



Client Information Pack

Your Wellbeing Coordinator is ...

Name:

Our Contact Details:

To find out more about our work, visit: www.linkingleeds.com

E-mail: linking.leeds@nhs.net

Telephone: 0113 336 7612

Address: The Reginald Centre, Linking Leeds, 263 Chapeltown Rd, Leeds LS7 3EX

Client Agreement

What we expect from you

- You must be registered with a GP in Leeds or have a Leeds postcode
- You must be ready to work towards changes in your life
- You must take responsibility for working towards agreed goals
- You must not be under the influence of alcohol or drugs during your appointment or have illegal substances on your person
- You must not be abusive or aggressive towards your Wellbeing Coordinator or any other members of the Linking Leeds team

Appointments

- Appointments will take place at an agreed community location e.g., GP surgery or in the community or via phone
- For appointments via phone, we expect you to be in a private space where you won't be disturbed. If you are in a public space, we may ask you to move to a private space. If you fail to do so, we may need to terminate the call. If you are in your car, we will ask if you to pull over before continuing the call. If you fail to do so, we will terminate the call.
- You/we will be on time and fully engage in the appointment
- The assessments are usually between 1 and 1.5 hours long and the follow ups are up to 30 minutes
- If you need to cancel your appointment, please make sure you contact the office to rearrange asap
- If you cancel regularly or if you have not attended to your appointments on three different occasions, we may end your support

Ways we can help

- We can work with you for up to an initial 8-week period, in whatever way suits you, either face to face, online, via phone, email or text. At the end of this period, your needs will be re-assessed
- We will help you to identify what areas you need help with and empower you to make decisions
- We will help you to put together an action plan to assist in making positive changes
- We will provide you with information and encouragement to help you make the changes you have identified
- We may refer you to other services; this will always be done with you knowing and with your consent
- We will review progress and help you look at what you have achieved when both you and your Wellbeing Coordinator feel you are ready

PERSONAL INFORMATION

DATA PROTECTION

What is Personal Information?

Personal information or personal data is any information that can be used to identify you. It could include your name, address, contact details or it could be more private information such as your religion, or whether you are sexually active.

Why Does Linking Leeds require your personal information?

The reason we need to collect personal information is so that we can provide you with the help that you require, we will only ever collect information that is required. We will never force you to give us any information.

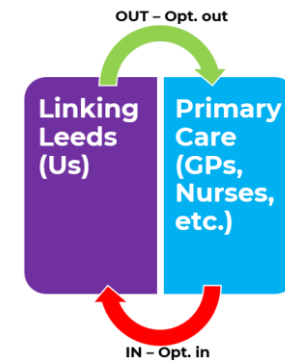
In most cases your information will only be available to people you talk to at Linking Leeds and other workers that can help provide the service you are receiving. However,

in some cases we may be required by law to share information with other organisations such as the local authority, health services or the police. This will be only done to ensure you are given the support and protection you need.

Consent to use your information

In many cases Linking Leeds will need to gain your consent to use your personal information before you give this consent you will be told exactly how we will use your data. The record Linking Leeds keeps will be automatically shared with your GP practice expressing unless you choose to opt out (that you would rather the GP practice is not able see notes recorded by Linking Leeds). We do this so that the GPs gets a whole picture of the patients and can support with any future needs. There is also an option to allow Linking Leeds to see your information from other NHS services. Sharing IN & OUT - Refers to the permission to share information between services.

OUT– This is given by default, but you can opt out at any time. **IN** – This is NOT given by default; you must opt in for us to see their notes.



The sharing of patient information can help with 'joined up care' by the NHS to ensure the best care and service for you. If you decide not to share you will still be able to access and receive support from Linking Leeds. However, this may result in you having to repeat information to different services. You can change your 'sharing in' or 'sharing out' choices at any time by speaking to your Wellbeing Coordinator. We will always ask you how you would prefer us to contact you.

Can I see what information Linking Leeds holds about me?

Yes – Linking Leeds is all about being open and ensuring that at all times you know exactly what information we have and why we need to use it. If you are currently accessing one of our services just speak with the service. If you have left the service, please ask about the process for making a Subject Access Request.

How long do you hold my information?

We will only hold your information for as long as we need to do so. Each service has an agreed period of time known as their “retention schedule”. After this the information is securely destroyed.

Transferring your Information

In the event that your service moves to another provider, we will

ensure your data is transferred safely to the new provider. We will ensure your data is transferred safely to the new provider.

