

# **Information Governance**

Data Security & Protection

A Guide to

How we use your personal information

*Bradwell Hall Nursing Home Ltd*

*In association with*

*Trentham House Care Home*

# **This leaflet explains why information is collected about you and ways in which this information may be used.**

## **Why We Collect Information About You**

The care home keeps records about your health and any treatment and care you receive. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on computer. These records may include:

- Details about you; such as address, telephone number and next of kin.
- Details of contacts that providers of services to you may have had with you; such as hospital or clinic visits.
- Notes and reports about your health, any treatment you may need and the care you need; such as care notes and medication reports.
- Details and records about the treatment and care you receive.

## **How Your Records Are Used to Help You**

Your records are used to guide and administer the care you receive to ensure:

- The Nurses, carers and any other professionals involved in your care have accurate and up-to-date information to access your health and decide what care you need.
- Information is available about you if you need to see another health care professional.
- There is a good basis for accessing the type and quality of care you have received.
- Your concerns can be properly examined if you need to complain.

## **How Your Records Are Used to Help Us**

Your information may also be used to help us:

- Investigate complaints, legal claims or untoward incidents by residents or staff.
- Make sure our Services can meet patient needs in the future.
- Prepare statistics on performance.
- Review the care we provide to ensure it is of the highest standard to you.

## **How We Keep Your Records Confidential**

Everyone working for Bradwell Hall Nursing Home & Trentham House has a legal duty to keep information about you confidential.

You may be receiving care from several organisations including the NHS and Social Services. We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if professionals involved in your care have a genuine need for it.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities. Our guiding principle is that we are holding your records in strict confidence.

## **Accessing Your Records**

The Data Protection Act 1998 allows you to find out what information is held about you on computer and in certain manual records. This is known as "right of subject access". It applies to your health and social care records.

You are entitled to view your records and if you wish, to receive a copy, but you should note that a charge may be made.

## **Further Information**

If you would like to know more about how we use personal information please speak to the Registered Manager or Senior Member of staff. You can also contact the main Office.

If you would like a large print version of this leaflet please contact us:

Bradwell Hall Nursing Home  
Old Hall Drive  
Bradwell  
Newcastle under Lyme  
Staffordshire  
ST5 8RQ  
Tel: 01782 636935

Or

Trentham House Care Home  
Chivelstone Grove  
Trentham  
Stoke-on-Trent  
ST4 8HN

Tel: 01782 657664