



This leaflet has been
checked by the
Learning Disability
Talk and Listen Group

Carers and private information



Some people will need someone to go through this information with them so that they understand it.

This person may be a member of staff, someone from your family or a friend.

What is this leaflet about?



This leaflet helps carers, family and friends find out:



- How they can give useful information to healthcare workers (healthcare workers).
- What healthcare workers can and can't tell them about the person they care for.



A carer is someone who helps a member of their family, a friend or neighbour who is:



- ill



- a person with disabilities

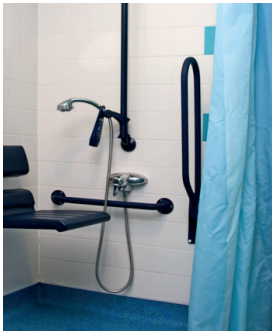


- has problems with their mental health



- has problems with drugs or alcohol.

Carers may help with things like:



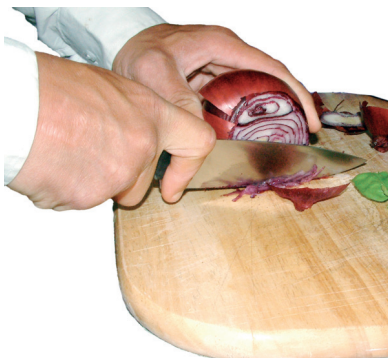
- getting washed and dressed



- giving medicines



- shopping



- cooking



- talking and giving support.

Why is sharing information important?



- It helps healthcare workers to get to know the patient.
- Carers know the patient really well.
- This can help staff to care for patients better.



Healthcare workers cannot always share things because they must keep information private (confidential).

They can't share details like:

- Date of birth or address
- What health problem the patient has (diagnosis)
- How the patient is being looked after (their care plan)



Healthcare workers can share information if the patient says it's OK.

Healthcare workers have 3 main rules when they talk about private information:



1. Confidentiality - This means keeping information private.



2. Consent - This means asking the patient to let us share information about them.



3. Capacity - This means checking to see if the patient can:

- Understand the information



- Think about it



- Choose who they want to know the information about them



- Remember what they have decided and tell others what they want



Patients who cannot do this are said to not have (lack) capacity.



If someone does not have capacity, staff may share information with carers to help make the best decisions. This is called best interest.

What information can carers get?



If the patient has capacity and says yes, healthcare workers can give carers information like:



- How they are being looked after - their care plan



- What medicines they are on and why



If the patient does not agree, staff may not be able to share information.



Carers can still tell staff anything that might help them look after the patient.

Sometimes staff can't share information, like when:



- The patient says no



- The law says they can't (there are legal reasons)



- Somebody might not be safe if they share information



Even then, staff can tell carers why they can't share.

How can carers share information with staff?



Carers can speak to:

- Any healthcare worker
- The patient's main nurse or care coordinator



Carers can tell staff about things like:



- Cultural (where you are from) or religious (if you believe in God) needs.



- How the patient usually behaves.



- Important things about you.

What if I am worried or want to talk to someone about this?



You can:

- Talk to staff - they can help you and give you support



- Fill out a contact form at:
www.leicspart.nhs.uk/contact/feedback/



- Call Patient Advice and Liaison Service (PALS):
0116 295 0830



- Email: lpt.pals@nhs.net



Date implemented: August 2025
Review date: August 2027
Leaflet No. 670ER Edition 1