

PRIVACY NOTICE



Who are we?

Church View Care Home manage services to provide residents within the home with the highest quality of healthcare. In order to do this, we must keep records about you, your health and the care we provide, or plan to provide for you.

Your information: what do we hold?

Church View Care Home is committed to protecting your privacy. We will only use information collected lawfully in accordance with the Data Protection Act 1998 and undertake not to use any information we may hold about you for any purpose other than that for which it was collected, unless we have obtained your consent. This includes not sending the information overseas without permission. We do not sell personal information.

Church View Care Home's records may be electronic, paper or a mixture of both, and we may use a combination of working practices and technology to ensure that your information is kept confidential and secure.

What kind of information do we hold?

In order to provide a healthcare service, we need to collect and use personal information for a range of purposes. Primarily, we collect data for healthcare and administration purposes. For example, our health professional will record details such as a Resident's care plan as the specific care and needs is the essential information required in order to provide a healthcare service. Resident consent will be sought whether this is implied or explicit.

There are some cases where it is necessary and a legal requirement to process personal information even without the consent of the service user or staff member. Church View Care Home respects Resident choice and will respect an individual's request to withhold information from someone or an agency unless there is a legal requirement to disclose the information.

Other purposes for data collection and usage may include:

- Staff administration, i.e. pay, discipline, work management
- Service improvement purposes, i.e. relative feedback forms
- Training purposes to ensure staff are adequately trained in order to carry out their role
- To conduct an investigation in response to a complaint or police enquiry
- Accounts and records, i.e. keeping accounts relating to business activity, customers, financial management, responding to freedom of information requests
- Performance monitoring and analysis to help us assess the quality and standard of our healthcare service

Where possible, Church View Care Home uses anonymised data.

Information Sharing

We will not share information about you for any reason unless:

- You ask us to do so
- Where a formal court order has been served on us
- In order to assist the police in the prevention and detection of crime
- To protect vulnerable adults
- For the health and safety of others, for example to report an infectious disease such as meningitis or measles

We work with a number of other NHS, partner agencies and other organisations to provide healthcare and other services for you. We may also share de-identified statistical information with them for the purpose of improving local services, for example understanding how conditions spread across our local area compared against other areas.

We also contract with other organisations to provide a range of services for us, for example, outsourcing staff pay services to our Accountants. In these instances we ensure that our partner agencies handle our information under strict conditions and in line with the law.

All Church View Care Home staff have contractual obligations of confidentiality, enforceable through disciplinary procedures. Staff with access to Resident identifiable information receive appropriate on-going training to ensure they are aware of their responsibilities. Our staff are granted access to personal data on a need-to-know basis only.

Your information: What do we need from you?

Please tell us as soon as possible if there are any changes, such as a new address. This helps us to keep your information reliable and up-to-date.

Contacting us about your information

Church View Care Home has senior personnel responsible for protecting the confidentiality of Resident and personnel information sharing.

If you have any questions or concerns regarding the information we hold on you or the use of your information, would like to opt out of having your information used by us or would like to know more about accessing your information, please contact either:

Cliff Grand-Scrutton

Director

Updated on 25/05/2025