

Sharing Information with Other Providers and Agencies in Domiciliary Care (England) Policy

Policy Statement

This care provider accepts that to provide the highest standard of care for our service users it is vital to work in partnership with other professionals and services. The service is committed to achieving the standards set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

A key aspect of partnership working is the sharing of relevant information, which in line with confidentiality and data protection rules, should always be on a “need-to-know” basis.

This policy sets out the values, principles and procedures underpinning the service’s approach to sharing information about service users with other providers.

This policy should be used with the [Working with Other Providers and Agencies in Domiciliary Care \(England\) Policy](#)

Policy on Sharing Information with Other Providers

The service recognises that its services form one element in the range of care, treatment and support with which its service users need to be engaged, and that, to provide optimal care, it needs from time to time to share information with other health and social care providers. Subject to our obtaining the express consent of service users, including written consent where important, there is a particular responsibility for such information sharing:

- when a prospective service user is considering using our service
- when a service user needs a specific health service and the service has information that could contribute to addressing their needs
- when a service user is admitted to or discharged from hospital
- when a service user transfers to another care setting
- in complex care arrangements and end-of-life care when different professionals could be involved in the person’s care.

Sharing information about a service user will only be undertaken with their express permission. The service recognises that the wishes of service users who do not want their personal information revealed or disclosed to another agency must be respected but every

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effort will be made to persuade service users that sharing information on their needs is vital to their care. For people without mental capacity, decisions to share their information will be taken in line with their assessed best interests.

Starting care

Around the time when a prospective service user is considering starting to receive care it is important, as part of the comprehensive needs assessment process, that the service becomes aware of information held by other providers and practitioners relating to the person's health and care needs, in order to ensure that the service has the necessary capacity to respond to those needs.

Needing a health service

When a service user needs a health service, whether this is from a general practitioner, from a hospital or from some other health professional, it is vital that the body responsible for the treatment has the fullest possible information. The care service, which will often have been in a good position to observe the service user's needs and symptoms, will co-operate as fully as possible in supplying information (subject to consent) to responsible health service personnel.

Admission to and discharge from hospital

The service recognises admission to hospital as a critical event in the life of a vulnerable service user. We will do everything possible to ensure that health service staff have good information about the service user's needs, taking special care with communication when treatment is urgent. This information should include any advance directives, particularly involving DNAR, issued by the person that have been passed on to the care service.

Similarly, when a hospital patient is discharged, whether or not the person has previously been a user of our service, we will make every effort to ensure that it has all of the necessary information about the person's needs to ensure that the transition between environments is achieved with as little disruption in care as possible.

Transfer to another care provider

This service recognises that some service users will wish to move to a different provider, to a care home, or to a situation where they will be more independent but be regularly helped by a relative or friend. In such instances, we will co-operate fully in passing information about the service user and their needs to those who will take over care responsibility.

End-of-life care

This service recognises that the period towards the end of a service user's life is one which makes particular demands on those undertaking care and which calls for especially close co-operation over information sharing. We will pass on to anyone undertaking the terminal care of one of our service users information about both their condition and needs, and any

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wishes that have been expressed to us about how their care should be handled, including any advance directives that they have issued.

Safeguarding

When a safeguarding alert is raised, the service will co-operate fully with the safeguarding authority in respect of any information it needs to complete its enquiries and follow-up actions. The service will ensure that the service user or their lawful representative's consent from the outset to the sharing of any information as it would with any other partner agency over any other matter concerning their wellbeing. Information shared without a person's consent will need to meet any of the criteria for disclosure, eg as a public interest issue as described in the [Confidentiality of Service User's Information Policy](#).

Training

All staff will be given training in the sharing with other care providers of information relating to service users, and in the consent and confidentiality issues involved.

Signed: _____

Date: _____

Policy review date: _____

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