

Privacy Notice
Pro-Active Care remote
monitoring hospital discharge
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Adult Social Care
Peoples

Nottingham City Council
Information Compliance

PN-0252

January/2024

Pro-Active Care remote monitoring hospital discharge

Some hospital discharges are delayed because nursing teams are unsure of how patients will cope in their home environment, potentially resulting in risks to patient safety.

A unique partnership has been formed in Nottingham to support patients being discharged home from hospital and being kept safe whilst their care needs are being assessed. This involves Nottingham City Council working in partnership with Nottingham on Call, the care agency TuVida and a technology provider Intelligent Lilli.

The proposal is to deliver Technology Enabled Care service that create a 'wrap-around' 24-hour home assessment and care service for an initial 6 weeks after hospital discharge.

If an individual agrees to take part in the service, Nottingham on Call will install the Technology Enabled Care devices (provided by a company named Intelligent Lilli) in their home. The system uses Machine Learning to map the individual's activity and behaviours discreetly. It learns an individual's environment and how they behave in it to create real time monitoring. This can generate alerts if there are changes in an individual's behaviour that indicate they may have a medical problem. The

monitoring will support the assessment decisions that need to be made. In addition, a traditional care alarm package will be offered where suitable.

The care agency TuVida is contracted to deliver the night-time care element of the 'wrap-around' 24-hour home assessment and care service.

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- First name
- Surname
- DOB
- Address
- Contact details

The information we process about you may include the following 'special categories of personal data':

- Physical or mental health

Lawful basis for processing

The Council will process individuals' data in respect of Technology Enabled Care based on consent.

This is a result of the powers or duties contained in:

- The Care Act 2014
- Section 1, Localism Act 2011
- Local Government Act 1972

The condition under which we process 'special categories of personal data' for this same purpose is also consent.

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council will share your personal information with:

- TuVida who will provide the night-time 'hands on' care element of the service.

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>.

The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You are not obliged by statute or contract to provide the information that is specified here. However, if we are not able to process your personal data, we will not be able to provide the standard of care that we would like to through the Technology Enabled Care project.

How long will the Council retain the data for?

The information that you have provided will be kept for 6 years (subject to review) in line with its retention schedule in the Council's Information Asset Register.

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>.

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House,
Station Street,
Nottingham,

NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,
Water Lane
Wilmslow,
Cheshire
SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .