

Confidentiality case study

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How would you explain the term “ confidentiality’ to Hannah? It is Henna’s right to make decisions for herself and to choose whether to take her medication or not. From the information given it seems Henna’s decision not to take her medication could be detrimental to her health, Because of this Hannah maybe at risk of harm, and therefore I will need to pass on the information to my manager to ensure Henna’s well being.

It is however Henna’s choice who she chooses to share her personal information with, I would ensure Hannah understands that I would not disclose anything she had told me to her daughter, as she had wished me not too. I Mould then go on to explain to Hannah, that although her daughter did not need to know of her decision not to take her medication, I would need to share the information with my manager, this would enable my manager to make sure that her decision not to take her medication was the best thing to do, and if not, what could be done to support her to feel better about taking her medication.

I would assure Hannah that any information she chose to share with myself other staff members or my manager, would always be treated with the up most confidentiality, and would only ever be shared with people that needed to know so as they could keep her safe and well, and only ever with others, if she had given her permission for us to do so.) Describe the possible tensions that may arise between telling others o Henna’s decision and keeping this information totally confidential. The information Hannah disclosed to me would be passed on by my manager to those dealing directly with Henna’s care, ii, her GAP.

These people can then work to help her understand the benefits of taking her medication. If the information was shared with Henna's daughter this could cause upset and potential breakdown of their relationship, as Hannah did highlight how she expected her daughter to react to the information, by saying her daughter would be "angry".

Sharing the information with Henna's daughter after she had specifically asked me not to, could cause her to lose all trust she had in me, and may result in her withholding important information in the future.

It is my responsibility to disclose information solely to reduce any risks to Hannah, Hereford only sharing with a person or persons directly caring for her. Bi) Describe ways to maintain confidentiality in day to day communication. Written personal information should be kept in a safe place, and not left lying around for others to see. Information should only be given to authorized persons who require it to make decisions regarding the care of a specific person.

Sharing any information in a concise and informative manner only on a need to know basis.

(It is unprofessional and inappropriate to gossip about a service user or their families) Social care workers should be aware of confidential policies within the work place. If messages or phone calls are received for a service user, it is important to check (with the service user, guardian or a knowing staff member) to see if the person attempting contact is on the service user's "need to know" list.

If not then information, even as to whether the service user is present or not, cannot be given. Vi) Explain when and confidentiality. Now a social care worker should seek advice about A social care worker should seek advice about confidentiality when a situation rises to make them feel it may need to be broken, as keeping such information to themselves causes them concerns, that by doing so, could result in either the person No shared the information ' e, service user, coming to harm or themselves or others could be at risk of coming to harm.

To seek further information social care workers should refer to their organization's (ie, Menace) policies on Confidentiality and Disclosure regarding such information, and if still in doubt as to how to proceed, seek further advice from their manager.