

Commonsense Confidentiality



A guide for Carers, supporters,
family and friends

Introduction

This leaflet provides advice and guidance to carers, supporters, family and friends on how information can be shared by Bradford District Care NHS Foundation Trust.

Who is a carer/supporter ?

A carer/supporter is someone who spends time providing unpaid support to a family member, partner, or friend who is ill, frail, disabled or has mental health or substance misuse problems. Carers/supporters come from all walks of life, cultures and can be of any age. Many carers feel that they are doing what anyone else would do in the same situation, looking after a parent, a child, a best friend and just getting on with it.

As a carer/supporter you help the recovery and general wellbeing of the person you support . You may also have your own needs too.

The importance of sharing information with carers/ supporters

We recognise that if you are caring for a friend or family member the sharing of information between staff, and you as a carer, is vital to the care and treatment of your friend or relative.

Providing you with information about care plans and medication, and advising you on managing a crisis, may be able to help you to deal with difficult situations until other assistance is available



Good Practice Checklist

The following checklist has been taken from the “Carers and Confidentiality in Mental Health” leaflet produced by the Partners in Care campaign and published by the Royal College of Psychiatrists. It is designed to assist staff to work closer with carers within the boundaries of current legislation and to help carers understand their rights.

Carers/supporters are given general factual information, both verbal and written about:

The health diagnosis

What behaviour is likely to occur and how to manage it

Medication - benefits and possible side-effects

Local in-patient and community services

Local and national support groups

Carers/supporters are helped to understand:

The present situation

Any confidentiality restrictions requested by the patient

The patient’s treatment plan and its aims

Any written care plan, crisis plan or recovery programme

The role of each professional involved in the patient’s care

How to access help, including out-of-hours services

Carers/supporters are given:

The opportunity to see a professional on their own

The right to their own confidentiality when talking to a professional

Encouragement to feel a valued member of the care team

Confidence to voice their views and any concerns they may have

Emotional and practical support

The opportunity to have a review of their own needs with their own written care plan and details of carer support available.

The Provision of General Information

The provision of general information about the patient's condition, emotional and practical support does not breach confidentiality.

General information can include:

Information about the condition and behaviour it may cause.

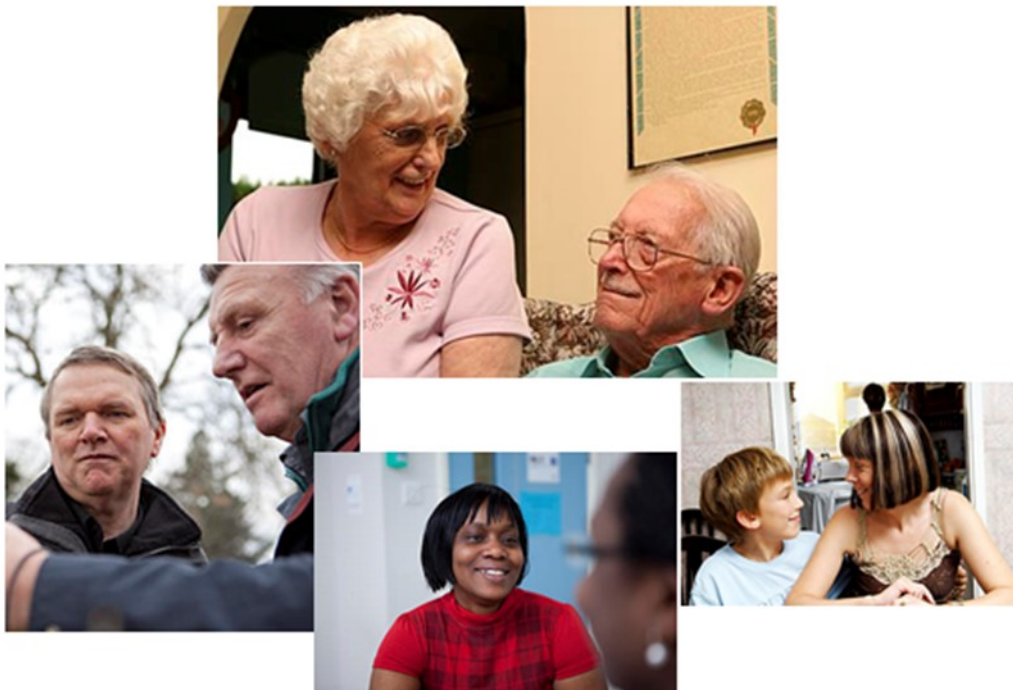
Advice on managing the condition and behaviours, particularly in a crisis situation.

