

Confidentiality

Policy Statement

In our nursery practitioners can be said to have a 'confidential relationship' with families. We aim to ensure that all parents can share their information in the confidence that it will only be used to enhance the welfare of their child. We have record keeping systems in place which meets the General Data Protection Regulations (2018). More information on this can be found in the nursery Data Protection policy.

Procedures

Confidentiality procedures include the following:

- Most things that happen between a family, the child and the nursery are confidential to the nursery. In exceptional circumstances information is shared with outside agencies, i.e. social care or the police.
- Training is given in relation to confidentiality during induction and on-going as situations arise.
- Information shared with other agencies is done in line with our Information Sharing and Data Protection policy.
- Some parents may share information about themselves with other parents and practitioners. We cannot be held responsible if information is shared by those parents whom the parent has confided in.
- We will inform parents when we need to record confidential information beyond the general personal information we keep i.e. any injuries, concerns or changes in relation to the child or family, any discussions with parents on sensitive matters, any records we are obliged to keep in regards to child protection.
- Our practitioners discuss children's general progress and well-being with parents in Watch me Grow meetings. More sensitive information is restricted to the management team and the child's key person, and is shared with other practitioners on a need to know basis.
- Discussions with other professionals take place within a professional framework and not on an ad-hoc basis

Procedure for sharing a child's learning journey:

Only the child's parents are able to access their child's developmental records; these files are located in the child's base room and contain observations, sample pieces of work, photographs and assessments.

Customer access to records:

Parents may request access to confidential records held on their child and family by following the procedure below:

- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Nursery Manager.
- The Nursery Manager informs RUSU's Chief Executive and sends the parent a written acknowledgement of the receipt of the request.
- The nursery commits to providing access within 14 days, although this may be extended depending on the situation and who is involved.
- The Nursery Manager and RUSU's Chief Executive prepare the file for viewing.
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose. Copies of these letters are retained on file. Third parties include all family members who may be referred to in the records. It also includes workers from any other agency such as social care, local health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.
- When all of the responses to disclose have been received these are attached to the copy of the request letter.
- A photocopy of the prepared file is taken.
- The Nursery Manager and RUSU's Chief Executive go through the file and remove any information which a third party has refused consent to disclose. A thick black marker is used, to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the nursery, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean copy'.
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be reviewed by the Nursery Manager, so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the nursery or another (third party) agency.
- We never 'under-record' for fear of the parent seeing or make personal notes elsewhere.

Identifying customers by phone:

It is important to us that even when calling by phone to the nursery that your identity remains confidential and that your personal information is not disclosed to a third party.

To enable the practitioners to discuss a child or any other personal information the practitioners must ask for specific details and will check these against our records.

Practitioners should also ask the reason for their call. If the nursery is unable to identify the caller they will contact the individual with parental responsibility on the details held on file to discuss the enquiry.

Nursery Managers Number: 0118 378 4128

Common Office Number: 0118 378 4173

Daisies Room: 0118 378 4169

Buttercups 2-3's: 0118 378 4170

Buttercups 3-5's: 0118 378 4171



Little Learners
a place where children grow