



## Communication and Information Sharing Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To ensure that all communication and information sharing within CARERS' HANDS H C A LTD supports safe, effective, and person-centred care while protecting confidentiality and promoting collaboration.

### 2. Scope

This policy applies to all staff, volunteers, contractors, and external partners who communicate or share information related to our services.

### 3. Policy Statement

We are committed to clear, respectful, and timely communication and to sharing information responsibly in line with legal and regulatory duties.

### 4. Legal and Regulatory Framework

- UK GDPR and Data Protection Act 2018
- CQC Regulation 17: Good Governance
- Caldicott Principles
- Health and Social Care Act 2008
- Human Rights Act 1998

### 5. Principles of Effective Communication

- Be clear, accurate, and person-centred
- Use language that is respectful and appropriate to the audience
- Use interpreters or communication aids where needed
- Adapt style to meet individual service user needs



## 6. Information Sharing with Consent

- Share only what is necessary, relevant, and proportionate
- Obtain consent where required and document it
- Keep service users informed about who sees their information and why

## 7. Information Sharing Without Consent

- May occur if required by law, safeguarding, or public interest
- Follow Caldicott principles and organisation escalation procedures
- Document justification and inform the individual unless unsafe to do so

## 8. Internal Communication

- Staff handovers must be thorough and respectful
- Use secure systems for digital communication
- Raise concerns through the correct reporting channels

## 9. External Communication

- Share relevant information with GPs, district nurses, and other health/social care professionals
- Maintain data protection and confidentiality
- Document all formal communications in care records

## 10. Staff Responsibilities

- Follow this policy at all times
- Attend training on communication and data sharing
- Report concerns about miscommunication or breaches

## 11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, incident reports, and service user feedback.

Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:



- ☐ Call the Office: 07535 8524917
- ☐ Email: [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

### **Signature and Declaration**

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026