

<b>Date of issue</b>	2023	<b>Reviewed</b>	Nov 2023	<b>Next Review</b>	Nov 2024	<b>Approved by</b>	CEO
<b>For</b>	Employees, volunteers, students, visitors, members, referrers						



## Confidentiality Policy

People using the provision of the charity have the right to complete confidentiality. The Trustees understand that the matter can appear complex, but it is essential that H4WB maintains a high standard of confidentiality for people it comes into contact with.

Confidential information includes:

- The names of people using the provision, their families, addresses and dates of birth
- Any health-related information
- Details of activities undertaken
- Person identifiable information

The Trustees require the staff and volunteers of H4WB to comply with the confidentiality policy at all times and the CEO and senior staff to ensure this is embedded in daily practice.

All members of regular and visiting staff, including volunteers will be required to sign to indicate their understanding and agreement to work within the confidentiality policy.

Staff are to protect all confidential information obtained in the course of service provision and make disclosures:

- Only with consent
- Where required by the order of the court
- Where exceptional disclosure can be justified in the wider public interest

The Trustees understand that working with some groups of people, especially those with mental health difficulties, can be stressful and staff and volunteers are reminded that they may share confidential information with others on the team. This serves as peer review of information received and how it was handled. This sharing of information shares the problem within the team to everyone's advantage.

Issues causing concern e.g. for someone's safety, should be discussed with a senior member of the team as soon as possible so that an informed decision can be made. In some cases, decisions may be escalated to the Trustees or, for cases of immediate concern, to appropriate external bodies.

If information is likely to be used for teaching new staff, current staff or volunteers it is to be sufficiently redacted so no person identifiable material remains.

Therapy related information can, of course, be shared with other therapists and team members who have direct input into the care of beneficiaries whilst working at H4WB but levels of access, including to the computer, will be granted only where appropriate and needed and no blanket policy to access will be made.

The Trustees wish training in confidentiality to take place at induction and on a yearly basis thereafter.