

# Your care record

Every young person who is involved with us has something called a **care record**. Your care record holds information about you and the things that are happening in your life. Your care record will include things such as:

- Letters you or other people send to us
- Information from your doctor
- Details of the people who work with and look after you
- The information you tell us when we do an **assessment**.

If you are involved with us because:

- you are caring for a parent or relative, or
- we are working with another young person in your family

we will make sure that we keep your information in separate records. We do this to protect your right to confidentiality.

Your care record is important. It tells us details of the care and support we are giving to you and why you need our help. This information is also important to **parents**. 'Parents' includes your birth parents and anyone else who your birth mother, or a court, has been given **parental responsibility** to. We have parental responsibility for some young people in Hartlepool.

## Seeing your care record

If you are a young person who can understand and make decisions for yourself, you can ask to see your care record. We will give you a copy of your care record if you would like one.

# Your care record

If you would like to see your care record, speak to your social worker. If you are not sure who your social worker is, or if you do not have one at the moment, get in touch with the social care Duty Team. You can do this by:



**Telephone:** 01429 523872



**Textphone:** 01429 284130



**Email:** [socialservices@hartlepool.gov.uk](mailto:socialservices@hartlepool.gov.uk)



**Post:** Child and Adult Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

## About this factsheet

This factsheet explains what your care record is and how you can ask to see it. We wrote this factsheet in May 2010. We will check that it is up-to-date in May 2011.

## Other useful factsheets

- Talking to us Reference: factsheet C4
- Sharing your information Reference: factsheet C7