
Oxfordshire Mind

Confidentiality Statement

Oxfordshire Mind recognises that it has a responsibility to treat any information it possesses about service users with responsibility, sensitivity and respect. Oxfordshire Mind also recognises the importance of working collaboratively with service users and other agencies and acknowledges that there will be times when information will need to be shared.

Within the organisation personal information will be shared on a 'need to know' basis. This means that it will usually be shared within the team of workers at the day centre or housing project that the service user is using. It may also be shared with the line manager in supervision, and others in the organisation as appropriate.

Outside the organisation personal information will usually only be shared with the service user's permission. Any information shared will only be that which is currently relevant and sufficient for the particular circumstance.

If the service user does not give their permission then information will only be shared in the following circumstances:

- When there is a risk of serious harm to the individual concerned or to others.
- When there are serious concerns about the mental health of the individual concerned.
- When there are issues of child protection and Oxfordshire Mind's cooperation is required under the Children Act.
- When someone who has been detained under the Mental Health Act is absent from hospital without leave.
- When any other relevant law has to be observed, (e.g. the Misuse of Drugs Act), or during a Police investigation.

In these circumstances, ideally the need to share information will first be discussed with the service user concerned. If this is not possible, steps will be taken to inform the person that a decision to share information has been made, unless to do so would exacerbate the risk.

Oxfordshire Mind has signed up to the 'Joint Protocol on the Sharing of Information' which is available from the Mind office.

Oxfordshire Mind believes it is important for service users to be fully informed of the Confidentiality Policy and the circumstances in which information will be shared. Copies will be available at all Mind projects as well as at the Office and individuals will be reminded of the policy when appropriate.



For better
mental health