

St Albans Mencap

Charity number: 210073

stalbansemencap.org.uk

Confidentiality Policy

St Albans Mencap confidentiality policy details that maintaining the confidentiality of information is one of the most important elements of the work we undertake and underpins all the actions of each member of staff.

Document control:

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1.0			

Summary of changes:

Version:	Changes:
1.0	Converted old version to new format (May 2026) for review

Aims

Maintaining the confidentiality of information is one of the most important elements of the work we undertake and underpins all the actions of each member of staff. Confidential information is shared strictly on a 'need to know' basis. It is the responsibility of the Operational Manager to determine when it is appropriate to share information.

Sensitive personal information, which will include history, family background, medical and personal care details, is provided to facilitate and optimise work with a Service User. Members of staff are privileged to have access to such information. They have a duty to use and protect that information in a professional manner.

Whilst some people involved in the lives of a client's life such as parents and friends of the family may feel that they are not bound by any confidentiality of information, this does not give staff a green light to divulge information of a confidential nature.

In order to maintain confidentiality

- Avoid talking about clients or their families in a public place
- Do not leave sources of personal information such as personal files, reports etc lying around. These should be kept locked away.
- Be careful with whom you share adverse comments regarding an individual's bad day
- Be aware of the possibility of being overheard when having conversations or making telephone calls about clients.
- Be careful when talking about clients with other clients.

These are some ways of helping to maintain confidentiality, this is an active and continuous process and helps to maintain the trust and respect that clients have in the people supporting them.

Confidentiality is not an absolute and there are occasions where information must be shared with third parties. A member of staff may be given information relating to possible or actual harm, abuse or illegal activity. In this case the member of staff must inform the person giving the information of the need to pass the information on to the relevant higher authority. This will be the Operational Manager and the carer or Key Contact depending on the nature of the information. If necessary, the Operational Manager will be responsible for informing the relevant authorities and/or the police.

St Albans Mencap Behaviour Policy

In order to sign new families up to St Albans Mencap's child services, an office manager will make a record of a referral from a professional or accept a parent/carer interest.