



Confidentiality

What is Confidentiality?

Confidentiality is about maintaining privacy and safety, and respecting your rights.

What information is confidential?

The staff at Middlesbrough Mind will ensure that your use of our services, both in person and over the telephone, is kept confidential.

We operate a policy of **team confidentiality**. This means that information that you share with us may be shared with other workers in the team. This will happen if the worker thinks that other staff need to know some of what you have discussed.

We work in this way to be consistent in our support of you and to share the knowledge and experience of the team, so that we can provide the best service to you. Sharing information within the team also enables us to minimise risk to users of the service and workers.

We will ensure that your 1-to-1 support is provided in a private, sound proof space and that telephone support can not be overheard by anyone outside of the team. We will not refer to the nature of any support we have given you in front of other service users.

What information is not confidential?

We will share information on your behalf, with your consent, if you agree that this is necessary and helpful. This can mean contacting your doctor for you or anyone else involved in your care. We will ask you to sign a form to say that you have consented to this and give you a copy.

In an emergency, we might also contact anyone you've consented to be contacted on the Mental Health Support Service and Pop-in Centre Registration Form.

We will only share information about you with other services without your consent if we have a duty of care or in exceptional circumstances.

A decision to share information without a service user's consent is always taken very seriously. Our duty of care or exceptional circumstances would include:

- Immediate risk of serious illness, injury or harm to yourself - in which case staff would contact the appropriate emergency services
- Where there is grounds for believing there is an immediate risk of harm to another person – in which case staff have a duty to report this
- Information which we are legally obliged to share under the Prevention of Terrorism Act and the Children Act.

If you have any questions about our Confidentiality Policy, please ask a member of staff.