), and Caldicott Principles, (2020). This ensures your information is shared correctly.

## **Other ways in which your information may be used**

Some of the information we hold about you may be used for additional purposes. These may include;

- The education and training of staff
- Service review and audit
- The provision of statistical information to national organisations with legitimate interests in healthcare and its management.

When we use your information in this way we remove or disguise personal identifiable details. If this is not possible, we ask for your consent to disclose the information and respect the decision you make.

## **How correct use of your information is achieved**

Anyone working for us has a legal duty to treat your information confidentially and safely.

Use of your information is monitored by our Information Governance Lead and Caldicott Guardian. They are responsible for ensuring that your information is used appropriately and safely, stored securely and complies with legal requirements so that your rights are protected.

## **How long we keep your information**

Information relating to your care is usually kept for eight years.

However, a formal enquiry and/or legal process may necessitate your information being retained for a longer period of time.

## **Your information rights**

You have the right to;

- Know how we use your personal information
- Object to us using your information
- Ask us to change or restrict the way in which we use your information
- Have incorrect information amended
- Request to have your information transferred to another service
- Request access to information held about you

## **Who to contact if you would like to know more or have any concerns**

You are welcome to contact us by telephone on 01228 608942.

Alternatively, you may wish to write to our Information Governance Lead or Caldicott Guardian at the following address;

Hospice at Home Carlisle and North Lakeland  
Valley Court  
Barras Lane  
Dalston  
Carlisle  
CA5 7HY

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