

DAAS Confidentiality Policy

1. Policy statement

DAAS provides services for clients affected by substance misuse in Derbyshire as part of Derbyshire Recovery Partnership. In providing these services there is a requirement to record information provided by clients on an NHS client data base: SystemOne. This means that permission to record this data has to be sought from clients who contact the service. Once a client has been recorded on the NHS database and is being processed by the HUB (single point of contact) and/or referred into Derbyshire Recovery Partnership the confidentiality policies which apply to patients and clients of Derbyshire Health Care Foundation Trust also apply to DRP clients, their relatives, family and friends and the professionals involved.

In line with the DRP model, clients may be accessing DAAS whilst continuing to have support or be open to a DRP substance misuse key worker. In those instances, information sharing between DAAS and the key worker is required and will be explained to the client.

1.1 DAAS Services provided

Some of the services provided by DAAS are not provided as part of DRP. In this case clients are subject to the policies provided by DAAS and the information they provide will be recorded in line with those policies. However in all cases:

- ❖ DAAS employees/volunteers will not provide information to people either the relatives, friends or families of clients or other health professionals without the client's permission unless imminent issues of safeguarding or risk are identified
- ❖ DAAS employees/volunteers will not discuss the cases of clients in any way which might identify the client outside the service without their permission (this includes within supervision sessions or group learning)
- ❖ External supervisors, temporary workers, volunteers will be required to sign a confidentiality agreement
- ❖ Self-help groups facilitated by DAAS workers/volunteers will adhere to the confidentiality policy of the service.
- ❖ Relatives and friends who contact the service for information about the client are not given information without the prior consent of the client.

2. Third Party Referrals

In cases where a third party referring agent such as a GP or health care worker refers a client into a non DRP service being provided by DAAS, a Third party contract will be drawn up with the client and referring agent to make explicit to all parties the limits and terms of the information which may be shared. This should be signed by all parties.

Clients will be asked by workers at assessment if they are happy for information to be shared with anyone close to them who may have occasion to contact the service. This might be to check the client's appointment time or to cancel appointments on their behalf and could be a relative, friend or a worker from another service. In this case a note will be made in the client's file or DAAS data base (HALO) clearly indicating the name of the person/s that may have information disclosed to them. DAAS clients have the right to deny the provision of information to third parties where they do not pose any significant risk to others (see below). This should be reviewed regularly during the clients contact with the service.

3. Exceptions to DAAS confidentiality policy.

Circumstances in which the DAAS confidentiality cannot be upheld:

- ❖ In cases where a client is deemed to be at risk to themselves, i.e. serious cases of self harm or threats or attempts at suicide (see DAAS suicide policy)
- ❖ If a DAAS worker identifies through the assessment process that the client may be neglecting or harming a child or someone who is vulnerable.
- ❖ In cases where the DAAS worker receives information from a reliable source that the client is neglecting or harming a child or someone who is vulnerable
- ❖ If the client has children living with them who are under the ages of 16 and the client is the only resident carer
- ❖ If the client is known by domestic violence, or offender risk strategy personnel
- ❖ If the client is threatening treason or terrorism acts of violence
- ❖ If the client poses a threat or risk to the general public.
- ❖ If the client is carrying a weapon
- ❖ If the client uses threatening or violent behaviour to the worker
- ❖ If the client has a known history of violence, threatening behaviour, sexual offending, child neglect or harm, suicide or self harm.
- ❖ If a client is known to be breaking the law.

4. Information sharing protocol

In non DRP cases where DAAS cannot uphold client confidentiality the client will be informed by their worker. In some cases information may be required by other services, without the client's consent. These are exceptional circumstances, however clients should be made aware that in certain circumstances of extreme risk, DAAS will be required by law to provide information about them without their knowledge. DAAS workers should outline the limitations and boundaries of the confidentiality policy at their first meeting with the client.

DAAS fully co-operates with a local information sharing protocol which means that there are occasions where, representatives from DAAS are required by law to attend risk strategy assessment meetings and case conference meetings without the permission, knowledge or consent of the client.

Reviewed January 2016	Elaine Handley	Service Manager
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