

Care Navigation Information Schedule

SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR MEMBERS – AGE UK CAMDEN/PSIC/ODL

Please be advised that this table represents the information that AUC (and subsidiaries where applicable) may retain in relation to your employment. It also details when this information will be securely destroyed.

Please note that the organisation may keep basic anonymised information beyond the retention period for statistical reporting.

Please sign the end of this document to confirm that you have been informed of this process and are in agreement.

Information gathered and retained	Purpose for processing	Organisations that this information may be shared with and reason why	Legal basis for processing	Assessment of data subjects interests	Duration of retention
Personal identifiers e.g. name, CLOG reference number NHS numbers CLOG numbers Hospital reference numbers EMIS numbers	As a means to identifying clients across organisational data bases where information is retained. Saves repeating and duplicating information on the data systems, reduces risk of over processing other sensitive data	NHS secondary care, social services, GPs, NHS primary care staff, ie integrated care teams, 3 rd sector organisations. London ambulance service and transport services, police. Information is shared on a need to know bases ensure clients receive appropriate help, to raise any risk or concerns. CLOG and NHS Number, required by CN service to identify clients for monitoring purposes	Necessary for the performance of a contract of which the data subject is a party. Necessary for the legitimate interests of the organisation.	Impact on data subjects rights and freedoms is very low. Processing is in data subjects interest.	As per AgeukCamden's retention of information policies. As per NHS Camden's retention of information policies
Financial identifiers, e.g. National Insurance number	For client identification if interventions are required around a client's welfare/financial provision	DWP, social services,(transport services, taxi card applications) Queries about claims to the DWP, or other means tested services as proof of benefits and income	As above	As above	As per AgeukCamden's retention of information policies
Address	Full address and postal code, to carry out home visits, to post service information letter, for lone worker identification of where staff are.	NHS secondary care, social services, GPs, NHS primary care staff, ie integrated care teams, 3 rd sector organisations. London ambulance	As above	As above	As per AgeukCamden's retention of information policies. As per NHS Camden's retention of

	To share with hospital transport.	service and transport services, police, pharmacy staff on a need to know bases. A requirement field to filled out on charity log AgeUkCamden			information polices
Home and mobile telephone numbers	To make contact with clients in relation to their care and support provision	NHS secondary care, social services, GPs, NHS primary care staff, ie integrated care teams, 3 rd sector organisations. London ambulance service and transport services, police, Information shared on a individual need to know bases outside of AgeUkCamden	As above	As above	As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices
NOK phone NOK name and phone numbers	Inc case it is necessary to contact NOK in an emergency, if next of kin has power of attorney of health or provides unpaid care it may be necessary to share information	GPs, social services, emergency services, transport services, hospital teams, pharmacies, integrated care services Age Uk Camden charity log visible to other users, (organisational requirement to collect this information) NHS requirement to update this information on EMIS	As above	As above	As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices
Choice of 1 st Language	To support client's choice of language, so other agencies working with the client are aware of this choice. To help support services to meet the needs of the client such as providing interpreting services. Required by Ageuk Camden for routine monitoring purposes, tick box required field on charity log Required by CN services for monitoring purposes	GPs, social services, emergency services, transport services, hospital teams, NHS primary care services, 3 rd sector, on a need to know bases	As above	As above	As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices

GP name and surgery	Contractual Service requirement to record this for monitoring purposes. To identify GP to report progress, service interventions and any health deterioration or concerns.	Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations London ambulance service and transport services, police, Information shared on a need to know to bases and in clients best interest	As above	As above	As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices
Employment status	Age uk camden requirement for monitoring purposes, (organisation requirement to collect this information) In relation to financial interventions.	DWP only for benefit assessments purposes, information stored on Charity log visible to other users	As above	As above	As per AgeukCamde ns retention of information policies
Religious group	Required by Ageuk Camden for routine monitoring purposes, tick box required field on charity log	Visible to other AgeUK Camden Charity log users(organisation requirement to collect this information) not routinely shared information by CN Team with other stakeholders unless there is a clear need to know reason in relation to client wellbeing.	As above	As above	As per AgeukCamde ns retention of information policies.
Ethnicity	Required by Age Ukcamden for Monitoring purposes	Only shared on a need to know bases outside of AgeUkCamden, should there be need to highlight any cultural sensitivities in relation to care provision and interventions, not routinely shared, but visible to other Charity log users at Age UK Camden, (Organisation requirement to collect this information)	As above	As above	As per AgeukCamde ns retention of information policies.

