

Ceredigion County Council **Social Care**

Information about you



...taking care to make a difference

**Large Print or other format/medium
are available on request**

please telephone



01545 574000

or Email



contact-socservs@ceredigion.gov.uk

Porth Gofal Office Hours:

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

You can find information about services provided by
Ceredigion County Council on our website at:
www.ceredigion.gov.uk

Reviewed December 2019

Information about you

How to see records held by Social Care

If you've ever turned to Social Care for help or advice there will be information about you in our records that will have helped us try to meet your particular needs. This leaflet gives you information on how we manage your information and your rights related to this information.

Why do we keep information about you?

We, like doctors, hospitals and a range of other organisations, keep records about the people who use our services. This is so we can understand your personal situation, give appropriate help when you need it, and keep track of the work we are doing with you. It helps us to plan services for the future, and make sure that we provide services which meet everyone's needs. We are also required to produce statistics and give information to other Government organisations. Information used for this purpose is anonymised.

We also use the information that we keep about you if we need to investigate a complaint about the standard of services you receive.

Who makes the Record?

If a member of staff employed by Social Care provides you with a service, they will record some basic details about you on our computer database as well as a paper file. This applies even if our member of staff is based with another agency such as the Health Service.

What do we keep?

We keep a range of written information (manual records) and computer information (electronic records).

This will include:

- your name and address
- your date of birth
- your ethnic origin and religion
- information about the services you receive or have received from us and later reviews of those services and
- relevant information about you from relatives or carers, and other professionals (for example, your doctor)

Is it confidential?

Keeping records is part of our everyday work, but we take this responsibility very seriously.

We respect the fact that a lot of the information you give about yourself is personal and private, and all our staff have a responsibility to make sure that it is kept securely and that it will not be seen by anyone who doesn't have the authority to see it.

We may need to share information with other people, such as:

- staff within social care who are providing specialist services
- our colleagues in health, who are jointly providing services with us
- other agencies (private or voluntary) involved in providing services to you and
- other professionals, if someone is at risk of harm

- the Audit Commission (under the National Fraud Initiative – specifically for the detection and prevention of fraud).

We will ask your permission before showing your information if this is practical, usually at the time we collect it. We will only share this information with an organisation if they need it to do their job. We will not pass on more information than we need to. We will share your information without your permission only if the law says we should. This could be to protect your vital interests to prevent someone else being put at risk or to detect or prevent fraud. The Welsh Government collects information about children (not including the child's name) from Councils each year. This is called the Wales Children in Need (CIN) Census.

The information we have to send will vary each year, but will include personal characteristics and details of services provided. The name of the child will not be included in the return, but where the child has a unique pupil number (UPN) that will be included. The UPN lets the Welsh Government match each child's care and education information. The Welsh Government does not use the child's name in this exercise, nor take any action in relation to individual children nor identify them in reports.

You can ask the Welsh Government for a list of data items in the Wales CIN Census:

Health Statistics and Analysis, Welsh Government.



(029) 2082 3625



(029) 2082 5350



stats.pss@wales.gsi.gov.uk

Can you have a Service without information being recorded?

No, our policy is to keep a record of everyone who uses our Services.

What can you see?

You have the right to see personal information about you, but normally you cannot know what is recorded about anyone else – even other family members – without their consent. We also have a responsibility to the people who supplied information which they believed to be confidential (the most obvious example is your family doctor). We have to ask their permission to reveal the information they have given and sometimes they may refuse because they feel it would not be in your best interests to read certain information. The decision to withhold information isn't one we take lightly and can only be made by a Senior Social Care Manager within the context of the Data Protection Act 1998. If there is information we cannot give you, we will explain why and you will have a right of appeal.

How long do we keep the information?

This depends on what the information is. For example, we keep some records for 6-10 years, some for 25 years, and records of children who have been in care for 75 years. You have a right (within certain exceptions) to see any information we still keep about you, no matter how old it is.

How can you see it?

There are two stages to seeing information about you. The first involves us identifying what (if any) information we hold. The second involves us arranging for you to see what you are entitled to look at.

If you think we have information about you and you would like to see it, please write to or e-mail:

Porth Gofal
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE



contact-socservs@ceredigion.gov.uk

What do we need from you?

At this stage, you need to give us:

- your full name
- your current address
- your date of birth
- the address you were living at when you received a service from us (if it is different from your current address) and
- a brief explanation of what records you think we might have

What happens next?

When you let us know that you want to see your files, we will reply to you within 20 working days to let you know whether we hold any personal information about you, or if for any exceptional reason, we have to refuse access to the files. We will explain the reason for any refusal to you.

If we do have information about you, the law says that we must make sure all your records are gathered together and the necessary permission received from all the contributors within 40 days of your request being received. There may be delays in finding information and this can be taken into account. We can then arrange a date and time for you to see your file.

1. Children and Young People

A child or young person under 18 years old can have access to his/her file, providing he or she can understand the purpose and likely outcome of doing so. A person with parental responsibility can make a request on behalf of a child or young person to view their file, but we would need to be satisfied about several things, in particular that it would be in the child or young person's best interests to do so.

2. Adoption

Anyone involved in the adoption of a particular child can ask for access to their own files. This includes the child, natural parents, adoptive parents and adults adopted as children. Access is always at our discretion in cases of adoption.

3. If you disagree with what's recorded

If you feel any of the factual information is inaccurate you can explain to us why you feel the information is wrong or misleading and what could be done to put it right. You might feel the information should be corrected or erased, or you might want to supply a statement of the correct information. We may not agree that the information in the file is wrong. In this case no changes will be made, but a note of your views will be included on the file. You will be able to have further access to the file free of charge to see what changes or additions have been made.

What if I am refused Access?

If you are told you cannot see your personal file, you have the right to appeal against this decision. In the first place you should appeal to the Corporate Director, Social Care, Ceredigion County Council, Penmorfa, Aberaeron, SA46 0PA.

If you are still unhappy you can complain to the Social Care Complaints Officer.

Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.

Advocacy Service

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

Ceredigion Independent Professional Advocacy (CIPA) can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



0800 206 1387

Advocacy West Wales provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



01437 762935



www.advocacywestwales.org.uk



admin@advocacywestwales.org.uk

TGP Cymru provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



0808 1682599



01545 571865



midandwestwales@tgpcymru.org.uk

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

Emergencies

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



0300 4563554

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For **Social Care** ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



01545 574000

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name:

Address:

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.....

Tel. No: Date:

Leaflet received from:

My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:

Porth Gofal
Canolfan Rheidol
Rhodfa Padarn,
Llanbadarn Fawr,
Aberystwyth
SY23 3UE

Thank you for your comments