# Photography, Video and Audio Recording of Service Users

# Westmorland and Furness Care Services

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## 

## Policy

To ensure that the rights, privacy and dignity of service users are respected at all times.

## Procedure

### Definition of recording

A recording is an image, photograph, video, voice recording etc of a service user. A recording can either be stored digitally or as a hard copy.

### Accepted use of recordings

1. Recordings may be used for a variety of purposes e.g., Identification purposes, medication, person centred care/support plans or documentation of health and wellbeing concerns.
2. There may be other occasions when we would want to use recordings, these maybe as follows:

* Activities
* Outings
* Family / visitors
* Newsletters
* Award entries
* On-line/social media e.g., Twitter, Facebook

A service user can choose not to have their recordings used for the above purposes.

1. [Appendix 1 – Use of Images Consent Form](https://cumbria.gov.uk/elibrary/Content/Internet/327/38541/38630/45232115415.docx) must be completed with all service users on admission to the service. This document explains why the recording is being made, how it will be used and where the recording will be stored.
2. A copy should be made of the consent form and given to the person to keep for reference. The original should be filed on the service user’s personal file. For services using electronic care/support plan this is to be added into scanned documents within the electronic care/support plan.
3. Where disability or illness prevents a service user from giving informed consent or where the service user lacks capacity, you must seek the agreement from the service users NOK and or appropriate/delegated person. A note of this must be made on the consent form and it must be signed and dated. Any consent on behalf of the person needs to be in their best interest.
4. In accordance with the policy and procedure there are special reasons why photographs / recordings are needed. Some of these are recorded as above see A. There are other occasions recorded where the person can decline to have photos taken – see B above.
5. Service users must know that they are free to stop the recording at any time and that they are entitled to view or listen to it if they wish, before deciding whether to give consent to its use. If the service user decides that they are not happy for any recording to be used, it must be destroyed.
6. No recording should compromise the service user’s privacy and dignity.
7. It should always be made clear to the service users that refusal to give consent will not affect the care and support they receive.
8. Any recording must not be done on any member of staff’s own device/s. All recording taken must be completed when required on a County Council device and stored as detailed below.

### Withdrawal of Consent

1. Other than recordings used for identification purposes, service users have the right to withdraw consent for use of their recordings at any time. If a service user decides to withdraw consent, the records must not be used and therefore either given to the service user or destroyed.
2. If the service users NOK and or appropriate/delegated person wish to have copies of records this will be agreed as part of the consent form.

### Confidentiality and Service user Dignity

1. Images may form part of the service user’s records and so come under the confidentiality procedure and the relevant parts of the General Data Protection Regulations (GDPR).
2. Misuse of any recordings will be considered a breach of policy and procedure and may lead to disciplinary action.
3. It is Westmorland & Furness Council Policy that all employees who have personal connections to service users should declare it so access to records can be restricted to ensure we comply with the security requirements of the UKGDPR.

### Retention and Storage of Images and Audio Materials

1. Only the current identification recording must be kept for the same period of time as the service user file. Recordings for other purposes, e.g., life story work should be destroyed once they are no longer relevant.
2. To ensure an effective audit trail, all photographs must be stored on the computer with limited access. Other recordings should be deleted if no longer relevant.
3. If the service user leaves the service, the recordings must be deleted from the computer / memory card if no longer relevant.
4. On-line/Social media recordings will be stored under the individual media terms and conditions of where the recording was held/posted.

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### Multimedia Messaging Service Devices

1. There is an increasing availability of multimedia devices with both still and video image capability. This equipment should not be used for any other reason other than work related activity and must only be used on Westmorland and Furness Council equipment. This is due to the risks of:

* Interception when sending to an e-mail address via the internet.
* User typing the wrong number when sending to another phone.
* Phone operators sending messages over an insecure link.
* The phone being lost or stolen with images remaining in the memory.

1. All work devices must be held securely.

### Recordings Done by Service Users Themselves

1. Occasions may arise when the service user wishes to record a consultation or conversation with a health professional.
2. There should be no restrictions on the service user doing this provided that:

* The recording is done openly and honestly.
* The member of staff / other service users concerned are in agreement with the record being made and it has been, if necessary, discussed with the manager / supervisor.

1. A note should be made in the service user’s file about the above.
2. The service user should be reminded of the confidential nature of the recording and the need to ensure that it is their responsibility to keep it secure.

# Appendix 1 – Use of Images Consent Form

[Appendix 1 – Use of Images Consent Form](https://cumbria.gov.uk/elibrary/Content/Internet/327/38541/38630/45232115415.docx)

Care Services **will** need totake your photograph / video and or audio for identification purpose such as:

* **Person centred care plan documents.**
* **Medication files**
* **Documenting concerns about health and wellbeing**

The images will only be held on Care Services computers / equipment and stored securely.

To comply with the GDPR (General Data Protection Regulation), we need your permission to use the images we wish to take of you. Please indicate Yes / No below and sign and date the form where indicated.

**We may also use your image for the following:**

* **Award entries** Yes  No
* **Local newsletters** Yes  No
* **Activities** Yes  No
* **3rd party e.g., Princes trust** Yes  No

**Conditions of Use**

1. When you leave Care Services your consent will automatically expire, and any recordings held on the computer will be destroyed in line with the archiving policy. If you would like to revoke your consent at any time during this period, please talk to the manager / supervisor.
2. We will not reuse any images after this time.
3. We will not include details or names (which mean first name or surname) without good reason. For example, we may name the competition prize winner if we have their consent.
4. We will not include personal e-mail or postal addresses or telephone or fax numbers next to images used for activity purposes.

**I give / do not give my consent to photographs, video or audio equipment being used.**

|  |  |  |
| --- | --- | --- |
|  |  | **Date** |
| **Signature of service user / representative:** |  |  |
| **Signature of preferred contact:** |  |  |