DOB and age	Required for service monitoring purposes, required for identification of clients when working with health and social care providers	Routinely Shared only on a need to know bases, if required for identification purposes or monitoring information. Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations	As above	As above	As per AgeukCamdens retention of information policies. As per NHS Camden's retention of information polices
Gender	Required for AgeUKCamdens monitoring purposes, required for identification of clients when working with health and social care providers	Routinely Shared on a need to know bases if required for identification purposes, monitoring information or appropriate care provision. Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations, transport services	As above	As above	As per AgeukCamdens retention of information policies. As per NHS Camden's retention of information polices
Sexual Orientation	Required by Ageuk Camden for routine monitoring purposes	Not routinely shared outside AgeUkCamden by CN Team Information can be accessed by other AgeUkCamden Charity log users, (organisation requirement to share this information)	As above	As above	As per age UK Camden retention of information policies
Any disabilities and medical conditions including if Dementia is diagnosed	Required for AgeUkCamden monitoring purposes.(organisati on requirement to collect this information) Required by CN service for appropriate service provision in accordance to need, care planning purposes	Shared only on a need to know bases outside of AgeUkCamden, required only for appropriate care planning/intervention s and support provision. For Age UK Camden monitoring purposes, visible to all,(organisation requirement) Social workers,	As above	As above	As per age UK Camden retention of information policies As per NHS Camden's retention of information polices

		emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations			
Details of living arrangements: number of people living there, the accommodation type	Required for AgeUkCamden monitoring purposes,(organisation requirement to collect this information) Required by CN service for appropriate service provision in accordance to housing need,	Shared only on a need to know bases, outside of AgeUk Camden if required for purposes of seeking housing support/interventions or required access to property by other services, Social workers, emergency services, primary care teams, GP,s, transport service, other 3 rd sector organisations	As above	As above	As per age UK Camden retention of information policies As per NHS Camden's retention of information polices
If the client is housebound	Necessary information for appropriate CN service provision. Required by AgeUKCamden for monitoring purposes, (organisation requirement to collect this information)	Shared only on a need to know bases, outside of ageUk Camden as required for CN service provision/interventions. On charity log for AgeUKCamden monitoring purpose visible to all users Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations	As above	As above	As per age UK Camden retention of information policies As per NHS Camden's retention of information polices
If the client is a carer	Required for ageUkCamden monitoring purposes,(organisation requirement to collect this information) Required by CN service for appropriate service provision/interventions in accordance to need	Shared only on a need to know bases outside of AgeUk Camden if required for CN service provision/interventions purposes. Required by AgeUKCamden on Charity log for monitoring purposes, visible to all users. Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport	As above	As above	As per age UK Camden retention of information policies As per NHS Camden's retention of information polices

		services, other 3 rd sector organisations			
Name and value of benefits client is in receipt of	Required by CN service for appropriate service provision/interventions	Shared only on a need to know bases if required for CN service provision/intervention purposes. Social workers, primary care teams, hospital staff, GP,s, transport service, other 3 rd sector organisations	As above	As above	As per age UK Camden retention of information policies As per NHS Camden's retention of information polices
Uploaded documents in relation to clients issue. These may include: Any letters, emails or correspondence between client, professionals involved and advisors.	Necessary for appropriate information related to care planning and outpatient appointment coordination	Uploaded onto Charity log, AgeUk Camden. Locked to only visible to Care Navigation Team	As above	As above	As per age UK Camden retention of information policies

Organisations we may refer to are:

A1 Opticians
 Abbey Community Centre
 AbilityNet
 Adult Social Care
 Age UK Camden - Computers - Digital Inclusion
 Camden housing support teams
 Age UK Camden - Dementia Wellbeing Service
 Age UK Camden - Information & Advice
 Age UK Camden Counselling
 TREAT Team Royal free hospital
 Belsize Priory Integrated Primary Care Team
 Bladder & Bowel Care Services
 Bluebird Care
 British Red Cross
 Camden & Islington Wheelchair Service
 London Ambulance service
 Camden Carers Service
 Camden Central Access Team
 Camden Community Health

Camden Handyperson's Service
Camden Memory Service
Camden Outreach Team
Camden Podiatry Service
Camden Repairs
Camden Spectrum Centre
Careline Telecare
Bereavement services
Carers Allowance Unit - DWP
Castlehaven Community Centre
Central and North West London Health care trust
Camden Alcohol Services
London Irish Centre
Citizens Advice Bureau
Contact the Elderly
Dales Pharmacy
DWP
General Practitioner (GP)
GoodGym
Hampstead Community Centre
Henna Asian Women's Group
Holborn Befriending
Holborn Community Association
Hospital Transport services
Int - Dementia Wellbeing
ICope psychological Services
Int - Direct Payments
Int Counselling Service
Int Dementia Befriending Service
Int IAA
Int Nail Cutting Service
Int Online Directory
Integrated Primary Care teams Camden
Int-Shopping Service
Kentish Town Community Centre
Kentish Town Health Centre
Kilburn Neighbours Good Neighbours Scheme
Kingsgate Community Centre
LBC - Accessible Transport
LBC - Adult Social Care (ASC)
LBC Occupational Therapist
Meals On Wheels
Morefields Eye Hospital
North London Cares
NW3 Good Neighbours Scheme
Passport Office
Peckwater Centre
Physiotherapist
Plus Bus Door-to-Door
Police service
Primrose Hill Neighbours Help
ReThink
Royal Free Hospital
Sheltered Accommodation
St Lukes Kentish Town
Swiss Cottage Community Centre
Taxi Card
The Salvation Army
The Silver Line
Trusted Traders - Age UK London Business Directory

University of 3rd Age
Voluntary Action Camden
West Hampstead Community Centre
Women and Health