

ELHAP

a special needs adventure playground



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ELHAP CONFIDENTIALITY POLICY

Service users (children, young people and adults who use ELHAP services) records are kept within the children's service and adult day service as staff need to access them regularly. Any information in a child's record that is of a sensitive nature will be kept in a secure place. The address and telephone number of parents will not be passed on to anyone outside of ELHAP without parents' permission, except when the duty of care to the service user overrides the need for confidentiality.

Duty of care to the service user may override the duty of confidentiality, and in such cases we will pass appropriate information to other organisations.

Policy statement

- Confidentiality will be respected by all members of the ELHAP trustees, staff, students on placement and volunteers.
- No details regarding the service users and their families should be discussed outside the ELHAP environment.
- Any information kept on a service user, which relates to a service user's safety will be kept in a confidential file that is secure and only shared with the senior staff team.
- All information kept on service users and their families, students, volunteers and staff will be kept in a secure environment and only available to relevant staff when necessary.
- Any student on placement or volunteers will be made aware of the confidentiality policy; they will not participate in team meetings or have access to confidential documents
- Information shared by parent/carers will not be passed on without permission from the parent/carer.
- Written permission will be sought from the parent/carers to take photographs of service users for use at ELHAP. For any photograph to be used by students or for use outside of ELHAP, extra verbal/written permission will be asked for.

With any concerns regarding suspected abuse our confidentiality policy will be extended to include relevant persons from appropriate agencies.