

Information Governance is the responsibility of everyone

You need to:

- *understand what Information Governance is*
- *encourage good practice, seek to improve and learn from errors*
- *be open and transparent with those you care for to ensure they are fully informed*
- *keep confidential information confidential*
- *share confidential information appropriately*
- *ensure the information you record is accurate and accessible*

Information Governance.....

Enables organisations and individuals to ensure that information is handled legally, securely, efficiently and effectively in order to support delivery of the best possible care

Supports

- high quality care
- compliance with the law
- implementation of central advice and guidance, and
- year on year improvement.

Covers

- confidentiality & data protection
- freedom of information (FOI)
- information sharing for care and for non-care purposes
- information security and risk management
- information quality and records management for both care and corporate information

Encourage good practice, seek to improve and learn from errors

Help your team achieve best practice. Make sure you follow the relevant procedures or processes in your organisation. If you identify ways in which information handling can be improved in your work area share your ideas with your colleagues.

Take up any education and training offered to develop your awareness of the legal and organisational requirements when handling information. Participate in assessments of Information Governance in your area to develop and strengthen your understanding of Information Governance.

Don't be afraid to speak up about shortcomings. If you have any concerns about standards or practices in your department, talk with other members of your team or your supervisor or manager. Work with colleagues to learn from mistakes and escalate issues where appropriate.

Be open and transparent with those you care for

You should be able to clearly explain how the information about those you are caring for is used and with whom it may be shared. If your organisation has an information leaflet, use it to reinforce what you have said.

Ensure that you tell those you are caring for about how their information will be used and shared and listen to any concerns they may have.

Be open and honest with those you are caring for and ensure they have sufficient information to make an informed decision about the use of their personal information.

Keep confidential information confidential

Do not share your access passwords with others. Ensure you "log out" once you have finished using a computer. Do not leave paper records unattended. Lock rooms and cupboards where personal information is stored.

Bear in mind that you could be overheard and do not discuss personal information about those you are caring for on the bus, in corridors, lifts or the canteen!

When sharing or transferring information or storing it on a mobile device, ensure that you understand and comply with the organisation's policies on encryption and secure data handling.

Share confidential information appropriately

Work with your colleagues to understand the information sharing that will benefit those you are caring for and make it happen, subject to the wishes of the individuals concerned. From 1/10/15 organisations are legally required to share information when it is lawful for them to do so where it would facilitate an individual's care.

You will normally need consent before sharing confidential information beyond the care team. If a legitimate need to disclose without consent is identified, senior personnel must make the decision, so understand your organisation's policies and procedures.

Only disclose confidential personal information to those who legitimately need to know to carry out their role. The information the care team needs to know will be different from the requirements of admin and clerical support staff.

Ensure the information you record is accurate and accessible

Ensure the information you record is accurate, legible and complete and if possible, verify personal information with those you are caring for.

Understand and follow your organisation's procedures for record creation, e.g. file names, version control, filing and storage. This will help to ensure that information can be located and retrieved in a timely manner.

Follow your organisation's procedures for tracking records, booking them out of filing systems, keeping them safe in transit and preventing unauthorised viewing.