



HOSPICE AT HOME  
WEST CUMBRIA

*Enhancing life, excelling in care*

Registered Charity No. 1086837

E A S Y R E A D

# YOUR INFORMATION- HOW WE USE AND KEEP IT

2024



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This booklet uses easy words and pictures to help you find out how to make a complaint about our services.



This document is to help you understand your rights about your personal information. You might want someone to help you look at this information so that you can talk about it.



Hospice at Home West Cumbria receives a lot of personal information about you, your family and other services.



We need this information so that we can provide you with proper care and treatment.



Hospice at Home West Cumbria follow the rules in the General Protection Regulations or GDPR.



The rules give you rights about how we keep your personal information.



Personal information is information that can be used to identify you.



This can include your name, address and telephone number.



It can include information about your health.



We might also have information for your families contact details.



We may have notes and reports about your health.



We may have notes and reports on the care you need.



**Why do we collect your personal information?**



All hospice health and social care professionals involved in your care need to have accurate and up-to-date information.



This helps us to assess your condition and to give you the best possible treatment and care.



Members of the hospice team looking after you may share your personal information with each other. This is so that we can provide you with proper care and treatment.



**Who do we share your information with?**



Your information will only be shared if there is a genuine need to do so.



This might include GP's, clinical nurse specialists, ambulance services, and social care services.



You may ask for information to be transferred to another service. If we cannot do this, we will explain the reason fully to you.





We will not share information about you with your family or friends without your consent, unless there is a lawful reason to do so.



Sometimes the law tells us we must share information.



**How you can help us to make sure we have the correct information about you?**



You can help us by giving us the right details about you.



You can let us know if they are wrong.



You can let us know if they change.





**How we may use your records to help the hospice?**



Sometimes we use your information to help the hospice. For example to help with training or to promote our work.



If we use your information this way, we make sure that no one can identify your personal information.



**How do we keep your records safe and confidential?**



Everyone working for the hospice has a legal duty to keep your information confidential



We have someone called a Caldicott Guardian.  
It is their job to look after and share your information appropriately to enable the best care for you.



We follow the rules in the General Data Protection Regulations or GDPR.



The Data Protection Act is the law and tells us how we must keep your information safe and confidential.

It is also about how we provide information to you about the data we hold about you.



How long do we keep your health records?



We usually keep them for eight years unless the law tells us to keep them for longer.

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## Your Information Rights



You have the right to know how we use your personal information.

This easy read leaflet tells you how we will use your information.



You have the right to see your medical records and personal data.

You can ask us to help you with this.



You have the right to object to us using your information.



You have the right to ask us to change the way we use your information.



You have the right to tell us to change and correct any mistakes on your record.



You have the right to know what information we hold about you.

You can ask to see your records by writing to the Caldicott Guardian below



Lorraine Dixon  
Head of Care & Quality  
Hospice at Home West Cumbria  
Workington Community Hospital  
Park Lane  
Workington  
Cumbria CA14 2RW



If you would like to know more about how we use your information, or if you have concerns about it, please speak to a member of your hospice team.



You can contact us on:  
01900 705200

