



# Recording information about you

## Why do we record health information?

Berkshire Healthcare keeps electronic patient/service user records to ensure we have up to date and accurate information. Most of our services use an electronic patient system called RiO.

Patient records include personal information such as name, address and date of birth but also other information relating to care such as health problems, treatment plans, discussions with the team and decisions made about care.

Information provided by family members and carers is often vital in helping us to care for the patient/service user. We will record details of meetings and discussions with family members to ensure that we have this information available when we need it.

We will also record details of any support provided to families and carers such as information, advice, connecting to carer support organisations or voluntary sector partners.

## What is a carer?

A carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.



Caring can take a variety of forms, such as personal care, practical help with things like shopping or housework, emotional support, or help with managing behaviours or relationships. You don't have to be living with the person you support to be helping to care for them. You could be helping for a few hours a week or supporting them full time.

We know families and friends often don't identify with the term carer and provide support to the cared for person as an extension of their existing relationships, but we can't lose sight of the term 'carer' as it's used in different pieces of legislation such as the Care Act 2014 to give unpaid carers various rights.

We record carer information on RiO by setting up a carer's record. To do this we need your full name, address (including post-code) and your date of birth. This ensures the record is separate (but linked to) the patient's record and any information recorded there remains confidential to you.

# Why do we record carer information?

We want to promote a culture of supporting and working in partnership with carers. Having your own carer record means that we will:

- Be able to identify, listen and respect you as an expert partner in care
- Keep you informed by sharing relevant and meaningful information, advice and support
- Involve you in the planning and delivery of our services
- Ask you for your feedback on our services
- Recognise your wellbeing needs
- Connect you to local support across health and social care services and our voluntary sector partners
- Have a secure record in which to record confidential information you have shared with us
- Have up to date contact details including your relationship to the patient/service user which can be accessed in an emergency

## Who will see my carer record?

Only staff involved in the care of the person you support may see your record and/or any staff who work with you to provide carer support.

For more information on how we handle and process your data, you can access our Patient Privacy Notice at:  
[www.berkshirehealthcare.nhs.uk/patient-privacy-notice/](http://www.berkshirehealthcare.nhs.uk/patient-privacy-notice/)



## How can I see the record you keep about me?

You have the right to see information we hold about you.

If you would like a copy of your records, you must make a subject access request. Full details of the process are on our website at: [www.berkshirehealthcare.nhs.uk/contact-us/get-in-touch/medical-records/](http://www.berkshirehealthcare.nhs.uk/contact-us/get-in-touch/medical-records/)

## How are records stored?

We have rigorous information governance & security policies in place so that only staff with a legitimate reason to do so can access your record.

All our clinical systems have audit functionality so we can report on who has viewed, added or accessed your information.

## Do I have to be known as a carer?

No – whilst we can add you as a carer on our patient record system, you do not need to be known as a carer. Just let the team know how you want to be referred to.

## If I am recorded as a carer, will I be expected to undertake more support for the patient/service user?

No – being recorded as a carer will not mean you are expected to provide more support or even maintain the current levels of support you provide.

We're just recording the help & support you provide to the person accessing our services.

## Can I object to a carer record being opened for me?

Any objections will be carefully considered by the clinical team on a case by case basis. To discuss in more detail, please contact a member of the team treating the person you care for.

## What should I do if I feel unable to continue in my caring role?

If, at any time, you feel unable to continue in your caring role, please notify a member of the team and they'll connect you to local support, guidance and advice.

## E-Health Passport

We've created a new E-Health Passport to capture additional carer information including any additional needs or communication preferences which we need to consider when engaging with you. Ask the Clinical team for more information.

## Your opinion matters

We are committed to providing the highest standards of care and we welcome your views on the services we provide.

Understanding your perspective can help us continue to develop good practice.

You can share your views and experiences by scanning the QR code to complete our Friends, Family & Carer Feedback Form.

Alternatively, you can speak to our Patient Advice and Liaison Service (PALS)

 [PALS@berkshire.nhs.uk](mailto:PALS@berkshire.nhs.uk)

 0118 904 3467



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