

Confidentiality and Data Protection Policy

Carers Support Service, Worthing & District provides a confidential service to carers. This is the Service's policy:-

- No information will be given to a third party about a carer whose details are held on the Carers Support Service database, or about a carer who has contacted the Carers Support Service without their express permission. The only exception to this policy of non-disclosure is where information has been divulged concerning adult or child protection concerns. Information given to one Worker or Volunteer is treated as given to the Service as a whole and is not based on a personal relationship between the Worker or Volunteer and carer concerned.
- If a carer begins to disclose that they are an abuser of the person they care for or know of a person being abused, the Worker or Volunteer will try to persuade them to seek help themselves. They will also inform the carer that if details are given they will

have to be disclosed to the relevant agency. This applies to both child and adult abuse.

- The Service holds secure computer and manual records in accordance with the terms of the Data Protection Act. These are used to monitor the running of the Service and to respond to carer requests for information. These records are confidential to the Service and will not be disclosed except in circumstances of abuse as previously described.
- Carers have the right to see any records held, in which case a written request should be made to:

Human Resources Manager
Guild Care
Methold House
North Street
Worthing
BN11 1DU

Contacting the Service

Name:

.....

Address:

.....

.....

Tel. No:

I would like the following (please tick as appropriate):

To be added to the mailing list to receive the News Sheet

A Carers Information Pack

A call from a staff member

Please say where you got this leaflet (e.g. GP surgery)

.....

Please return this slip to the address overleaf. No stamp or envelope is required. Alternatively put this slip in an envelope and write the FREEPOST address on the outside, to keep your details confidential.

No stamp
required

Carers Support Service

FREEPOST SEA7752

WORTHING

West Sussex

BN11 1BR

Carers Support Service, Worthing & District covers an area from Fishersgate along the coast to Littlehampton, and north to Henfield, Storrington and surrounding villages. You can telephone us Monday to Friday, 9am—5pm and if we are not available please leave a message at reception.

Carers Support Service staff

Hari Chhokar, Service Manager

Kim Cooper, Office Manager

**Sally Male & Cheryl Francis,
Relatives Support Project Officers**

**Kimberley Roper,
Carers Support Worker**

**Sarah Hancock,
Development Worker Primary and Community Care**

**Sandra Bignell,
Senior Mental Health Carers Support Worker**

**Suzanne Lindfield, Maggie Headley, Liz Henry,
Mental Health Carers Support Workers**

**Martina Osei-Bobie,
Learning Difficulties Carer Support Worker**

**Jane Rosenberg,
Development Worker Chanctonbury**

**Lynn Harber,
Team Administrator & Carers Information Worker**

**Gill Ersser and Ian Stuart,
Emotional Support for Carers**

**Ian Stuart,
Carers Information Worker**

Carers Support Service, Worthing & District is hosted by Guild Care, whose Registered Charity Number is 1044658.



Carers Support Service
Worthing & District

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and
Data
Protection
Policy**

**Carers Support Service,
Worthing & District
Method House
North Street
Worthing
BN11 1DU**

**Phone: 01903 536378
Fax: 01903 528611**

Website: www.carerswsx.org.uk



West Sussex Carers Support Services
Working Together for Carers in West Sussex



The Princess Royal Trust
for Carers

December 2009