



Course Outline

Protecting Confidentiality and Professional Boundaries

Minimum and Maximum Learners: 06 - 16 Duration: One Day Timings: 10:00 - 16:30

Suitable for

All health and social care professionals who work with clients living with or affected by HIV/AIDS:

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

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 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
- ✓ **Explain** the requirements regarding disclosure of confidential information
- ✓ **Recognise** situations where potential unintentional breaches of confidentiality may occur and how to avoid them
- ✓ **Describe** the impact of disclosure upon clients, their families and carers

✔ **Be committed** to the Data Protection, GDPR and Freedom of Information Acts

and how these relate to information held about clients

Benefits of Attending

✔ Feel confident and ready to put your learning into practice.

✔ Take away a practical toolkit with proven techniques and ideas you can use straight away

✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*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

➔ Involving and Consulting Clients and Service-users

➔ Providing Telephone Support

