



Kirklees Community  
Healthcare Services

## Standard Operating Procedures for Mobile Devices

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### NICE GUIDANCE

*Once NICE guidance is published, health professionals are expected to take it fully into account when exercising their clinical judgment. However, NICE guidance does not override the individual responsibility of health professionals to make appropriate decisions according to the circumstances of the individual patient in consultation with the patient and/or their guardian or carer.*

## Contents

<b>Section</b>		<b>Page</b>
1.	Target staff group and definitions	3
2.	Aim of the guidelines	3
3.	Responsibility	3
4.	Additional Information	5
5.	Training requirement	6
6.	Auditing compliance	6
7.	References / Bibliography	7
8.		
9.		
10.		
11.		
12.		
13.		
<b>Appendices</b>		
1	Key Stakeholders consulted/involved in the development of the policy/procedure	8
2	Equality Impact Assessment Tool	10
3	Guidance for replacing a stolen Toughbook	11

## **1. Target staff group and definitions**

Kirklees Community Healthcare Services (KCHS) staff that use a Mobile Device, such as a mobile phone, Blackberry, a Toughbook or a Team Toughbook.

## **2. Aim of the guidelines**

To ensure the safe and effective use of Mobile Devices in line with NHS Kirklees policies and procedures and KCHS Standard Operating Procedures (SOPs) ensuring the health, safety and welfare of users and to minimise risks associated with the use of mobile devices and mobile working.

## **3. Responsibility**

### **3.1 Users**

- Users must ensure that Mobile Devices are used to maximise their potential, increasing both the quantity and quality of time users spend caring for clients.
- It is the responsibility of all staff to ensure the confidentiality; availability and Integrity of data available on mobile devices comply with the requirements of the Data Protection Act and Caldicott principles.
- Each user must take personal responsibility and is accountable for the security of the equipment, software and data in his/her care. Client data must not be shared inappropriately and devices such as Toughbooks must be “locked” (using Ctrl-Alt-Del) if left unattended, such as in clients or users homes. Users should maintain their competencies in using mobile devices through regular use and training. Pin numbers must be used for mobile phones and Blackberries. Managers must ensure that users understand how to use mobile devices and set goals as appropriate through the appraisal process.
- When not in use Mobile Devices must be stored safely and securely. Toughbooks/Laptops must be stored in the foot well of cars when driving or locked in the boot. The Confidentiality Policy must be adhered to and states;
- Laptops that have identifiable information stored on them must not be taken off NHS premises unless the information is encrypted
- Do not leave portable computer equipment on view within your car
- Do not leave portable computer equipment in your car overnight
- Store any back-ups (CDs, floppy disks, flash drives, etc.) securely. Update your information regularly whilst using portable equipment

- Ensure that your computer is password protected
- Ensure that any document, spread sheets or databases containing confidential or sensitive data are password protected
- All equipment should be locked away when not in use
- Make every effort to ensure that your portable computer does not get misplaced, lost or stolen
- Remember, you are bound by the same rules of confidentiality whilst away from your place of work, as you are when you are at your desk
- Unofficial, unauthorised or unlicensed software must not be loaded on Mobile Devices.
- When travelling, Mobile Devices must not be left unattended in public places.
- Mobile Devices should be carried as hand luggage when travelling by public transport.
- For Toughbooks any issues with connectivity should be reported via the Toughbook issue log located on the Z: Drive in the following location (Z:\Provider Services\Tough Book Training Database).
- Any accidents, incidents or near misses must be reported to user's line manager, filling in incident forms as appropriate
- If Toughbooks or Laptops are used at users homes, for 40% or more of the time during working hours, then users must complete the home working assessment in line with the home working policy.
- Users must ensure that Mobile Devices not in use, are being transported or stored, are always fully powered down.
- When not in use or in a KCHS base Mobile Devices must be placed in a securely locked location e.g. a filing cabinet, locked room etc.
- Users must avoid leaving Mobile Devices unattended near ground floor windows or within easy access of external doors.
- Mobile Phones and Blackberries should not normally be used to make personal calls or text messages although occasional reasonable use is authorised.
- If a Mobile Device is lost or stolen report this immediately to your line manager

### 3.2 Line Managers

- Must approve and recommend a member of staff to be given a Mobile Device e.g. a Toughbook. Mobile Phones must be authorised by a T30 Manager and a Blackberry by a T7 Manager.
- Must inform I.T. Service Desk when a member of staff leaves to ensure that their remote access rights are removed. Toughbooks must be returned to BT and other Devices returned to the appropriate department, such as Laptops must be returned to IT.
- Must ensure that users are competent in the use of Mobile Devices. Toughbooks users must complete Toughbook training, with further support available from Elaine Gomersall. For Laptops IT have training available and for other devices Managers must identify an appropriate course or on the job training.
- Must ensure that Toughbooks are used effectively and that working practices are changed as appropriate to fully realise the benefits of mobile working. This includes using Toughbooks as an integrated part of client care.
- Must review and discuss the home working checklist, defined within the Home Working Policy, with the user making adjustments or providing equipment as required in order to minimise any risks identified.
- Ensure staff have access to support when necessary. Particularly for new team members; staff should be given appropriate levels of support and face to face communication.
- Must make sure any lost or stolen Devices are deactivated, through liaising with police, governance and risk management. The sim card must be blocked to prevent it being used fraudulently. For stolen Toughbooks, refer to Appendix 3
- Must make sure any particularly high/low users of Mobile Devices are investigated to make sure Devices are being used appropriately.
- Must ensure all mobile devices and related equipment are returned when users leave KCHS.

