



Guidance for Southern Trust Staff Recording, Accessing and Making Use of Information on encompass.

Introduction

encompass is the single health care record which will be used for recording service user activity within Northern Ireland. encompass enables Health and Social Care staff to update and maintain the service user record and have access to up-to-date information. When fully implemented, encompass will enable Southern Trust services to work effectively and facilitate the secure sharing of information.

Confidentiality

All service user records within encompass, and any information derived from it, are confidential and must be treated as such. The service user's right to privacy is of paramount consideration; information provided by the service user, or information recorded about a service user by a professional, must only be used for the purpose intended. Therefore, you should only access data when it is directly connected and appropriate to the work you are required to perform.

When to Access Information

All staff working in Health and Social Care services in Northern Ireland have a legal and ethical duty to protect the confidentiality of personal information on service users.

Having access to additional information on encompass does not mean that staff view everything that is available. Staff should only view information that they need to undertake their role.

All access to service user records on encompass is audited and checks can be made on who has accessed records.

Unauthorised access or inappropriate use of information will be managed through the Trust's disciplinary procedures. The Trust reports deliberate data breaches to the Information Commissioner and they can refer individuals for criminal investigation, which could result in the removal of professional registration

Professional Record Keeping

Accuracy and content of the data entry.

The data entry must be clear to the wide range of health care staff who will have intervention with the service user and be written in a manner to avoid any potential ambiguity. This is basic good record keeping on which all professional groups will have received training during their qualifying period. encompass does (rightly) provide access to a wider group of professional groups. This is very positive and is a recommendation from many 'look back' reports from serious incidents. However, this is new and therefore requires more thought amongst teams on the impact of incomplete data or abbreviations.

Discussion with Other Teams

Staff are encouraged to discuss service users with other key workers in other teams to fully understand context of client diagnosis and interventions. If staff entering data onto encompass about a service user feel that there is potential for any data to be misconstrued, they could enter 'please discuss with key worker before discussing with client'.

Consent to Process Personal Data

Consent is not required as the lawful basis for processing data is our Public Task, as outlined in the Health & Social Care Reform (NI) Act 2009. In fact, inappropriate use of consent can be confusing as it could give an individual a false illusion of control. This is especially true in the Trust where an individual relies on a health care service and has no viable alternative but to consent to the processing of their data. In this scenario consent would be considered invalid as it was not freely given.

The obligation to notify individuals of the right to withdraw consent does not apply as consent is not the legal basis relied upon for processing Health and Social Care data.

Health Care bodies rely on the UK General Data Protection Regulations (UK GDPR) Article 9 2 (h) which states 'processing is necessary for the purposes of preventative or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, **the provision of health or social care treatment** or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards (referred to in paragraph 3 of Article UK GDPR).

The UK General Data Protection Regulation (UK GDPR) reinforces DPA Principles which states that sharing must be 'adequate, relevant and limited to what is necessary'. encompass, like most systems, has role-based access permissions which are set according to locally defined information governance rules. Inappropriate access to records which cannot be upheld by the member of staff will be managed through the Trust's disciplinary procedures.