

Taking account of your wishes

What you want to happen in any situation or circumstance in which we provide the careline service to you is of tremendous importance to us. In the majority of situations, staff and any contractor or sub-contractor will take account of and act upon your expressed wishes. However, there may be certain situations in which it would be inappropriate or even dangerous for us to do so. In those circumstances, we may need to act contrary to your wishes. Nevertheless, we will not do this without explaining why we need to do so and what we are going to do as a consequence.

Circumstances in which we might overrule your wishes

We are most likely to act contrary to your expressed wishes in any situation where those wishes pose a potential threat to your life, health and safety, or that of a Herefordshire Careline employee, or any other person. In particular:

- Data protection legislation allows us to provide sensitive (health related) information to a medical professional (such as a GP, nurse or paramedic), where not to do so would be detrimental to life
- In exercising our duty of care to our own employees and a vicarious liability for the health and safety of contractors and sub-contractors, we would be bound to disclose information to enable any of them to be prepared and/or protected for any health and safety situations which could otherwise cause them harm

If we encounter a situation where we have to overrule your wishes, our first action will be to explain to you why it is intended to do so. The member of staff will then explain to you what they intend to do as a consequence.