

Care Matters: Protecting Client Confidentiality and Professional Boundaries



Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30

Mike Phillips Training

Releasing potential through learning and development

Suitable for

All health and social care professionals who work with clients, including:

- Day care staff
- Health care assistants
- Residential care staff
- Domiciliary care staff
- Nursing staff
- Team Leaders and Managers
- Charity staff

Aim

To consider good practice on confidentiality and data protection regarding information about clients. You will be able to ensure your organisation complies with the law, professional boundaries and good practice.

Learning Outcomes

By the end of the course, you will be able to:

- Explain the legal and ethical requirements of maintaining confidentiality regarding clients
- Be aware of the requirements regarding disclosure of confidential information
- Recognise situations where potential unintentional breaches of confidentiality may occur and how to avoid them
- Be aware of the impact of disclosure upon clients, their families and carers
- Be aware of the Data Protection and Freedom of Information Acts and how these relate to information held about clients

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➡ Internal Communication – Don't hear it on the grapevine
- ➡ Putting the Person First – Creating Person-centred Care Plans
- ➡ Care Matters: Involving and Consulting Clients and Service-users
- ➡ Care Matters: Providing Telephone Support



"Great training... I enjoyed the structure..."

Kept us on our toes at all times....

I found this interesting and entertaining which made it easy to learn vital information."

Participant

East Sussex County Council



website

www.mikephillipstraining.co.uk

email

mike@mikephillipstraining.co.uk

phone

07949 826881