

Confidentiality

LEARNING OUTCOMES

- Define informed consent
- List ways you can protect client data
- Review managing confidentiality with the counselling professions (BACP) July 2019
- Evaluate how client information that is shared

CONFIDENTIALITY

- One of the cornerstones to building trust and rapport in a healthy therapeutic relationship
- BACP Confidentiality

INFORMED CONSENT

- One of the main strategies ensuring ethical principles are applied in practice.
- GDPR states you must tell people why you collect their data , who you share it with and for how long.
- What is Informed consent?
- When do you use informed consent with your clients?

DATA PROTECTION

- Use encrypted software to protect, passwords and firewalls
- Keep removal data storage media in secure places with passwords
- Consult on security measures with professionals when storing files with a common server.
- Make sure no one is overlooking your shoulder whilst you write in clients details
- Watch for wireless networks
- Avoid revealing confidential information in an email, texts etc
- Update virus protection software
- Remove all information when disposing of old computers

Data Protection Act

- Clients have a right to request to any information that has been recorded about them
- Other professionals may also have access to client's information
- Counsellors need to negotiate between maintain client confidentiality and documenting information relevant to other health professionals

In groups 2-3

1. What is the legal Basis for confidentiality?
2. What is the practice and ethical basis for confidentiality?
3. What are the rights of a client in relation to their records?
4. What are the rules on capacity and concern for under 18s?
5. Decisions and recordings breaches of confidentiality

Working with Colleagues and in teams (EF)

Professional relationships will be conducted in a spirit of mutual respect. We will endeavour to build good working relationships and systems of communication that enhance services to clients.

Practitioners will treat colleagues fairly and foster their capability and equality of opportunity.

Practitioners will not undermine any colleague's relationship with clients by making unjustifiable or ill-judged comments.

All communications between colleagues about clients should be on a professional basis and thus purposeful, respectful and consistent with the management of confidences agreed with clients



EXPERIENCES





- What are the types of things that can go wrong when working with colleagues?
- What would be your top tips for getting things right and working ethically with colleagues and in teams?

<https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/working-with-colleagues-and-in-teams/>

Next Week

Counselling in the NHS

Please take a look at the following and additional resources that will be provided on Moodle

NHS therapists survey findings strengthen calls for change to under-pressure system (June 2019)

<https://www.bacp.co.uk/news/news-from-bacp/2019/12-june-nhs-therapists-survey-findings-strengthen-calls-for-change-to-under-pressure-system/>