

Social Care - Your information, your rights

Fact Sheet 21

(April 2018)

This Fact Sheet explains why Carmarthenshire County Council Social Care teams collect information about you and how this information may be used.

It also tells you about your right to see you records and how to gain access to them.

Why do Carmarthenshire County Council Social Care teams collect information about you?

To Help You

Professionals within social care teams will keep records about any services they provide to you. These records will include information about you, your needs and how we are working with you to meet these needs.

This information is either written down on paper or held on a computer system. These records are used by relevant professionals involved in your care to help manage the care you receive.

Some of the care and support you receive may involve us working with professionals from other organisations, for example NHS Wales, private and voluntary care providers. If so, there may be a need to share some information about you so that everyone involved in your care can work together for your benefit.

Information about you will only be used or passed on to others involved in your care, if they need it.

Whenever your information is used for your care, it will be handled in the strictest confidence. Carmarthenshire County Council will:

- ensure that only the minimum amount of information is shared;
- ensure that anyone receiving information about you is under an obligation to keep it confidential and to only use the information for the specified purpose;
- ensure that information sharing agreements between organisations will control the way your information is shared;
- have secure systems in place to help prevent unauthorised access to information.



For more information on social care services log onto:
www.carmarthenshire.gov.wales/socialcare

To Help Carmarthenshire County Council

Your information is also used to run and improve the services delivered by the Council. It may be used to:

- review the care given to individuals to make sure it is of the highest possible standard;
- make sure services are planned to meet individual's needs in the future;
- investigate complaints, legal claims or important incidents;
- ensure that money is used properly to pay for the services it provides;
- check and report on how effective Carmarthenshire County Council has been. The Council is required to provide non-personal statistical information to governing bodies such as The Welsh Assembly Government in order to measure and monitor its performance;
- ensure that Carmarthenshire County Council provides value for money.
- Whenever possible, all identifiable information will be removed. Where this is not possible, rules and contracts are put in place to ensure that information is kept safe.

Carmarthenshire County Council sometimes has to use external organisations to provide certain information services, for example audit. Where this is the case, these organisations must meet strict Council rules.

Accessing your records

The General Data Protection Regulation (GDPR) gives you the right to either look at or receive a copy of information that is recorded about you.

You will always receive information to which you are entitled to. However, there may be some circumstances when the information you have requested cannot be provided to you.

Requests to access your records must be made in writing and you should provide enough information to identify yourself and the period of time or specific service you require records for.

Your information will be provided to you within 1 month from receipt of your request. So, for example, if we receive your request on 1st of July, the deadline for response will be required by 2nd August.

If your request is complex, we are allowed under the GDPR to extend this deadline by a further 2 months. We will let you know as soon as possible after receiving your request whether we will need to do this.

If you wish to access your records, **in the first instance you should contact your social worker or social work team.** They will be aware of your circumstances and will be able to offer advice to meet your specific requirements.

If you do not currently have contact with a worker or a team, you can also make your request in writing to:

Rob Brain
Information, Security & Integration Manager
Building 2
Parc Dewi Sant
Jobs Well Road
Carmarthen
SA31 3HB

Email: rbrain@carmarthenshire.gov.uk
Tel: 01267 246566

Further information

If you have any concerns about the way your information is used you should discuss these with the professional involved in your care.

If you would like to know more about how your information is used please visit the Data Protection pages of the Council's website at:
www.carmarthenshire.gov.wales

**If you would like this leaflet in large print,
Braille or on audio,
please  01267 228703**



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