



**North Yorkshire**  
County Council

# You and Your Social Care Records

**Social Care for Adults**  
**December 2018**



**Information for:**

Name: .....

Address: .....

.....

.....

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**Your Social Care Assessor and/or other workers are:**

Name: .....

Based at: .....

Telephone: .....

## **This leaflet tells you about:**

- the sort of information we may keep about you if you have contacted us for any help or information;
- why we need this information;
- what sort of information we need;
- your right to see any information about yourself;

And

- your right to have a copy of this information.

## **Why do you need to share and keep information about me?**

We ask you for information about yourself so that we can make sure that we offer you the care, protection and support that you may need.

We may need to share your information to ensure we have arranged the most appropriate and effective care for you. This could be with someone who is already involved in your care or may need to become involved with your care, such as a doctor or a nurse or your carer. However, we will not pass on any information without your consent, unless we have a statutory duty to do so in order to:

- protect you;
- prevent harm to someone else;

Or

- prevent or detect a crime.

We require your consent to share information about you. You do not have to consent to sharing your information with others but this may make it difficult to provide the services you require. Any information or details about your care is kept in writing or on computer records in case we need to see you again. Your information will only be stored and used in accordance with our registration under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). If you do give us your consent to sharing your information with others, you may withdraw your consent at anytime.

**Please tell us if there is anyone you don't want us to share your information with.**

Where the person cannot consent because they lack the mental capacity to be able to make a decision about this, their carer or representative can sign the consent form on their behalf in relation to being consulted about consent, not providing consent.

If we do use your information for other reasons – for example to help us to better manage and/or plan our services, or for staff training – then we will make sure that you cannot be identified.

We will seek your views about the services and help you may need. If you would like a copy of your Care and Support Plan, as well as your assessment and other documents we may have about you, then we can provide them.

## What do my records contain?

Your records contain:

- your contact details such as your name and address;
- details about each time you contact us and why;
- important details about you and your family and any difficulties you may have;
- names of people who are involved with your care;
- details about what has been asked and talked about; and
- what, if any, decisions and agreements have been made.

## Who can see my records?

Your records are about YOU. They are seen only by you and the people helping you and those authorised in special circumstances, for example the Care Quality Commission. If you use adult social care services, you have the right to see your personal records if you wish.

## How do I get to see my records?

You have the right to request a copy of the information we hold about you. If you wish to do this then please refer to the Council's website at the following link for further information and access to the Data Protection Form.

<https://www.northyorks.gov.uk/data-protection-and-subject-access-requests>

You can also make a request verbally or in writing to our Data Protection Officer.

## **Can I change the records if I think that the information is wrong?**

Yes. You can point out anything that you are not happy with or that is a mistake. This may then be changed.

You can have a free copy of the changes to any part of your records.

## **Can I see everything in my records?**

There might be some information which is about other people, if this is the case, you may not be able to see the information which identifies them without their consent. There may also be information which is exempt from disclosure. You will be told if there is any such information in your record.

## **If my request to see my records is refused, can I appeal?**

If Health and Adult Services staff decide to withhold any personal information from you, you may complain and have a review of the decision by the responsible Manager. If you are still not satisfied, you also have further rights of appeal to the Information Commissioner or to the Courts.

The Data Protection Form and all other written requests for information should be sent to the Council's Data Protection Officer.

The Council has appointed Veritau Ltd to be its Data Protection Officer.

Information Governance Office  
Veritau Ltd  
County Hall  
Racecourse Lane  
Northallerton  
DL7 8AL

01609 532526

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<https://www.northyorks.gov.uk/data-protection-and-subject-access-requests>

## Contact us

W: [www.northyorks.gov.uk](http://www.northyorks.gov.uk) E: [customer.services@northyorks.gov.uk](mailto:customer.services@northyorks.gov.uk)

T: **01609 780 780** (Monday to Friday 8.00am to 6pm for social care calls, 8.00am to 5.30pm for all other enquiries, closed weekends and bank holidays).

**North Yorkshire County Council, County Hall,  
Northallerton, North Yorkshire, DL7 8AD**

You can request this information in another language or format at  
[www.northyorks.gov.uk/accessibility](http://www.northyorks.gov.uk/accessibility)