

Prima Healthcare Ltd

where quality of care matters

Privacy Statement

Who we are

We are a private limited company which owns and manages the following businesses:

- **Ranelagh House Residential Care Home** 533 Aigburth Road, Liverpool, L19 9DN, providing accommodation and care for up to 26 elderly residents.
- **Rowley Village Nursery**, 1A Carlyle Road, Rowley Regis, West Midlands N65 9BQ, providing pre-school facilities for children from 6 weeks to 5 years of age.

What is a privacy statement?

A privacy statement is a statement by the Company to those who use our services, family members, carers, visitors, external healthcare and childcare professionals, and staff that describes how we collect, use, retain and disclose personal information which we hold. This privacy notice is part of our commitment to ensure that we process personal information fairly and lawfully.

Why we have a privacy statement?

Prima Healthcare Ltd recognises the importance of protecting personal and confidential information in all that we do and we take care to meet our legal and regulatory duties including compliance with The General Data Protection Regulation (GDPR) 2016.

This statement is one of the ways in which we can demonstrate our commitment to our values and being transparent and open. This statement also explains what rights you have to control how we use your information.

What we are governed by?

The key pieces of legislation/guidance we are governed by are:

- Data Protection Act 1998
- General Data Protection Regulations 2016
- Health & Social Care Act 2012, 2015
- Care Quality Commission (CQC) }
- Liverpool City Council – Adult Services } Ranelagh House
- Ofsted }
- Sandwell County Council – Early Years } Rowley Village Nursery
- Information Commissioners Office (ICO)

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What is the lawful basis for us processing personal data?

We process personal data in the form of admission forms, personal contact details, personal history/background/family life, medical information on the basis that clear consent has been given by the individual.

We also process personal data in relation to contracts we have with individuals concerning services we provide and also financial transactions in settlement of services provided.

From time to time we are legally required to provide certain external organisations such as Local Authority Early Years Services and Local Authority Adult Services with information concerning individual service users for example in cases where the service user is part or fully funded by the local authority or for example where there are safeguarding matters requiring investigation.

Ranelagh House

Why and how we collect information

We may ask for and hold personal confidential information about those who use our services to support the delivery of the services we provide.

This information may include:

- Basic details such as name, address, date of birth, next of kin.
- Contact records we have with those using our services
- Details of records of treatment and care including notes and reports about a service users health.
- Family circumstances, health issues, special needs, the involvement of other agencies.

It may also include personal sensitive information such as sexuality, race, religion or beliefs, details of disabilities, allergies or health conditions. This information is important to us as this assists our staff to provide appropriate support and care to those using our services.

Information is collected in a number of ways, via health and social care professionals or directly from you.

We collect and hold the following information:

- Contract for Residential Care for those residents who fund their own care.
- Admission Forms for those residents whose care is funded by the local authority.
- Personal Files which include information about the individual; care plans, daily monitoring reports, their health and wellbeing, medical reports, dietary needs, next of kin, personal effects.
- Financial information relating to payments made by or on behalf of residents to the home in return for accommodation and personal care.

How we use information:

- To manage the day to day operation of the Care Home.
- To help inform decisions made concerning the care of our residents.
- To work effectively with other organisations involved in the care of our residents
- To review care provided to ensure it is of the highest standard
- To identify training needs
- Plan our services
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Rowley Village Nursery

Why and how we collect information

We may ask for and hold personal confidential information about those who use our services to support the delivery of the services we provide.

This information may include:

- Basic details such as name, address, date of birth, next of kin.
- Contact records we have with those using our services
- Details of records of treatment and care including notes and reports about a service users health.
- Family circumstances, health issues, special needs, the involvement of other agencies.

It may also include personal sensitive information such as sexuality, race, religion or beliefs, details of disabilities, allergies or health conditions. This information is important to us as this assists our staff to provide appropriate support and care to those using our services.

We collect the following information:

- Admission Forms consisting of Name, date of birth, contact details, home address and any medical information including NHS numbers. We also record any background information provided about the child such as personal interests, ethnic background and spoken languages. We note the details of any support agencies involved.
- Transition Forms, which are used when a child moves settings for example from nursery to school. This enables the new setting to meet the needs of the child and ensure a smooth transition to their new setting.
- Two year old Check Forms. The information on this form may be used in liaison with health visitors and to enable the nursery to meet the needs of the child and gather support to extend all areas of the child's development.
- We also record information relating to attendance, Early Years Outcomes Assessments/Wellcomm results

How we use information:

- To manage the day to day operation of the Nursery.
- To help inform decisions made concerning the care and development of children.
- To work effectively with other organisations involved in the care of children attending our Nursery.
- To review the services we provide to ensure they are of the highest standard
- To identify training needs
- Plan our services.

How information is retained and kept safe

Information is retained in secure electronic and paper records and access is restricted to those who need to know.

To facilitate communication, we collect personal contact details including phone contact information, home addresses and email addresses. We do not rent or trade email lists or any other contact details with other organisations or businesses.

We will not pass on personal information which we hold to anyone outside of our organisation without your consent unless we are legally or contractually required to do so. All information is regarded as confidential and will be kept safe and secure to protect your confidentiality.

The Data Protection Act 1998 regulates the processing of personal information. Strict principles govern the use of information and our duty is to ensure it is kept safe and secure. Prima Healthcare Ltd is registered with the Information Commissioners Office (ICO). Our registration number is **262960X**

How long do we retain information

In the case of Rowley Village Nursery, the information held concerning children and their parents/guardians is retained for 3 years unless legislation specifies that we should keep it for a longer period.

In the case of Ranelagh House, the information held concerning residents is held for 6 years after they have left Ranelagh House as directed by Liverpool City Council Adult Services.

Access to your personal information

You have the right to be informed of any changes to the personal information we hold about you or any changes in the way we use or process that information. You are entitled to view, amend or delete the personal information that we hold. This can be arranged via the Manager of Ranelagh House OR Rowley Village Nursery as appropriate.

The person responsible for data protection compliance for Prima Healthcare Ltd is Mr Tony Gentle who can be contacted at:

Prima Healthcare Ltd

Prima House

15A Wedge Street

Walsall WS1 2HQ

Email: info@PrimaHC.com