

Comments and Complaints

Social Services employ a Complaints Officer to ensure all complaints are dealt with thoroughly, fairly and within a reasonable timescale.

Complaints leaflets are available from Ludgate House Resource Centre and Clackmannanshire Council Social Services offices or you can contact the Complaints Officer direct on 01259 452367/01259 452373 or via the Council's website at:

www.clacksweb.org.uk.

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ ایڈٹ یعنی بالغ افراد کے لئے کیئر سروس
اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اسکو کونسل آفس
لے جائیں اور ریسپنشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس لائیو ہری ہاؤس

ٹیلی بڈی روڈ کاسل سٹریٹ

آلوآ آلوآ

FK10 1EX FK10 2AD

這文件內容是有關 成人護理服務。
如你需要，我 可以用你的語言幫助你了解此文件的內
容。請携同此文件到議局辦公室接待處查。辦公室地
址如下：

Greenfield House 青田樓
Tullibody Road
Alloa
FK10 2AD

Limetree House 檸樹樓
Castle Street
Alloa
FK10 1EX

Niniejszy document udziela informacji na temat Opieki
Społecznej dla Dorosłych.

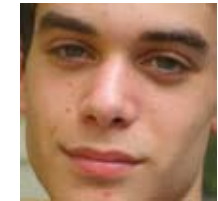
Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

Greenfield House
Tullibody Road
Alloa
FK10 2AD

Limetree House
Castle Street
Alloa
FK10 1EX



Sharing Personal Information in Health & Social Services



A Guide for Service Users

Core Values of the Council

Commitment, Trust and Partnership

Openness and Accountability

Respect and Dignity

Equity, Fairness and Inclusion



This leaflet can also be made available on audio tape.
Contact the Research & Information Service on 01259 452519.

Further information can be obtained on the Clackmannanshire Community website: www.clacks.gov.uk.

Contact the Research & Information Service on 01259 452519 to obtain further supplies of this leaflet or to request changes / amendments

Introduction

Clackmannanshire Council Social and Housing Services work together with local health care professionals across Forth Valley to make sure you receive community care services, which meet your needs.

When we are visiting you at home or when you are attending a local Health Centre or Hospital, we ask for information so that you can receive proper support, services, care and treatment. We all need the same basic information.

We keep information in case record folders, or in a computer system, and we do not generally share it with anyone else.

If there are several different services involved in providing you with care and support, it is very likely that you will be asked for the same basic information about yourself more than once...in Clackmannanshire we are aiming to change this so that we can share basic information about people and about their needs for services.

Giving Consent to Share Information

Sharing information may result in improved access to services. However, before we can do this, we need your permission to let us share information about you.

In some very exceptional circumstances we may have to share your personal information against your wishes. This will only happen if you or other people are at risk.

If the person who is receiving services is unable to give their consent, a close relative or someone acting on their behalf may give consent for information about them to be shared.

You may decide that you do not wish us to share information – this is your right.

Questions and Answers

Why do you need to share information about me?

We aim to deliver high quality services where your time and ours is not wasted by going over the same information time after time.

Sometimes we need to share information to be able to protect everyone's health and well-being.

Who will you give this information to?

- ▶ Only to people who are directly involved in providing you with support or care, who have a genuine need for information about you and who are going to use it in your best interests.
- ▶ Anyone else with whom you have agreed that we may share information.

Will everyone know everything about me?

- ▶ No : we will only share information about you with other people who require it in order to provide services which will benefit you.
- ▶ Law forbids us to share some types of very sensitive information. For example, if you had a criminal record this would not be relevant to your health and social care needs.

Can I find out what information is kept about me?

Yes you can. The **DATA PROTECTION ACT (1998)** allows you to ask for a copy of all the personal information we have about you. Some of this information may be in Health Service files, and some in Social Services files. You can ask to see this information by contacting the **Data Protection Officer** at one of following addresses :-

Data Protection Officer,
NHS Forth Valley ,
Carseview House,
Castle Business Park, Stirling, FK 9 4SW

Clackmannanshire Council,
Greenfield, Alloa. FK10 2AD.

Everyone working for Clackmannanshire Council and NHS Forth Valley must keep information about you CONFIDENTIAL. By law, everyone who receives information from us must also keep it confidential.

Remember – you are in control – but we are trying to make services better. If you do not let us share information, it might delay service provision.

If you require any further information please contact the Social Services Duty Worker.

Community Assessment and Referral Team

Tel: 01259 727010

Fax: 01259 720143