



Early Learning and Childcare Centre

CONFIDENTIALITY POLICY

The Care Inspectorate's Health and Social Care Standards inform the standard of practice expected of Ferryfield's staff, when following this policy they are adhering to:

Standard 2: I am fully involved in all decisions about my care and support

Be included

2.14 – I am fully informed about what information is shared with others about me.

Standard 3: I have confidence in the people who support and care for me

Responsive care and support

3.14 – I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

Wellbeing

3.20 – I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

3.25 – I am helped to feel safe and secure in my local community.

Standard 4: I have confidence in the organisation providing my care and support

Dignity and respect

4.1 – My human rights are central to the organisations that support and care for me.

Compassion

4.3 – I experience care and support where all people are respected and valued.

Responsive care and support

4.18 – I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.

4.20 – I know how, and can be helped, to make complaint or raise a concern about my care and support.

4.21 – If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

Wellbeing

4.23 – I use a service and organisation that are well led and managed.

4.27 – I experience high quality care and support because people have the necessary information and resources.

Ferryfield has a duty to protect the information we gather about children, parents, carers, families and staff and to ensure that everyone using the service is absolutely clear about issues of confidentiality and the procedures and routines in respect of this matter.

Underpinning this policy is our recognition that the safety and well-being of the child is of paramount importance and therefore this policy does not apply to incidents of child protection or care and welfare issues.

Castlehill, Cupar, Fife, KY15 4HA
Telephone 01334 655066 E-mail: ferryfieldpg@aol.com
Scottish Charity Number SCO02153

Confidentiality Policy

Working with children and families

- Ferryfield recognises that its work with children and families sometimes involves staff and committee members dealing with confidential information. All information, verbal or written, is treated confidentiality.
- Parents / carers can request and gain access to all information stored about their child (except where it has been deemed that to allow parents access to child protection or care and welfare information will be detrimental to the welfare of the child).
- Children's records are kept in individual files and are stored under lock.
- Files are available at each session, however they are only accessible to staff.
- Personal details are not passed on to another party without the parents / carer's knowledge and consent. (Except where the passing of information is related to a child protection or care and welfare concern.)
- Committee members and/or staff do not talk publicly about matters relating to any aspect of Ferryfield.
- Confidentiality continues even when employment or role of the committee member has ended.

Ferryfield is aware that abuse does occur in our society. We recognise that our primary responsibility is to ensure the safety and well-being of the families attending Ferryfield and we will report any concerns of abuse or lack of care to the appropriate authority; we are not required to inform parents / carers before we do this.

- Any evidence or information relating to a child's care and welfare or any child protection issues are kept in a separate, secure and confidential file.
- Parents / carers can request access to all records relating to their own child; however it is at the discretion of the Manager as to whether access to care and welfare or child protection information is suitable for viewing and advice regarding this may be sort from appropriate professionals.

Employer / Employee Relationship

The employment of staff is the responsibility of the Manager who is supported by the Management Committee. All issues regarding the employment and management of staff is confidential to the people directly involved, i.e. staff members and those involved in making personnel decisions. Ferryfield recognises that holding certain information could amount to an intrusion into an employee's privacy and takes care that an individual's personnel record contains only relevant information and that this information is safeguarded effectively.

- Individual records are kept for each staff member in separate personnel files.
- Staff have access to their own personal record.
- Files are kept securely.
- Information from the staff file will not be passed to anyone without the prior consent and knowledge of the staff member.
- Staff and committee do not talk publicly about an individuals work performance, terms and conditions of employment for individual staff members or any disciplinary or grievance matters brought to their attention.

- Confidentiality continues even after employment or role on the committee has ended.

Any breach of the procedures and routines specified in this policy document will be investigated and may result in disciplinary action being taken if a staff member is involved; this includes reporting the outcome of a disciplinary hearing to the SSSc. An investigation by the SSSc may result in a staff member losing their registration to practice, which will result in the loss of their job and the staff member may also be barred from working with children in the future.

If a complaint is made against a committee member or a volunteer, an investigation will be undertaken and all appropriate steps will be taken to record the outcome with the relevant professional bodies.

Adopted by the Committee

Date

August 2019