Clifton Homecare Limited
30 Orchard Road
St Annes, FY8 1PF

Date: 13/08/2023
Last updated: 31/12/2025
Version: 3

Clifton Homecare Ltd

PRIVACY NOTICE & CONSENT FORM

Client Name:

Name of person completing form (if not client a copy of the LPA/ Court Appointed person (via the Court of Protection) needs to be requested and kept on file with this form):

Date of completion:

Name of Clifton Homecare representative providing GDPR consent form:

Please detail how this form has been completed; with or without Clifton Homecare representative present/ form sent in post etc):

Data Protection Consent

As part of the services we offer and in order for us to provide appropriate care we are required to record and process personal data about our employees, clients and in some instances, the friends and relatives of our clients and employees.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice.

If you have any concerns or questions please contact us: enquiries@cliftonhcl.co.uk or 01253 722945.

This privacy and consent form also applies to volunteers and students on placement with Clifton Homecare.

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Client details

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We have identified an appropriate lawful basis for processing your data. We have considered how data processing may affect the individuals concerned and can justify any adverse impact. We are open and honest and comply with the transparency obligations of the right to be informed. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data (including disability information).

We may also record data about your race, ethnic origin, sexual orientation, data concerning your sex life (in order to support you fulfil this desire), religious or philosophical beliefs.

In order to ensure we are following best practice in relation to the care and support that we provide, we may also participate in research, requiring data such as falls occurrences, reasons for hospital admissions. We record this data to help us identify patterns and trends and to ensure correct care and support is tailored to meet care and support needs. When participating in research we will supply data that is anonymised and no personal details or special category data that makes you identifiable will be shared. This means this information is not classed as confidential patient information (see below).

Confidential patient information is when 2 types of information from your health records are joined together. The 2 types of information are something that can identify you and something about your health care or treatment. For example, your name joined by what medicine you take. Identifiable information on its own is used by health and social care services to make contact and this is not confidential patient information.

You can find out more information at https://www.nhs.uk/your-nhs-data-matters/

Why do we have this data?

We need this data so that we can provide high-quality care and support. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation to do so under the Health and Social Care Act 2012 and if applicable the Mental Capacity Act 2005.

We process your special category data because:

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage social care services;

- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

You can withdraw your consent for the processing of data at any time.

Where do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps.

Third parties are organisations we might lawfully share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- The Local Authority;
- Your family or friends – with your permission;
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.
- Research companies or institutions, for example the National Institute for Health and Care Research.

Friends/ Relatives
What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.

Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will explain clearly to you what we need the data for and how you can withdraw your consent.

Where would we process your data?

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps.

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

Our Website

In order to provide you with the best experience while using our website, we process some data about you.

When accessing our website; www.cliftonhcl.co.uk there is an option to accept the cookies for an improved experience of viewing the website details. If you do not wish to accept use of cookies then the website can be viewed without.
The website does not record IP addresses of visitors. There is a contact us form on the website which prompts users to submit their contact details for Clifton Homecare to manage their enquiry appropriately.

Your Rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Information Commissioner's office Right to erasure | ICO
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so via enquiries@cliftonhcl.co.uk or 01253 722945.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please make a complaint in the first instance to:

Clifton Homecare Limited, 30 Orchard Road, St Annes, FY8 1PF or enquiries@cliftonhcl.co.uk or 01253 722945. If you are not satisfied with how we have dealt with your complaint contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
https://ico.org.uk/global/contact-us/

Signature form

To comply with the General Data Protection Regulations (2018) we must tell you how we use this data and ask for your permission. By signing this form you are providing your permission for us to process your data for the purposes below.

Permission to store your data

We are required by law to ask for your permission to process your personal data and special category data. The record of your case will be stored at the offices of Clifton Homecare, 30 Orchard Road, FY8 1PF, in paper and electronic form. Please refer to our Asset information register for further details. **You can withdraw your consent at any time.**

☐ Yes- I freely give my consent to Clifton Homecare to process (collect, record, organise, store, share and destroy) my personal details. This will include special category data (race, ethnic origin, sexual orientation, and religion).

☐ No- I do not give my consent for Clifton Homecare to process (collect, record, organise, store, share and destroy) my personal details. This will include special category data (race, ethnic origin, sexual orientation, and religion).

Permission to access and share your data with other health care professionals

Everything you tell us will be treated confidentially, however we may come into contact with other service providers such as occupational therapists and district nurses that might request access to some of your personal information or we may request information from them, for example medical history to ensure your care plan is accurate and complete. For purposes of liaising with others we will endeavour to gain consent from you first.

☐ Yes- I freely give my consent to Clifton Homecare to access and share my information with other health care professionals and service providers.

☐ No- I do not give my consent for Clifton Homecare to access and share information about me.

Permission to share your anonymised data for research purposes

☐ Yes- I freely give my consent to Clifton Homecare to access and share my anonymised data for research and best practice purposes.

☐ No- I do not give my consent for Clifton Homecare to access and share my anonymised data for research and best practice purposes. **(If no, the Registered Manager must be made aware).**

Photograph and video footage consent

Photographs will include head and shoulders for identity purposes and full photographs and video's showing the full person will be taken for media purposes (for example, brochure, website, leaflets, social media).

☐ Yes, I give permission for photographs and videos (when necessary) to be taken for record purposes and to be held within my care plan. An example of this may be if a client experiences a seizure, at this time they will not have full mental capacity to decide if the seizure can be filmed; the decision will need to be made beforehand, usually in a multi-disciplinary meeting. The video would be have increased restrictions for viewing purposes, ensuring the video would only be used for medical review purposes.

☐ Yes, I give permission for photographs to be taken for media purposes.

☐ Yes, I give permission for video's to be taken for media purposes.

Self-Administering Medications

Clifton Homecare is committed to enabling clients to remain as independent as possible and will assist in any way we can. If a client self-administers medications then this will be supported by our care team if the client is not deemed at risk from abuse or incorrect medication administration. If issues or concerns arise it is the responsibility of Clifton Homecare to discuss this with the client and/or next of kin.

This form is to safeguard Clifton Homecare and our care team. To sign this consent means you take full responsibility for management and administration of your own medication. If you feel at any time that this is becoming too much for you please do not hesitate to discuss this with your care team and we will explore options to assist you further.

☐ N/A- client is not self-administering medications

☐ Clifton Homecare are administering medications

☐ Another person is administering medications (please name) ……

☐ Client is self-administering

Email Contact

In order for Clifton Homecare to cascade updated policy and procedure guidance, changes within the Clifton Homecare team, safeguarding management and issues relating to care delivery the admin team use email for quick and easy information sharing. The email content will never contain personal information. In order for us to share this information with you via email please provide us with suitable name and email address(es) below. If you do not wish to receive this information, please do not provide your email address here. If you wish to

receive this information but cannot manage email then please also advise us so we can ensure when emails are sent we get a paper copy to you:

Name and relationship to client (if not the client):

Email address:

……

Client (LPA) Signature to above consents:

Print name:

Date:

If representative; please sign and provide LPA details. We do require a hard copy to be kept on file; detailing the donor and recipient of the LPA.

Data Protection family member/next of kin signatures (to process personal data);

1. Family member/next of kin

Signed:

Print:

2. Family member/next of kin

Signed:

Print:

3. Family member/next of kin

Signed:

Print:

4. Family member/next of kin

Signed:

Print:

5. Family member/next of kin

Signed:

Print:

6. Family member/next of kin

Signed:

Print: