



Fact Sheet SC01 July 2020

# Can I see my adult social care record?

## Why we keep social care records

Barnet Council has a duty to protect and support vulnerable people in the community, including:

- adults with physical or sensory impairment
- adults with a learning disability
- adults with a mental health problem
- older people
- carers – people who care for family or friends.

In order to give the right care, protection, advice and support, we collect information from the people who are assessed and who use our services.

We sometimes collect information from other agencies, such as those involved in healthcare, and other council departments.

## What does the record include?

We keep basic details including:

- your name, address and date of birth
- the names and contact details of your close relatives and carers
- your health, your ability to carry out day-to-day tasks and your home situation
- notes and reports about the help you need

- decisions made about your support plan
- things that other organisations (such as health or other care services) tell us about your situation to help us better understand your needs.

By keeping records we can be clear about what has been agreed and why. The information can help us to deliver services to you and review the care that you receive.

## Who can see my social care record?

**The General Data Protection Regulation and the Data Protection Act 2018** controls how your personal social care records are collected, kept and used.

Under the (GDPR) Act we must protect all records and follow strict regulations about access to them.

It is often essential that we share appropriate personal information to allow us to work together with other organisations for the benefit of people using our services and to allow us to improve our services.

We will **never** share your information with others unless we are legally allowed to.

## How can I see my record?

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We will always try to give you access to all the information we hold about you, although there are some exceptions. For example, you may not be allowed access to information about other members of your family that may be kept on your file.

To make a formal application to see your record, please complete the **Subject Access Request Pack**.

You can download this [here](#). You can also request a hard copy from the **Records and Information Management Team**. There is no charge for making a request.

You can discuss your request with your social worker or care worker at any time and, if you need help completing the form, you can always give a written consent to a friend, a solicitor or a relative permission to make the request on your behalf.

## What happens next?

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We will let you know that your application has been received. We may contact you if we need further information to help us deal with your request. We aim to complete requests as soon as possible, although it could take up to 1 calendar month.

We will normally send you redacted documents of your social care record either by recorded delivery post or via a secure encrypted email.



## Can I change details?

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Staff working with you will always try to make sure that the information they record is accurate.

If you think any of this information is inaccurate you can ask for it to be corrected.

In most circumstances, we will do this but sometimes we will need to leave the information unchanged. In these cases, we will always record that you disagree with what is written.

## For more information

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### Records and Information Management Team

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