

Confidentiality Statement

Aberdeenshire Community Substance Misuse Service offers a confidential service.

This means that your care and treatment will only be discussed with members of the integrated team and other people involved in your care plan.

However, there are some circumstances where this level of confidentiality cannot be guaranteed.

These include for example:

- If a member of staff has concerns about children in your care or children that you are having regular contact with.
- If information is requested for the purpose of child protection proceedings.
- If you disclose information about a serious crime.

We would always aim to discuss breaches of confidentiality with you first, however, there are some occasions where this may not be possible. If you feel that your confidentiality has been breached inappropriately please contact the Team Manager.

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Aberdeenshire Community Substance Misuse Service

Service User Charter & Confidentiality Statement

Aberdeenshire 
COUNCIL

Housing and Social Work

Service User Charter

What can you expect from us?

- A comprehensive assessment
- Access and referrals to all appropriate services
- A full care plan
- Regular progress reviews
- To be consulted at all stages of your care
- A non-judgemental attitude
- To be treated with respect and dignity
- Attendance at all pre-arranged appointments
- A confidential service (see back page)
- The opportunity to provide feedback on the service you have received
- The right to make a complaint.

What do we expect from you?

- Attendance at all pre-arranged appointments
- Prior notice if you are unable to attend an appointment
- An open and honest attitude
- Non-threatening verbal or physical behaviour
- A desire to address your drug and/or alcohol issues
- To be treated with respect