

Kiln Lodge and Willow Tree Lodge are Residential Care Homes for the elderly owned by Kiln Lodge Services.

This privacy policy explains how we use any personal information we collect about you, during the information gathering process known as an Assessment of Need.

Topics covered are:

- **What information do we collect about you?**
- **How do we use such information?**
- **Access to your information and corrections**

What information do we collect about you?

The nature of our service means that very personal and sensitive information is discussed, openly and honestly, in order to ensure we can meet your health and social care needs in ways that are unique to your individual circumstances.

The specific type of information is required in order for us to meet our legal and regulatory obligations as a registered provider.

The **LAWFUL BASE** which we use as contained within the Data Protection Act 2018 is **LEGAL OBLIGATION**

We have a legal obligation under the Health and Social Care Act 2008, Mental Capacity Act 2005, our Regulators CQC and our Statutory Contracts

How information about you will be used?

We may share information regarding your care with those who have a need to know, namely Health Professionals, such as GP's, District Nurses, Hospitals etc., Local Authorities, includes departments such as Social Services, Housing, Day Centres etc. Any relevant person identified by you, such as an L.P.A., and our staff. When we contact you about the services we provide, we will always contact you by your preferred contact method.

We will not share your information with anyone except those indicated above, unless required by law.

Personal information supplied to us is used in a number of ways, for example.

- To agree a Care Plan
- To review your care needs
- To monitor your medication
- To help us improve our services

How do we use this information?

Upon completion of your Assessment of Need, we compile a Care Plan which sets out tasks, aspirations and outcomes in order to meet all your identified needs and this is regularly reviewed and updated. This includes liaison with all those involved in your care such as family, your representative relevant health and social care colleagues and other professionals.

Access to your information and corrections

All files held in your name are available for your perusal and you can ask us to remove information which is inaccurate.

Please email or write to us at admin@willowtreelodgecarehome.co.uk and let us know how you wish to be contacted.

Where you use our website, cookies are text files which collect log on information and visitor behaviour information. Cookies track visitor use and compile statistical reports on website activity. You can set your browser to accept or decline cookies. Please be aware that a decline preference may mean a loss of function in some of our website features.

For further information on cookies visit: www.aboutcookies.org or www.allaboutcookies.org

Changes to our Privacy Policy.

This policy has been updated to include the changes being implemented by the General Data Protection Regulations (GDPR) which are in place on 25/5/2018. This policy will be reviewed tri-annually and updated when required.