

Prima Healthcare Ltd

where quality of care matters

Privacy Statement

Who we are?

We are a private limited company which owns and manages **Ranelagh House Residential Care Home** 533 Aigburth Road, Liverpool, L19 9DN, providing accommodation and care for up to 26 elderly residents.

What is a privacy statement?

A privacy statement is a statement by the Company to those who use our services (i.e. 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

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.

What data do we have?

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 and with who do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via post, via application forms.

Third parties are organisations we might lawfully share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- The Local Authority;
- Your family or friends – with your permission;
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.

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

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 **Z262960X**

How Long do we retain information?

Information held concerning residents is retained for 3 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.

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