

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 and lawfully.

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 and others with a right to know (including you).

What information do we hold about you?

Our Social Care system (CareFirst) 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 we 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.
- Prepare 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 City of Wolverhampton Council's Community Care, which has a number of teams including.

- Older People East Team
- Older People West Team
- Older People North Team
- Older People Hospital Team
- Assessment and Billing Team
- Carers Support Team
- Community All Age Disability Team
- Community Mental Health Team
- Welfare Rights Team
- Independent Living Service
- Adult Safeguarding
- Community Mental Health Team
- Brokerage Team
- Emergency Duty Team
- Direct Payments Team
- Re-ablement Team
- The Wolverhampton Multi-Agency Safeguarding Hub (MASH)

Please note team names may change quickly and without notice but it is the functions that they perform which will determine if they can see the information. Staff in each area will access the data that is essential to their work. In addition departments outside of Community Care may have access to information if appropriate in order to carry out their statutory roles or support the teams as listed above. These teams may include:

- Complaints Team
- Legal Services Department
- Business Intelligence Team
- Information Governance Team
- Carefirst Support Team
- Corporate Finance Team

Who else is this information passed to?

Relevant information about you 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 all organisations we pass your information to will have an agreement with us to ensure they meet the standards of the Data Protection Act, and will be covered by a legal basis to share, in many cases the Health and Social Care Act 2012.

- NHS – e.g. Occupational Therapists & Physiotherapists, your GP and staff working in the Acute Trust.
- The Black Country Partnership Foundation Trust (BCPFT) - Staff working within Mental Health
- Providers of domiciliary care and supported living care
- Clinical Commissioning Groups (CCGs) - are NHS organisations set up by the Health and Social Care Act 2012 to organise the delivery of NHS services in England
- 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 department that assist in ensuring services are fit for purpose such as the Disclosure and Barring Service and Care Quality Commission
- 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.

We may also use your information in an anonymous form (with any identifiable data that can identify you removed), for performance-monitoring and service improvement with agencies including (but not limited to):

- Central Midlands Commissioning Support Unit (CSU)
- The Health and Social Care Information Centre (HSCIC)

When any information is shared, we ensure that secure means are employed and that processes are agreed and documented where appropriate in information sharing agreements. These will be available on the following link:

<http://www.wolverhampton.gov.uk/article/3327/Information-Sharing>

How long do we keep data for?

In most cases we keep data for seven years from the point it ceases to be active (e.g. seven years after the service ends or date of death). Retention periods will be stipulated in our records management procedure for each business area.

Your right to see your social care records

You have a right to see the information we hold about you.

If you wish to access your information please make a request in writing to the following email address:

Data.protection@wolverhampton.gov.uk

Postal address:

City of Wolverhampton Council
Information Governance Team
Civic Centre
St. Peter's Square
Wolverhampton
WV1 1SH

The Council's full privacy notice can be found on the Council's website at <http://www.wolverhampton.gov.uk>, under the heading Privacy and Cookies.