

Policy Statement

TruComfort Homecare is committed to protecting the confidentiality and privacy of service users. This policy explains how we handle personal information about individuals receiving care and ensuring it is treated with respect, sensitivity and in accordance with legal requirements.

All service users have the right to expect their personal information will be kept confidential and only shared when necessary and appropriate.

Purpose

This policy aims to:

- Safeguard the personal, medical and care related information of service users.
- Ensure transparency in how and why information is collected, stored, shared, and retained.
- Comply fully with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018.

How Information is Handled

TruComfort Homecare makes sure to only collect information that is necessary to provide safety and effective care. This may include:

- Personal and contact details
- Health and medical history
- Emergency contacts
- Risk assessments and care plans

This information is used solely for care planning, service delivery, safeguarding, and compliance with regulatory obligations.

Confidentiality Standards

- Information is to be shared only with those directly involved in a service user's care or where legally required (e.g., with health professionals, social services, or regulators).
- Records are securely stored—electronically (password-protected) or in locked cabinets for paper files.
- Care workers and office staff are trained to maintain strict confidentiality and will assure not disclose any service user information without consent, unless in an emergency or safeguarding situation.

Access to Records

Service users have the right to:

- Request access to their personal care records.

- Ask for corrections if information is inaccurate or incomplete.
- Know who has access to their information and why.

Requests can be made through the Registered Manager and TruComfort will respond within 30 calendar days.

Sharing Information with Consent

Information will only be shared with a family member, friend, advocate, or outside agency when:

- The service user has given clear permission, or
- It is in the individual's best interest and they lack capacity to consent, in accordance with the Mental Capacity Act 2005.

Exceptional Cases

In certain circumstances, confidentiality may be legally or ethically breached without consent, including:

- If a person is at serious risk of harm to themselves or others
- In safeguarding cases
- If required by a court or legal authority

Any such decision will be made by a senior manager and fully documented.

Training

All TruComfort Homecare staff receive confidentiality and data protection training during induction, with regular updates. This ensures:

- Awareness of professional boundaries
- Understanding of legal duties
- Confidence in managing sensitive information properly

Complaints

If a service user believes their confidentiality has been breached, they are encouraged to raise this with the Registered Manager. All complaints will be taken seriously and made sure to be handled in accordance with our Complaints Policy.