



Confidentiality and sharing information

When someone you care about is accessing our services, it's natural to want to be kept updated. However, we need to ensure that people using our services are able to do so confidentially if they wish.

This leaflet explains how confidentiality works, when treatment information can be shared with you, and how you can stay involved.



What is confidentiality?

Confidentiality means protecting someone's personal information.

It applies when information is given on the understanding it will be kept private – such as when you give information about your health to your GP.

When someone engages with Change Grow Live's services and tells us about themselves, **we keep that information private unless there's a very important reason not to.**

When might information be shared?

The most common way we're able to share information is with the agreement of the person using our services. This is called 'consent'.

It is really important that people engaging with us can decide when and how we can share information with those supporting them. Not only is this the right position legally, it also helps us build stronger relationships and trust with the people we support.

In limited circumstances, we might share information with you without the consent of the person using our services.

For example, if the person lacks capacity to make their own decisions, or if we feel there is a risk of serious harm to someone and we need to share information to prevent this. Even in these rare cases, we only ever share what is necessary.

How we discuss consent

We will talk to your friend or family member regularly to get their views on who we can share information with.

We respect their decision, and we ensure they're given regular opportunities to tell us if their views have changed.

We let them know that having a supportive network outside of treatment can bring many benefits.

We share materials about consent and choices so they are fully aware of their right to confidentiality, and when we might share information.

What you can do

Even if the person using Change Grow Live's services does not want us to share information about them, **you can still play a really valuable role in their recovery whilst respecting their privacy.**

You can share information with us if something's worrying you, or tell us things you've noticed. This isn't a breach of confidentiality in the legal sense, but we might not be able to use what you've shared without it being obvious to the person that you have spoken with us. For that reason, we encourage you to be open with your friend or relative wherever possible.

We can tell you about our general service offerings and possible treatment pathways, but we won't be able to tell you which one applies to your friend or family member.

Additional information and support

If you have any questions, you can ask your local service, or email dataprotection@cgl.org.uk

It's also really important to look after yourself, so do talk to your local service to find out about families' and carers' services in your area.





You can also speak with someone via our family and friends webchat: www.changegrowlive.org/advice-info/family-friends



About Change Grow Live

We help people to change the direction of their lives, grow as individuals, and live life to its full potential.

Find out more at changegrowlive.org

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