



Nottinghamshire Hospice
adding life to days

CCTV Guidance for our patients and their families

When our team come into your home to provide care and support for you or your loved one, it's understandable that you want to do everything you can to ensure the highest quality of care is being provided. As part of your considerations you may be contemplating the use of technology by using recording devices that may capture voice and or video surveillance.

Providing you with help and guidance

This leaflet has been prepared in order to help you make a well informed decision if you are considering using surveillance technologies, and signposting you to some of the legal and technical requirements that you will need to consider when deciding to take this step.

Using surveillance technology in the home

Whilst the use of such technology may provide you with reassurance about the care you or your loved one are receiving, it's important to be aware that it can also intrude on other people's privacy so there are some important things to consider before you take this step.

The Care Quality Commission (CQC) have provided guidance on this topic which starts off by saying, *"Installing a hidden camera or other recording equipment in a care home or other care service is a big decision. It can affect people's privacy and dignity. And it can have legal consequences as well."* We would certainly recommend reviewing their guidance on [Using cameras or other recording equipment to check somebody's care - Care Quality Commission](#) as it includes lots of useful information such as understanding the legal risks, talking with your care provider first and seeking the right permissions from everyone involved.

Legal Consideration

Here in the UK we have strong data protection laws that are there to protect everyone, and when installing technology in order to monitor those providing a service to you, it does mean you will be capturing peoples personal information which means these laws are likely to apply to you, and also to Nottinghamshire Hospice. Whilst the law does allow all of us to capture photographs and video purely for domestic or household activity,

when people's data is being captured in connection to a professional or commercial activity, then the UK Data Protection Act 2018 will apply.

Therefore, we are keen to ensure we signpost you to the appropriate guidance and organisations who can help you make this decision, and most importantly to encourage you to talk to us, should you be considering this type of approach.

How might this apply to you and your family?

It's important to consider that where surveillance technology such as recording devices are being used within the boundaries of your own home or personal space to monitor household employees or workers providing you with a commercial service, whether ad hoc or on an ongoing basis, then the collection, storage and use of this personal information will fall outside of the definition of domestic/household purposes and under the data protection law you would be considered to be what's called a "Data Controller".

Data Controllers, are individuals or organisation who collect personal information for specific purposes, and where this is the case, there are a number of obligations that data controllers must comply with under the UK Data Protection Act 2018. This can include ensuring you have the right documentation and policies in place, that you record the purposes you have for collecting information, and where necessary to collect the appropriate consent from those being recorded. It also requires that you keep the data secure and backed up, and that you have processes in place to ensure the data isn't breached in any way. So, there's quite a lot to consider, and therefore seeking the appropriate support and guidance to ensure you're fully protected will be important for you and your family.

How might this apply to Nottinghamshire Hospice?

It is also important for us to share that we also have legal obligations under the same data protection law, these laws extend to ensuring that our teams are aware that they may be recorded during their every day work in delivering their care to patients. You will be asked during the first assessment whether you have CCTV at the property we will be visiting.

Where can you get help and support?

The data protection regulator in the UK, the Information Commissioners Office (ICO) <https://ico.org.uk> are there to provide support and guidance to the general public and also to businesses, and where you are considering the use of such technology, we would strongly encourage you to speak with them to understand your legal obligations.

What next

If you are considering installing any type of recording technology (or have already done so) then we would ask that you talk to us about it so that together we can work through

any concerns you may have and to understand and agree on the next steps for both you and our staff. If you already have CCTV set up, please let our staff know.

Please contact the Head of Community Services on 0115 9621222.

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