

8. Information Sharing

8.1 Introduction

TASPB will need access to information that a wide number of people or other organisations may hold. The person who receives the request must provide the relevant information to TASPB. Where there are safeguarding concerns staff have a duty to share information. It is important to remember that in most serious case reviews, lack of information sharing can be a significant contributor when things go wrong.

Information should be shared with consent wherever possible. A person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary to support an investigation or where there is a risk to others e.g. in the interests of public safety, police investigation, implications for regulated service.

Sharing should be necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.

8.2 Sharing with the Coroner's Court

The Coroner has the right to request information relating to a safeguarding enquiry and organisations have a duty to assist the Coroner's Court with their enquiries.

Requests for information from the Coroners Court should be addressed via your organisations legal department. In safeguarding adult cases which are not concluded where the Adult has died, the Coroner's Office should be notified. In the first instance the Lead SAM should notify the TASPB Lead or contact the TASPB Safeguarding Adult Team and arrangements to share this information will be confirmed.

8.3 Recording of information

Employers must also ensure all staff keep accurate records, stating what the facts are and what are the known opinions of professionals and others and differentiating between fact and opinion. It is vital that the views of the adult are sought and recorded. These should include the outcomes that the adult wants, such as feeling safe at home, access to community facilities, restricted or no contact with certain individuals or pursuing the matter through the criminal justice system.

Good record keeping is a vital component of professional practice. Whenever a complaint or allegation of abuse is made, all agencies should keep clear and accurate records and each agency should identify procedures for incorporating, on receipt of a complaint or allegation, all relevant records into a file to record all action taken. In the case of providers registered with CQC, records of these should be available to service commissioners and the CQC so they can take the necessary action.

Records should be kept in such a way that the information can easily be collated for local use and national data collections.

If the alleged abuser is using care and support then information about their involvement in an adult safeguarding enquiry, including the outcome should be included in their case record. If it is assessed that the individual continues to pose a threat to other people then this should be included in any information that is passed on to service providers or other people who need to know.

Information about a client/patient should only be used for the purpose for which it was intended. The worker's line manager will always be informed and staff (including volunteers) will be made aware, through training that information shared with them during the course of the work is information that belongs to the agency. Decisions about what to do with the information are not theirs alone.

Decisions to share information with other agencies will be made by the agency. Information will be shared only on a 'need to know' basis. Where possible the worker will secure the explicit consent of the vulnerable person before sharing information with other agencies. In exceptional circumstances the responsibility to protect either the person being abused or other adults will outweigh this principle.