

Culture of Care Programme Privacy Notice

The Royal College of Psychiatrists' (the College) National Collaborating Centre for Mental Health (NCCMH) runs several projects which aim to enable the delivery of high-quality, equitable mental health care. The NCCMH run improvement programmes which involve working with teams or services within an NHS Trust or organisation, or with the NHS Trust or organisation as a whole. The College is the data controller for the information you provide to us as part of a project. If you have any queries about the process or how we handle your information, please contact us at dataprotection@rcpsych.ac.uk.

The Culture of Care Programme

The NCCMH is running the Culture of Care Programme, which is part of NHS England's [Quality Transformation Programme](#). This programme aims to improve the culture of inpatient mental health, learning disability and autism wards for patients and staff so that they are safe, therapeutic and equitable places to be cared for, and fulfilling places to work. It is based on four key interventions that aims to support wards to provide safe, trauma informed, therapeutic and equity-focused care:

1. Ward-level quality improvement
2. Organisational-level quality improvement
3. Leadership support
4. A personalised approach to risk

To find out more about the programme contact us: cultureofcare@rcpsych.ac.uk or visit our website: [Culture of Care Programme \(rcpsych.ac.uk\)](#)

Who's involved?

The Culture of Care delivery team are comprised of NCCMH, who are the lead delivery partners, working with Black Thrive Global (BTG), Neurodiverse Connection (NDC), the National Confidential Inquiry into Suicide and Safety in Mental Health (NCISH) and a small group of contracted secondees and consultants.

North East London NHS Foundation Trust (NELFT) will also deliver Dialogical and Relational Training Taster (DARTT) Days as part of the programme.

Sources of information used by NCCMH for the Culture of Care Programme

Information will be submitted to the NCCMH from organisations throughout England who are participating in the Culture of Care Programme. All of this information is collected specifically for their participation in the project. The following information is collected:

- Application documents from organisations to register for the programme
- Data for an agreed set of measures to determine whether the work undertaken on the programme is leading to improvement which will be provided by each organisation (referred to as proxy measure data)
- Patient and staff experience, collected via surveys
- Attendee information at training sessions, events, workshops and meetings
- Data on each organisation's progress against the key milestones of the programme (referred to as QI leadership and coaching tracker)

What information do we ask for, and why?

The NCCMH will not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to either maintain a record of a you and to contact you, or for the purpose of assessing progress and implementing actions to support with the work.

We process:

- Information (such as name, role, contact information and organisation) about staff and people involved in an organisation's Culture of Care work in a lived experience capacity, to enable contact and mailing activities.
- Information relating to an organisation's progress with the work, and progress across the whole programme, which the Culture of Care Delivery Team can use to provide support, expert input, advice and guidance.
- Data from anonymous patient and staff experience surveys and an agreed set of proxy measures, to determine whether the work is leading to improvement.

The following actions will be implemented to maintain confidentiality and adhere to GDPR and the College data protection principles:

Application documents from organisations to register for the programme

Application Form and Contact/Mailing list

1. Participants are invited to complete application form which contains personal data and send back to project manager via MS forms.
2. Application forms will be stored electronically to a secure file location with limited staff access.
3. Participants will be asked by Quality Improvement (QI) coaches to provide their project team members email addresses via email.
4. A database of participants will be created from the applications and emails to support project management activities. This will be saved on a secure file location on SharePoint with limited staff access.
5. Data will be retained for the duration of the project and destroyed 6 years after completion.
6. There will be no paper or hard copy documents to store.

Personalised Approach to Risk (PAR) Application Form

NCISH will be delivering the Personalised Approach to Risk element of the programme which will include virtual events and in-person visits.

1. Participants are invited to complete an application form on MS Forms to take part in the PAR element of the programme.
2. Application forms will be stored electronically to a secure file location with limited staff access.
3. A database of contacts for this element will be created from the applications and securely shared with NCISH for the purpose of contacting them to arrange the in-person site visits.
4. Data will be retained for the duration of the project and destroyed 6 years after completion.
5. There will be no paper or hard copy documents to store.

Dialogical and Relational Training Taster (DARTT) Days Application Form

North East London Foundation Trust (NELFT) will deliver DARTT days to participants of the programme.

1. Participants are invited to complete an application form on MS Forms
2. Application forms will be stored electronically to a secure file location with limited staff access.
3. A database of participants will be created from the applications and securely shared with NELFT each month for the purpose of contacting the participants with an invitation and sharing the Zoom joining details with them.
4. Data will be retained for the duration of the project and destroyed 6 years after completion.
5. There will be no paper or hard copy documents to store.

Data for an agreed set of measures to determine whether the work undertaken on the programme is leading to improvement which will be provided by each organisation

Proxy Measure Data

The following measures are indicators of the culture on a ward, and we have selected them as the data are already collected by organisations. The data will be submitted to the Culture of Care Programme by organisations each month and will include 12 months' baseline data prior to the start of the programme (which launched May 2024). We will also ask for demographic data (which we will analyse at programme level), but we will not ask for any patient identifiable data.