Contact details of the Care Co-ordinator, or named nurse.

Background information on medication and possible side effects.

Information about Care Programme Approach and what it involves.

Contact details for local and national support organisations.



Our Promise to Carers

Our Promise to Carers was developed with and for carers as a joint statement of how we will work together to help make life better. It reflects our commitment to the values embraced by the NHS England Commitment to Carers and by John's Campaign for people admitted to hospital.

Based on our core values, this charter is our pledge to support Carers.

Respect

- Listen to you and respect your perspective.
- Respect that parent carers, young carers and older carers will have different needs
- Value you as a partner in the planning of care and treatment.
- Respect your right to either continue to contribute as an active carer in our care settings, or take a break from caring

Openness

- Provide clear and accurate information about the needs of the person you care for.

Improvement

- Recognising you as an important source of information about the person you care for.
- Provide you with information about other organisations that can help you.
Staff will recognise carers early and provide you with an assessment of your needs.

Excellence

- To identify 'Carer Champions' and develop their knowledge and expertise of working with carers.
- To deliver training to staff to increase their awareness of carers.
Enable flexible visiting hours for carers of people with dementia admitted to our wards.

Together

- Recognise your expert knowledge and understanding of the person you care for.
- Staff will respect at all times the need for confidentiality for both carers and the people whom they care for.
- Work in partnership with carers and Carer organisations.
- Ask for your involvement in helping us to improve the experiences of carers using our services.

Further information

It's the responsibility of all care staff to work in partnership with carers/ supporters so you can talk to any member of the team about your relative, friend or family member.

Contact our Carer Hub

The Hub gives you a chance to meet other carers, access information and support, participate in free activities and take some time out for your own wellbeing.

Open Monday to Thursday - 10am to 4pm

Friday 10am - 3pm

at Horton Park Health Centre, Level 2,

99 Horton Park Ave

BD7 3EG

Tel: 01274 251112

Carerhub@bdct.nhs.uk

Visit our website www.bdct.nhs.uk/support-for-carers



What if I have a compliment, comment or complaint about the service?

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

If you want to make a compliment, comment or complaint you can:

- Talk to the people directly involved in you or your relatives care. Please let the staff know if you are not happy with any aspect of your relative's care or if there is anything you've been really happy with.
- Ask a member of staff for a Patient Advice and Complaints form
- E-mail advice.complaints@bdct.nhs.uk
- Telephone the Patient Advice & Complaints Team on 01274 251440
- In writing to: Patient Advice and Complaints, Bradford District Care Trust, New Mill, Victoria Road, Saltaire, Shipley, West Yorkshire, BD18 3LD.
- Feedback via The Friends & Family Test, available from staff of visit <https://www.oc-meridian.com/>

Independent support in making a complaint about the NHS

Free, independent advocacy support to you in who to choose to pursue a formal complaint against the NHS. This support is available dependent on where you live:

**Bradford and Airedale contact
Bradford Independent
Complaints Advocacy Team
[ICAT] on 01274 750784 or write
to them at the following
address:**

1st Floor, The Tradeforce Building,
Cornwall Place, Bradford BD8 7JT

Email - icat@bamhag.co.uk

**Craven - contact Cloverleaf on
0300 012 4212 or write to them
at the following address:**

North Yorkshire NHS Complaints
Advocacy Service, Tower Court,
Oakdale Road, Clifton Moor, York

YO30 4XL

Advocacy

If you feel your relative or friend would benefit from the support of an independent advocate to help them express their views and understand their rights, contact Bradford and Airedale Mental Health Advocacy Group on 01274 770118. This service is independent, confidential and free.

Published by BDCFT with thanks and permission from Northumberland, Tyne & Wear NHS Foundation Trust

References

Carers and confidentiality in mental health, May 2010, Royal College of Psychiatrists

<http://www.rcpsych.ac.uk/about/campaigns/partnersincarecampaign/carersandconfidentiality.aspx>

Common Sense Confidentiality- Information Leaflet, September 2015 V4. Copy righted, Northumberland, Tyne& Wear NHS Foundation Trust.