

Sharing information

Where a person is using more than one service of North Kent Mind, the workers in those services may share contact information on a need-to-know basis if there were concerns over risk, but as can be seen throughout this pamphlet, the basic principle of North Kent Mind is that we will not share any information about you to another agency unless you have given us permission to do so.

There are very rare incidences where our duty of care to you will override this.

These are when, as a result of our work with you, we consider you are a very real danger to yourself or to other people.

On these occasions we will carefully consider the range of options, but may need to inform others of this danger. We would always first want to talk to you about this, and try to gain your permission and agreement before we took this action.

It is a condition of using our services that everyone agrees to this, and this is clearly explained to people when they register with our services.



North Kent Mind's other services

Wellbeing Services:

A range of open sessions, activity sessions, coping with life courses, self-development, support groups, mindfulness courses, recovery groups.

NHS Talking Therapies (IAPT)

Talking therapies provided on behalf of the NHS: counselling, CBT, psycho-education, guided self-help, and group work.

Fee-paying Counselling

Individual Counselling with a cap of 2 years. Fees from £15.00 per session. As well as Anger Management Courses running over 7 weeks with a fee of £150.

Employment Services

A range of services to support people into employment, volunteering or training.

Housing Services

A service consisted of supported housing properties offering short-term tenancies, as well as rough sleeper support projects.

Children and Young Persons' service

A diverse range of services aimed at young people in and out of schools to provide mental health awareness and improving resilience.

Training Services

Mental health training.

North Kent Mind

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Protecting your
privacy & data


mind
North Kent

Looking After Your
Information



01322 291380

northkentmind.co.uk



To run our services effectively, we have to keep some information about the people who use our services.

Security

We make sure this information is kept as securely as possible, and only accessible to the staff who need to see it. We train staff and volunteers in how to keep information safe and adhere to GDPR principles. We inform people who use our services of their rights under GDPR via a Privacy Promise.

What happens to the information we hold?

This differs depending on what service you are using:

Wellbeing Services

We keep the basic information you gave us on the registration form electronically. We also keep short notes when we have been working with you individually, and attendance records. We do share your some notes, registration details, and attendance information with other agencies electronically once we have your consent. How and why we do this is outlined in our Privacy Promise.

Low-cost Counselling

We keep your basic referral information. We keep brief notes of each session with you, but anonymised so that they could not be linked to you by anybody but your counsellor.

We do not share any of this information with any other agency, unless you want us to.

Both types of information are destroyed six years after you have stopped receiving counselling.

Housing Services

We keep detailed information on each tenant. This includes the completed application form, details of medication, next of kin, the support plans we agree with you, and any file notes we might make as a result of our regular contact with you. We may be keeping utility bills and bank statements if you have requested this. Information is shared with our funders and other agencies as required, but only with your consent via a Privacy Promise.

NHS Talking Therapies

This service collects some fairly detailed information about you including assessments, the questionnaires you fill in, and the scores on particular scales such as those used to identify issues of anxiety or depression. In order to receive payment for the services we give you, we have to give some information to the local NHS commissioners, but none of it could be linked back to you by anyone outside the NHS.

We also have to submit data to a national database secure central storage area. This is done so that the NHS can get a good overview of the whole system of Talking Therapies, making sure the service as a whole is reaching the people it should, and is being effective. There are particular standards and restrictions we have to abide

by in ensuring the safety and accuracy of the data we give to the national database. No information that could reveal a client's identity is ever used in national reports, and it is impossible to identify any person receiving these services from them.

Of course, if you specifically ask for information to be passed on, e.g.. to your GP, then we will honour this request.

The brief notes we keep of each therapeutic session with you are held securely by us, and not passed onto the NHS.

Access to Your Records

You have a right to see what information we hold on you, and to correct this if there are any errors. What we wouldn't reveal to you is any information given to us by a third party: for instance, a referral from another agency, unless they had given us permission.

If you wish to access your records please contact the Senior Administrator at our office:

North Kent Mind
The Almshouses, 20 West Hill
Dartford, Kent, DA1 2EP

01322 291380

admin@northkentmind.co.uk

They will pass on your request to the appropriate service manager, who is also available if you wish to discuss other issues about your information.