Company Name: Integrative Supported Living Care

Integrative**Care**
SUPPORTED LIVING

Policy No: 03-1512	Authorised: Pellagia Margolis	Date: 15/01/2020
INFORMATION GOVERNANCE POLICY		

Information is a vital asset to the Organisation, both in terms of the management of the care provided to our service users, and the efficient management of resources and services. This Policy sets out the principles by which information is efficiently managed ("governance"), and applies to all types of data (paper-based and electronic) and information systems. It should be utilised in conjunction with Policy No 1506 - Information Security Policy.

A: POLICY PRINCIPLES:

1.   The Organisation recognises the need for an appropriate balance between openness and confidentiality in the management and use of information. The Organisation fully supports the principles of corporate governance and recognises its public accountability, but equally places importance on the confidentiality of, and the security arrangements to safeguard, both personal information about service users and staff, and commercially sensitive information.

2.   The Organisation also recognises the need to share service user information with other specialist healthcare organisations and agencies in a controlled manner consistent with the interests of the service user, and, in some circumstances, the public interest. Refer to *Policy No 3012*.

3.   The Organisation believes that accurate, timely and relevant information is essential to deliver the highest quality health care. As such it is the responsibility of all Care Staff and Managers to ensure and promote the quality of information and to actively use information in decision making processes.

4.   This policy covers all information systems purchased, developed and managed by on behalf of the Organisation, and any individual directly employed or otherwise by the Organisation. This policy covers all aspects of handling information, including (but not limited to):

- Structured record systems – paper and electronic
- Transmission of information – fax, e-mail, post and telephone

5.   This Information Governance Policy is built upon 4 underlying principles:

(1)   Openness, Transparency and Traceability

(2)   Legal Compliance

(3)   Security of Information (ref *Policy No 1506*)

(4)   Information Quality Assurance

B: POLICY IMPLEMENTATION (considering underlying principles):

1.   *Openness, Transparency and Traceability:*

1.1   The Organisation recognises the need for an appropriate balance between openness and confidentiality in the management and use of information.

1.2   Information will be defined and where appropriate kept confidential, underpinning the principles of Caldicott and the regulations outlined in the *Data Protection Act 1998*. Non-confidential information on the Organisation and its services will be available to the public through a variety of media, in line with the Organisation's code of openness.

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1.3   The Organisation will establish and maintain policies to ensure compliance with the *Freedom of Information Act 2000.*

1.4   Integrity of information will be developed, monitored and maintained to ensure that it is appropriate for the purposes intended.

1.5   Service users will have ready access to information relating to their own health care, their options available, and their rights as service users.

1.6   The Organisation will establish and maintain clear procedures and arrangements for handling queries from service users and the public.

1.7   Information Governance training, including awareness and understanding of *Caldicott* principles, confidentiality, information security and data protection, will be mandatory for all staff.

2.   *Legal Compliance:*

2.1   The Organisation regards all identifiable personal information relating to service users as confidential.

2.2   The Organisation regards all identifiable personal information relating to staff as confidential except where national policy on accountability and openness requires otherwise.

2.3   The Organisation will establish and maintain policies to ensure compliance with the *Data Protection Act 1998*, the *Human Rights Act 1998*, and common law confidentiality.

2.4   The Organisation will establish and maintain policies for the controlled and appropriate sharing of service user information with other agencies, taking account of relevant legislation.

3.   *Information Security:*

3.1   The Organisation will establish and maintain policies for the effective and secure management of its information assets and resources.

3.2   The Organisation will undertake or commission annual assessments and audits of its information and IT security arrangements.

3.3   The Organisation will promote effective confidentiality and security practice to its staff through policies, procedures and training.

3.4   The Organisation will establish and maintain incident reporting procedures and will monitor and investigate all reported instances of actual or potential breaches of confidentiality and security.

4.   *Information Quality Assurance:*

4.1   The Organisation has established appropriate policies and procedures for information quality assurance and the effective management of records.

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4.2   The Organisation undertakes annual assessments and audits of its information quality and records management arrangements.

4.3   Managers are expected to take ownership of, and seek to improve, the quality of information within their areas of responsibility.

4.4   Wherever possible, information quality will be assured at the point of collection.

4.5   Data standards will be set through clear and consistent definition of data items, in accordance with national standards.

4.6   The Organisation will promote information quality and effective records management through policies, procedures / user manuals and training.