

Care Privacy Statement

About St Giles

St Giles Hospice is a registered charity. St Giles Hospice is a registered charity founded in 1983 by the Reverend Paul Brothwell to improve the care of local people dying with cancer. Over time we have responded to the needs of others in our community whose illnesses may not be curable such as motor neurone disease, heart failure, MS and respiratory disease. We also offer support for families and helpers.

Our dedicated team provides individually-tailored care either at the hospice or in patients' own homes across our communities.

The range of specialist services is provided free of charge to those who need it. Although St Giles receives some funding from the Government, we rely heavily on donations and fundraising.

Introduction

At St Giles it is important to us that as part of looking after you we also look after what we know about you. This notice is to help you understand, how and why your information is used and what we do with it.

It also explains the decisions you can take about your own information.

Our full privacy statement is available www.stgileshospice.com/privacy-statement

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- How we use your information.
- The choices you can make about your information
- How we look after your information, including when and why we share it.
- How long we keep your information for.
- Who you can speak to about your information.

Why do we need your information?

Your information is an important part of providing you with the right support. It helps us understand you as an individual and what you need. It also helps us to look after your family.

We use your information in the following ways:

1. To provide you and your family with the care and support you need.
2. To help us check that we looking after everyone properly and safely.
3. To help run our services and improve what we do.
4. To provide you with details about activities and events we offer for families.
5. To help us access funding for your care.
6. To help us promote St Giles as a charity

We also operate a CCTV system at the Hospices for the purposes of Crime Prevention and Detection. CCTV is only used in general areas and access to view is restricted to key individuals.

The Choices You Can Make

The information you tell us is yours and you have rights under the law to:

- Request to see / have a copy of the information we hold about you.
- To have any inaccurate information corrected.
- To decide in some circumstances what we can use your information for.

You can decide if we can use your information to:

- Send you information about activities and events for families
- Use your information to help access funding for your care
- Use your information to help us promote St Giles Hospice.

We need your permission to use your information in these ways, and we will always ask your permission first. At any time you can change your mind and there is no limit on how often you do this.

You can also ask us not to use your information when we look at how we run & improve our services.

How we look after your information

We value the information you share with us and it is important that we look after it properly and safely, especially where we might share it with other individuals or organisations. We protect your information in the following ways:

- Only keep it in secure IT systems or locked records rooms.
- Train all our staff and volunteers on how to look after your information.
- Only keep it for as long as we are allowed to, and securely destroy it at the end of that time.
- Only share it appropriately

How long do you keep my information for?

We will keep your information according to the The [Records Management Code of Practice for Health and Social Care 2016](#) sets out what people working with or in NHS organisations in England need to do to manage records correctly. It is based on current legal requirements and professional best practice and was published on 20 July 2016 by the Information Governance Alliance (IGA).

Who do you share my information with?

We share your information with 3 groups of people:

1. Health and social care professionals such as your GP, Hospital consultant or social worker who are involved in your care. It is important that we do this to ensure that everyone looking after you has correct and up to date information about you.

2. Health and social care commissioners who fund part of our services. They often require information as part of monitoring the services we provide. We ask your permission to share information in this way.
3. The Care Quality Commission and other organisations as part of any regulatory inspection as required by law.

Who can I speak to about my information?

You can speak to any member of the care team about your information and you can also speak to our Caldicott Guardian who is responsible for dealing with more complex issues.

You can contact our Caldicott Guardian by either emailing sarah.riches@stgileshospice.com or writing to us at the address below.

Sarah Riches
Caldicott Guardian
St Giles Hospice
Fisherwick Road
Whittington
WS14 9LH

You are also entitled an independent review of our actions should you have a concern or feel we have not respected your rights as an individual. If you feel this is the case you can contact the Information Commissioners Office. Details on how to do so can be found here on their website <https://ico.org.uk/concerns> or by calling 0303 123 1113.

Notification of Changes

This statement may change from time to time, for example, if the law around information changes or for operational purposes. We advise you to visit this page regularly to keep up to date with any changes.

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