- The number of incidents of:
 - Restrictive practice (restraint, seclusion and rapid tranquilisation)
 - Sexual harm
 - The number of days since the last incident of absent without leave (AWOL)
 - The percentage of shifts filled by bank and agency staff
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1. Organisations will submit data through a secure Microsoft request file link which is unique for each organisation.
 2. Data will be stored on a virtual desktop which has limited access.
 3. Demographic information will be stripped, and data will be presented on a Power BI dashboard.
 4. Each ward will have a Power BI dashboard that includes data for their own ward, which will be protected by a unique login password.
 5. Data will be retained for the duration of the project and destroyed 6 years after completion.
 6. There will be no paper or hard copy documents to store.

Patient, staff and carer experience, collected via surveys

Patient CARE Survey

This survey is designed to improve services and the way the staff care for the people who use them. The survey invites patients to complete an anonymous questionnaire (10 questions) after each interaction with staff on the ward, or as often as they would like to.

1. A QR code will be provided for each ward (or for wards where patients do not have access to electronic devices we will ask wards to provide iPads or a paper survey to return to us via freepost).
2. The survey will be created and collected on Jotform, which has Single Sign On access to keep data secure. Data extracted from Jotform will

be stored on a virtual desktop which has limited access within the Culture of Care programme team..

3. Demographic information will be stripped, and data will be presented on a Power BI dashboard.
4. Each ward will have a Power BI dashboard that includes data for their own ward, which will be protected by a unique login password.
5. Data will be retained for the duration of the project and destroyed 6 years after completion.

Patient Experience Survey

We have developed a 12-question questionnaire to measure whether patients' experiences on the ward are in line with NHS England's Culture of Care Standards. Patients will be invited to complete the anonymous online questionnaire during their admission.

1. A QR code will be provided for each ward (or for wards where patients do not have access to phones, we will ask wards to provide iPads or a paper survey to return to us via freepost).
2. The survey will be created and collected on Jotform, which has Single Sign On access to keep data secure. Data extracted from Jotform will be stored on a virtual desktop which has limited access. within the Culture of Care programme team.
3. Demographic information will be stripped, and data will be presented on a Power BI dashboard.
4. Each ward will have a Power BI dashboard that includes data for their own ward, which will be protected by a unique login password.
5. Data will be retained for the duration of the project and destroyed 6 years after completion.
6. There will be no paper or hard copy documents to store.

Staff Burnout Survey

As an overall measure for staff, the extent to which they feel burned out is an indicator of how they feel about working on the ward, and high levels of burnout directly impact the ability to be present alongside people in their distress. We use the Mini-Z burnout survey which we will invite staff to complete each quarter using an online form. The survey is anonymous.

1. A QR code will be provided for each ward (or for wards where patients do not have access to phones, we will ask wards to provide iPads or a paper survey to return to us via freepost).
2. The survey will be created and collected on Jotform, which has Single Sign On access to keep data secure. Data extracted from Jotform will be stored on a virtual desktop which has limited access within the Culture of Care programme team.
3. Demographic information will be stripped, and data will be presented on a Power BI dashboard.

4. Each ward will have a Power BI dashboard that includes data for their own ward, which will be protected by a unique login password.
5. Data will be retained for the duration of the project and destroyed 6 years after completion.
6. There will be no paper or hard copy documents to store.

Carer's Survey

We have developed a 12-question questionnaire for carers, families and friends to complete to measure whether their experiences, and the experiences of the person they support, are in line with NHS England's Culture of Care Standards.

A QR code will be provided for each ward, with paper surveys to return to us via freepost also available.

1. The survey will be created and collected on Jotform, which has Single Sign On access to keep data secure. Data extracted from Jotform will be stored on a virtual desktop which has limited access within the Culture of Care programme team.
2. Demographic information will be stripped, and data will be presented on a Power BI dashboard.
3. Each ward will have a Power BI dashboard that includes data for their own ward, which will be protected by a unique login password.
4. Data will be retained for the duration of the project and destroyed 6 years after completion.
5. There will be no paper or hard copy documents to store.

Attendee information at training sessions, events, workshops and meetings

Event and workshop registration forms

1. For some events participants will be required to sign up to attend via an MS Forms registration form that asks for their name, organisation, email address and any accessibility requirements.
2. A spreadsheet of contacts will be created from the form for the purpose of contacting them to share details of the event and record their attendance.
3. Data will be retained for the duration of the project and destroyed 6 years after completion.
4. There will be no paper or hard copy documents to store.

Lived Experience Expert Reference Group

1. Participants will be invited to the Expert Reference Group via email.
2. Once participants have agreed to be a part of the group, a spreadsheet of participants will be created in Excel for the purpose of contacting the participants and sharing the meeting details with them.
3. Data will be retained for the duration of the project and destroyed 6 years after completion.
4. There will be no paper or hard copy documents to store.