Can I change anything about the information that is held?

Any information we collect on you has to be correct, if something is wrong, you can tell us, and we will ensure that this is changed. You can also sometimes, ask us to stop using your information, however there are occasions for legal reasons we may have to continue to use some of your information, but we will explain this to you.

Before you request any change to how your data is shared, it is important for you to know that specific entries in your Linking Leeds patient record can be marked as ‘Private’ for sensitive topics that you wish not to be shared. This means regardless of what you have chosen previously,

other NHS care service will NOT be able to view those specific entries. Please inform your Wellbeing Coordinator if you wish an entry to be private.

If you are unhappy with how your information is being processed Linking Leeds will do everything it can to ensure that your personal information is looked after securely and protected from being misused. Please contact us if you have any issues and we will do everything we can to rectify your concerns. If you wish to make a complaint, please ask for a copy of our Complaints Leaflet.

If you are not satisfied, you can contact the Information Commissioner for advice:
www.ico.org.uk / 0303 123 1113

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5A

How to Raise a Concern, Make a Complaint or Give a Compliment

Your Voice

We are committed to providing a high-quality service to everyone we work with. Your feedback, whether good or bad, helps us to improve our services.

How can I give feedback?

We want to make it as easy as possible to give us feedback.

You can do this by:

Completing Feedback form

Face to Face at a service

Letter

Telephone

E-mail

On our Website

Do I have to put my name on it?

No, however if you are making a complaint, we will be unable to tell you what we have done, the outcome, and may not be able to look into your complaint properly if we do not know who you are.

I just want to raise a concern, how do I do this?

You can raise your concern (also known as a service request) through the feedback methods listed. We will try to address your concern however if our actions are not satisfactory you can escalate this as a complaint.

I want to make a complaint, how will this be dealt with?

Firstly, we are sorry that you are unhappy, and we want to look into this to make things right.

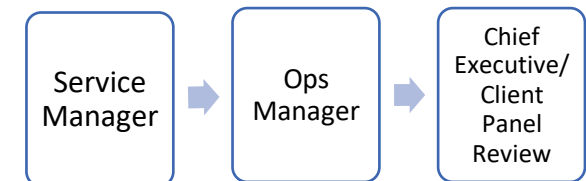
To make a complaint – please see “How can I give Feedback?”

We will:

- write to you to let you know we have received your complaint within 3 working days
- tell you the name of the person who will look into your complaint
- offer you a meeting or phone call to discuss your complaint
- look into your complaint and write to tell you the outcome within 10 working days
- contact you if we need more time.

What if I am not happy with the outcome?

You can ask for the outcome to be reviewed by someone more senior. We have 3-stage complaints review:



There is no further right of appeal following Stage 3. However, you may wish to pursue your complaint with external bodies such as: ICO (Information Commissioner's Office) CQC (Care Quality Commission) Housing Ombudsman.

What is Safeguarding?

Safeguarding means protecting someone's health, wellbeing, and rights. If we protect people this means we can help them to live free from harm, abuse, and neglect.

Responsibility of Linking Leeds

Linking Leeds has a responsibility to ensure that all employees are aware of this guidance, the relevant procedures to be followed and to review and update them as required. (Prevent, Respond and Learn) We use a person-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of adults. People are supported and encouraged to make their own decisions and informed consent.

Responsibility to our clients

All employees require a DBS check every 3 years for all employees and a minimum of 2 professional

references. All employees are supervised, trained (every 3 years) and able to provide services within good practice guidelines. All employees have training to prevent, recognise, respond and report abuse, neglect, and vulnerability to extremism and radicalisation. Appropriate disciplinary investigation and action is taken in response to any concerns. Clients are informed of how to voice concerns or complaints about an employee or service.

Abuse

Abuse can take many forms. Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. The abuse may come from a partner, family member, a stranger, a professional, an institution or online. Types of abuse include:

- Physical Abuse
- Emotional Abuse
- Sexual Abuse

- Domestic Abuse
- Online Abuse
- Neglect
- Self-Neglect
- Financial or Material Abuse
- Discriminatory Abuse
- Organisational Abuse
- Female Genital Mutilation (FGM)
- Modern Slavery and Trafficking
- Hate crime
- Mate Crime:
- Complex (organised or multiple abuse)

If you are experiencing, or believe you have witnessed someone else, being abused please tell your worker or someone within our services so we can take action.

To find out more about our work, visit: www.linkingleeds.com

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0113 336 7612

See Something Say Something Do Something