

Sharing information and consent



Why does personal information need to be shared with others?

The information you provide may need to be shared between health and social care professionals involved in your care. Information may also need to be shared with financial institutions, utility companies, local authorities and external services when necessary.

By consenting to share your information, it allows us to contact professionals and companies on your behalf, allowing us to support you better.

What information will be shared?

We may have to share basic personal information about you such as your name, address, date of birth and doctors details. We could also share the information we gather from you from our visits and phone calls. This could be about any difficulties you are having, what you tell us you need, and details of any help or services you are receiving.

Will my information be shared without consent?

We will only share your information with others without your consent if we believe that asking your agreement could place you or someone else at risk. These circumstances are extremely rare.

Information on an emergency contact, next of kin or carer

If appropriate, we will ask you for details of an emergency contact, next of kin or carer.

Please let them know that you have given us their details, as we will share this information with other care professionals if it is needed.

How will we ask for your consent?

The person talking with you will explain that they need your permission to share your information. If you give your permission we will ask you to sign a consent form.

Reviewing consent

From time to time, a Client Support Assistant will check that you still agree that your information will be shared. Sometimes we may ask you to sign a new consent form.



“Allowing us to support you better.”

What if I don't agree to share my information?

You have the right to refuse to give your permission for your information to be shared with other individuals or organisations.

However, if the relevant information is not available at the time it is needed, it may cause problems or delays in providing you with the best possible service.

What if I change my mind after I've given consent?

You have the right to change your mind and ask that your information is no longer shared. As already mentioned, this may cause problems if we cannot share your information with certain individuals or organisations, as this could delay or disrupt our ability to provide you with the best service.

What if I change my mind and ask for my information to be shared?

Please contact us via telephone, letter, email, or during a face to face visit. We can then make sure your wishes are recorded by asking you to complete a consent form.



How is my information kept safe?

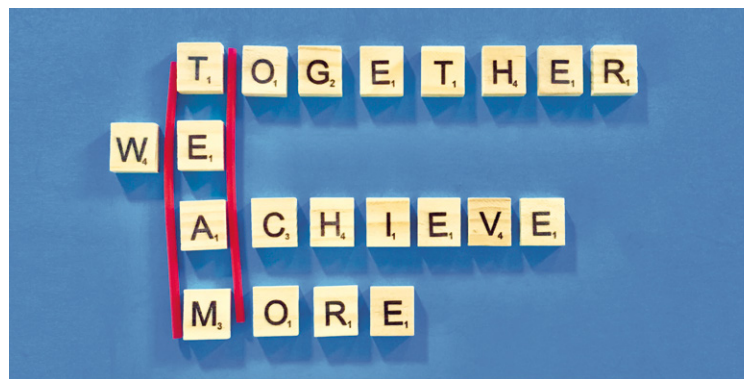
We have a responsibility by law under the Data Protection Act 2018 and General Data Protection Regulation (GDPR) to keep your information secure and confidential.

We will usually only share your information with other organisations or individuals with your consent.

What if I disagree with the way my information is being managed?

We recognise there could be times when you are not entirely satisfied with the way we manage your information. If you are unhappy or worried please tell a member of our team.

We are here to help you, and if there is a part of the service you are unhappy with, we will do our utmost to assist you in making our service work for you.



Who to contact for further information

If you would like to talk to someone about any of the information in this leaflet or about sharing your consent, please contact one of our Client Support Assistants.



Phone:

01243 680 680

Email:

info@enableltd.com

www.enableltd.com

We have offices in Chichester and cover East Hampshire and West Sussex