Lived Experience Network

1. Participants will be invited to the Lived Experience Network via email.
2. Once participants have agreed to be a part of the group, a spreadsheet of participants will be created in Excel for the purpose of contacting the participants and sharing the meeting details with them.
3. Data will be retained for the duration of the project and destroyed 6 years after completion.
4. There will be no paper or hard copy documents to store.

Data on each organisation's progress against the key milestones of the programme

QI & Leadership Coaching Tracker

5. A tracking spreadsheet will be updated on an ongoing basis by the delivery team's Quality Improvement Coaches, leadership coaches and Lived Experience Advisors to measure organisations' progress against pre-determined milestones.
6. The spreadsheet will be shared with the Culture of Care Delivery Team and stored electronically within a secure location on MS Teams (SharePoint).
7. Data will be retained for the duration of the project and destroyed 6 years after completion.
8. There will be no paper or hard copy documents to store.

Note: Information for project evaluation

The evaluation plan for this project is still in planning (September 2024) and will be assessed for data protection impact once details are available.

What will we do with the information you provide to us?

All the information you provide will only be used for the purpose for which you provided it or to fulfil business, legal or regulatory requirements if necessary.

NCCMH will not share any of the information provided to us with any third parties for marketing purposes.

Use of Data

1. Culture of Care Delivery Team

a. QI & Leadership Coaching Tracker

The QI & Leadership coaching tracker spreadsheet will be stored electronically within a secure location on MS Teams (SharePoint) and accessed by the Culture of Care Delivery Team.

b. Proxy Measure Data, Patient CARE Survey, Patient Experience Survey, Staff Burnout Survey, Carer's Survey

A Power BI dashboard will be created with proxy measure data and survey results without the demographic information. The data will be stored electronically within a secure virtual desktop. With a secure login password, the dashboard will be accessed by the Culture of Care Delivery Team, Ward members, and Organisation members.

2. National Confidential Inquiry into Suicide and Safety in Mental Health (NCISH)

a. Personalised Approach to Risk (PAR) Contacts

A database of key contacts will be created from the applications forms securely shared with NCISH for the purpose of contacting them to arrange the in-person site visits.

3. North East London NHS Foundation Trust (NELFT)

a. Dialogical and Relational Training Taster Days (DARTT Days) Application Form .

A database of training participants will be created from the applications and securely shared with NELFT each month for the purpose of contacting the participants with an invitation to the training and sharing the Zoom joining details with them.

4. Organisation and Ward Members

a. Proxy Measure Data, Patient CARE Survey, Patient Experience Survey, Staff Burnout Survey, Carer's Survey

A Power BI dashboard will be created with proxy measure data and survey results without the demographic information. The data will be stored electronically within a secure virtual desktop. With a secure login password, the dashboard will be accessed by the Culture of Care Delivery Team, Ward members, and Organisation members.

Your rights

Under the Data Protection Act 2018 and UK General Data Protection Regulation (UKGDPR), you have rights as an individual which you can exercise in relation to the information we hold about you. For further information, please visit the Information Commissioner's Office website [here](#).

How long is the information retained for?

- All information will be retained for 6 years following the programme's completion, in line with the NCCMH's records retention schedule.
- If you wish to learn more about this retention period, please contact us using the details below.

Legal basis for processing

The NCCMH processes data with consent from the individual providing the data.

Access to personal information

You can find out which personal information we hold by making a 'subject access request' under the Data Protection legislation. If we do hold identifiable information about you we will:

- Give you a description of it;
- Tell you why we are holding it;
- Tell you who it could be disclosed to;
- Let you have a copy of the information in an intelligible form.

To make a request for any personal information we may hold you need to put the request in writing to dataprotection@rcpsych.ac.uk.

Other rights

If we do hold personal data that is not anonymous about you, you can:

- Ask for incorrect data to be amended;
- Ask for data to be erased where there is no longer an ongoing need for processing;
- Ask for access to your data to be restricted;
- Object to the processing of your personal data and your objection will be considered

If you wish to exercise any of these rights please contact us: dataprotection@rcpsych.ac.uk

Complaints or queries

The College takes any complaints we receive about the way in which we use personal data very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint about the way we have processed your personal information you can contact us using the details at the bottom of this notice.

You can also complain to the Information Commissioner's Office directly:

Wycliffe House
Waterlane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

Tel: 0303 123 1113

Changes to this privacy notice

We keep our privacy notice under regular review. This Privacy Notice was last updated in September 2024.

How to contact us

If you want to request information about our privacy policy you can email us at dataprotection@rcpsych.ac.uk or at the below address:

Data Protection Officer
Royal College of Psychiatrists
21 Prescot Street
London
E1 8BB