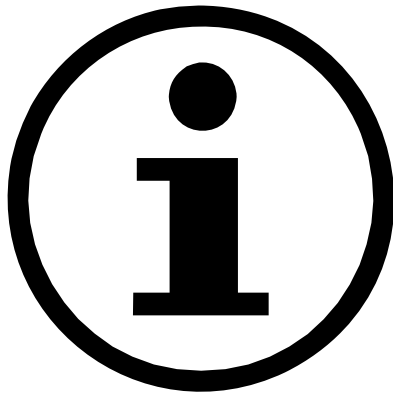


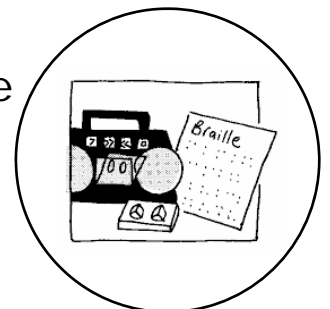
Community Care Services



Your Right to Know

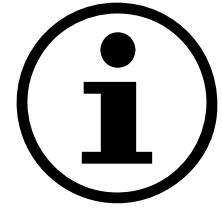
**This leaflet tells you about how to
see your records.**

You can get this leaflet on audio tape, in large
print, in Braille and
in other languages if you ask us.



Why we keep records

Records are **important** because we need to **write down information** about:



You and your life



What help you need



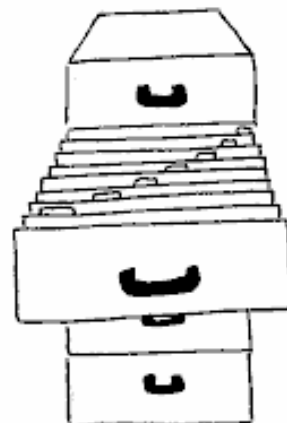
Your services



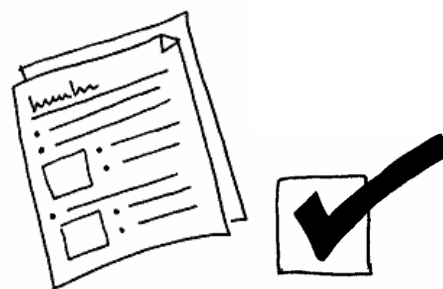
This information helps us make sure we **get things right for you.**

Why its important you know

Its important **you know** what information we keep on you because:



It's your right to know



You can see if it's right

Are my records private?



Yes, your records are **private** and **confidential**.



But we do need to **share information** with some people:



Staff who help you



Organisations who help



Sharing information helps us to **help you**.

We **do not** share information with everybody!

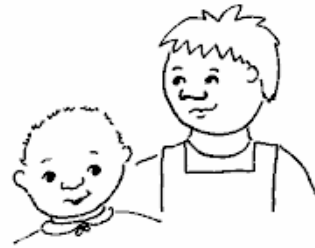


What records can I see?

You **have a right** to see information:



About you



About your child

You can see information held in **different ways**:



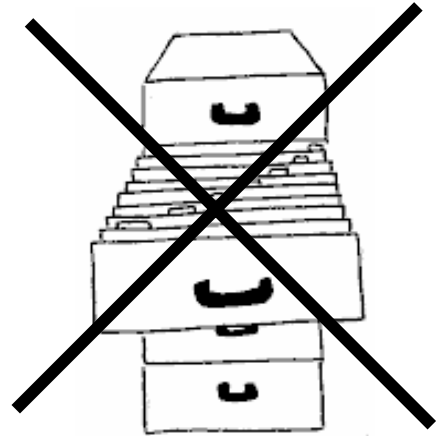
Paper records



Computer records

What records can't I see?

You **cannot see** information:



About other people



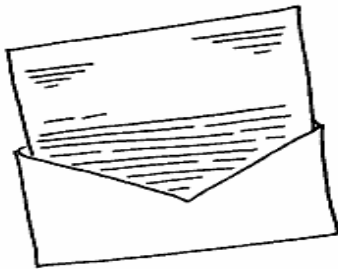
Other people have given about you



You can see this information if other people **say you can.**

How can I see my records?

To see your records **just ask:**



Write to the Director



Fill in a form



The Director of Community Services
Royal Borough of Kingston
Guildhall 1
Kingston upon Thames
Surrey, KT1 1EU



See below for the form to see your information

Checking your records



If your records **are wrong**, you can:



Tell our staff



Tell Customer Services



Complaints and Information Access Officer

Telephone: 020 8547 4716

Email: karen.fenwick@rbk.kingston.gov.uk

Can I have a say in my records?



Yes, you can:



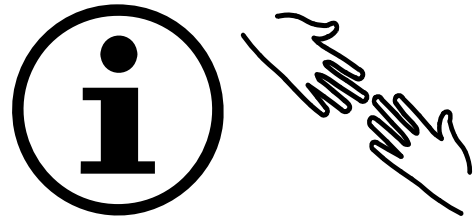
Have your say



Agree records with staff

For more information or help

If you would like more information or help, please get in touch with us:



Complaints and Information Access Officer

Telephone: 020 8547 4716

Email: karen.fenwick@rbk.kingston.gov.uk

Other organisations who may help:

Kingston Advocacy Group

Telephone: 020 8549 1028

SHOUT- Self Advocacy Group for People with Learning Disabilities

Telephone: 020 8255 0003

Service user parliament for people with learning disabilities

Telephone: 020 8547 6645

Kingston Centre for Independent Living

Telephone: 020 8546 9603

About Community Care Services

We provide many services for people living in the Royal Borough.

Our services include home care, day care, residential care and nursing home care, Occupational Therapy services, social work and



For information on all these services, contact:

Community Learning Disability Team

Crescent Resource Centre, Cocks Crescent,
Blagdon Road, New Malden KT3 4TA.

Telephone: 020 8547 6558

Email: learning.disability@rbk.kingston.gov.uk

Website: www.kingston.gov.uk/communitycareservices

**Produced by Community Care Services
May 2007**

Your Right to Know form



Please tick the box

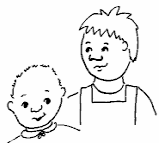


I would like to see my records

I would like to see my child's records



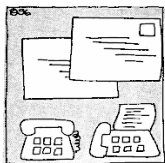
Your name:



Your Child's name:



Your relationship to the Child:



Your address:

.....

Your telephone number:



Signed:

Dated:

Fold here

BUSINESS REPLY SERVICE
Licence No. KT 644



The Director of Community Services
Royal Borough of Kingston Upon
Thames
Guildhall
Kingston Upon Thames
Surrey
KT1 1EU