

Privacy Notice for Service Users, Families and Representatives

Introduction

Brook House Care Home ("the Company") is committed to protecting the privacy, confidentiality and security of personal information.

This Privacy Notice explains how we collect, use, store and share personal information about our service users, prospective service users, former service users, and their families, representatives, attorneys, deputies, advocates and next of kin.

Brook House Care Home is the Data Controller for the personal information we process. This means that we are responsible for deciding how personal information is collected, used and protected.

We are committed to complying with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and all other applicable data protection legislation.

This notice may be updated from time to time. The latest version will always be available on request.

Data Protection Principles

We will ensure that personal information is:

1. Processed lawfully, fairly and transparently.
2. Collected only for specified, explicit and legitimate purposes.
3. Adequate, relevant and limited to what is necessary.
4. Accurate and kept up to date.
5. Retained only for as long as necessary.
6. Kept secure and protected against unauthorised access, loss or misuse.

The Information We Collect

We may collect, store and use the following personal information:

Personal Information

- Name, address, date of birth and gender.
- Contact details including telephone numbers and email addresses.
- Details of next of kin, emergency contacts and authorised representatives.
- Information relating to funding arrangements and financial matters relevant to the provision of care.

- Records of communications, correspondence and meetings.
- Information relating to visits to the home.
- Photographs where appropriate.
- CCTV footage captured within and around the care home premises.
- Records of incidents, accidents, complaints, compliments and safeguarding concerns.

Special Category Information

To provide safe and effective care, we may also process more sensitive information, including:

- Physical and mental health information.
- Medical history, diagnoses, treatments and medications.
- Care needs, support requirements and risk assessments.
- Information about disabilities and accessibility requirements.
- Information about ethnicity, religion or beliefs where relevant to care provision.
- Dietary requirements and preferences.
- Information relating to safeguarding matters.

Criminal Offence Information

Where necessary and lawful, we may process information relating to criminal offences or safeguarding concerns where this is required to protect service users, staff or others.

How We Collect Information

We may obtain personal information:

- Directly from service users.
- From family members, representatives, attorneys, deputies or advocates.
- From local authorities.
- From the NHS, GPs, hospitals and other healthcare professionals.
- From social workers and safeguarding teams.
- From regulatory bodies and public authorities.
- Through assessments, care reviews and day-to-day care records.
- Through CCTV systems operating on our premises.

How We Use Personal Information

We use personal information to:

- Assess care and support needs.
- Develop and review care plans.
- Deliver safe and effective care and support.
- Protect health, safety and wellbeing.
- Communicate with family members and representatives.
- Manage medication and healthcare arrangements.
- Respond to emergencies.
- Maintain accurate care records.
- Investigate accidents, incidents, complaints and safeguarding concerns.
- Meet legal, regulatory and contractual obligations.
- Support inspections and quality assurance processes.
- Protect the security of our premises and those within them.

Our Lawful Bases for Processing

We process personal information under one or more of the following lawful bases:

- The provision of health and social care.
- Compliance with legal obligations.
- Protection of vital interests.
- Performance of a contract for care services.
- Legitimate interests in operating a safe and effective care service.
- Public interest tasks relating to health and social care.

For special category information, we rely on additional conditions under UK GDPR, including the provision of health and social care, safeguarding, public interest and protection of vital interests.

CCTV Monitoring

Brook House Care Home operates CCTV systems in certain areas of the home and surrounding grounds.

CCTV is used to:

- Promote the safety and wellbeing of service users, visitors and staff.
- Support safeguarding and protection from abuse or neglect.
- Assist in the prevention and detection of crime.
- Protect property and premises.
- Investigate accidents, incidents, complaints and safeguarding concerns.

Access to CCTV footage is restricted to authorised personnel.

Footage may be shared with the Police, safeguarding authorities, local authorities, regulatory bodies, insurers or legal advisers where necessary and lawful to do so.

Routine CCTV recordings are retained for a limited period and are securely deleted unless required for an investigation, safeguarding enquiry, legal proceedings or regulatory purposes.

Appropriate signage is displayed throughout the premises to inform individuals that CCTV is in operation.

Routine CCTV recordings are retained for **3 days** and are then securely overwritten or deleted, unless the footage is required for an investigation, safeguarding concern, complaint, incident, legal claim, regulatory matter or request from an authorised body such as the Police, local authority safeguarding team or the Care Quality Commission.

Where CCTV footage is retained for one of these reasons, it will be kept securely for only as long as necessary and then securely deleted when no longer required.

Sharing Information

We may share personal information where necessary with:

- GPs, hospitals and other healthcare professionals.
- Local authorities and commissioning bodies.
- Safeguarding teams.
- The Care Quality Commission (CQC).
- NHS organisations.
- Emergency services.
- Professional advisers and insurers.
- Regulatory, legal or government authorities where required by law.

We only share information that is necessary and ensure appropriate safeguards are in place.

Data Security

We take the security of personal information seriously and have implemented measures to protect information from loss, misuse, unauthorised access, alteration or disclosure.

Access to personal information is limited to authorised individuals who need access to perform their duties.

How Long We Keep Information

Personal information is retained in accordance with legal, regulatory and operational requirements.

Care records are generally retained in accordance with NHS Records Management Code of Practice guidance and other applicable legal requirements.

When information is no longer required, it will be securely destroyed or anonymised.

Electronic Care Records

Brook House Care Home uses Person Centred Software (PCS) as its electronic care planning and care management system. Personal information relating to service users, including care plans, assessments, daily records, medication information, health information, risk assessments and other care-related records, may be stored and processed securely within this system.

Person Centred Software acts as a data processor on our behalf and processes personal information in accordance with UK data protection legislation and contractual agreements. Access to the system is restricted to authorised staff members who require access to carry out their duties and provide safe, effective care and support.

Appropriate technical and organisational measures are in place to protect personal information held within the system from unauthorised access, loss, misuse or disclosure.

Your Rights

Under data protection law, you have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.

- Request erasure of information in certain circumstances.
- Request restriction of processing.
- Object to certain types of processing.
- Request transfer of your information where applicable.
- Withdraw consent where consent is the basis for processing.

Some rights may be limited where exemptions apply or where information must be retained by law.

Complaints

If you have concerns about how your information is being used, please contact the Home Manager in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

Telephone: 0303 123 1113

Contact Details

If you have any questions about this Privacy Notice or how your personal information is handled, please contact:

Brook House Care Home
15 Bell Lane, Husbands Bosworth, LE17 6LA
01858 880 247
Brookhouse@3abcare.co.uk

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