## **4. Additional Information**

### *Use of the Internet*

NHS Kirklees Internet Policy applies to all KCHS mobile devices.

### *Kirklees Community Healthcare Service's Right to Inspect Data*

All data and software held on mobile devices may be inspected by authorised staff at any time and without warning. Users may be required to remove software and/or data which are deemed to be inappropriate.

### *Governance*

Mobile working is about being able to access and record client related/clinical information at the point of need. Consequently, information governance principles must apply equally to electronic information systems in the same way they do to paper records. Staff must be aware of and follow the NHS Code of Practice for Record Keeping (DH, 2006) as well as relevant local policies and standard operating procedures. Mobile Devices must be used in line with the KCHS Clinical Record Keeping SOP

#### **4.1 Virus Protection**

All Toughbooks have up-to-date Anti-Virus software installed at the time they are issued. The anti-virus system's database will be updated on a regular basis. In no circumstances shall the user delete or disable the anti-virus software.

#### **4.2 Health and Safety**

Users must adhere to risk assessments where appropriate, such as the Toughbook Risk Assessment. Toughbooks should generally be used only in short bursts. If the Toughbook is used for extended periods of time, such as at the users home or within a KCHS base then appropriate equipment must be used to minimise the risk of repetitive strain injuries (RSI) or work related upper limb disorders (WRULD).

Users should have attended mandatory training, which includes moving and handling training and been supported to implement any requirements deemed necessary.

Any issues around moving or handling of Mobile Devices must be reported to line managers immediately.

Staff should use mobile devices to update patient records with clients. If this is deemed inappropriate then mobile devices can be used in the user's car. The car may have to be driven to a more appropriate location before use. This is down to the user's professional judgements and discretion. The safety and security of KCHS staff members is the priority.

## **5. Training requirement**

For Toughbook use Toughbook training must be attended before staff can be issued with a Toughbook. All staff using a Mobile Device must also complete mandatory training, which includes moving and handling training. Mandatory training also covers Information Governance.

It may be deemed appropriate that users may need further support to improve I.T. Literacy levels. Courses are available from The Health Informatics Service.

## **6. Auditing compliance**

Records must be kept of all Mobile Device Users. These records will be held with the relevant T30 Manager responsible for the differing Mobile Devices.

## **7. References / Bibliography**

Team Toughbook SOP

NHS Kirklees Internet Policy

NHS Kirklees Remote Working Policy

NHS Kirklees Home Working Policy

NHS Kirklees Health and Safety at work policy

NHS Kirklees Information Security Policy

NHS Kirklees Confidentiality Policy

## Key Stakeholder Consultation

Stakeholders name and designation	Date feedback requested	Detail of feedback received	Date feedback received	Action taken
Catherine Smythe	30/03/2010	<p>3.1 They are generally referred to as Caldicott Principles rather than 'recommendations'</p> <p>3.2 3rd paragraph doesn't read particularly clearly, perhaps needs restructuring. The onus is on the clinician to maintain their competencies, the managers responsibility is to be assured that they have done this. This would probably be assessed/checked during the annual appraisal process.</p> <p>4th paragraph, what does this actually mean - needs I feel to be more specific if possible, how are they going to do this? (not an easy one I know!)</p> <p>Regarding the governance section, just a suggestion....</p> <p>'Toughbooks are a mobile solution to being able to access and record clinical</p>	06/04/2010	Amendments made

		information at the point of need. Consequently, information governance principles must apply equally to electronic information systems in the same way they do to paper records. Staff must be aware of and follow the NHS Code of Practice for Record Keeping (DH, 2006) as well as relevant local policies and standard operating procedures'.		
Elaine Gomersal	30/03/2010	No comments received		
Liz Clough	16/04/2010	Comments received around including more on mobile phone use		Amendments made
Sandy Bunyard	29/06/2010	Please confirm that that this states that a Home Assessment is only necessary if the person works 40% or more of their time at home.  I think you should be aware that this is not possible in many bases due to space constraints		Amendments made
Catherine Smyth	29/06/2010	Further comments received		Amendments and deletions completed
Tina Quinn	29/06/2010	Add bullet points		Amendments made
Joan Booth	29/06/2010	Comments received		Amendments made

## Appendix 2

## Equality Impact Assessment Tool

	Insert Name of Policy / Procedure		
		Yes/No	Comments
<b>1.</b>	<b>Does the policy/guidance affect one group less or more favourably than another on the basis of:</b>		
	<ul style="list-style-type: none"> <li>• Race</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Ethnic origins (including gypsies and travellers)</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Nationality</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Gender</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Culture</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Religion or belief</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Sexual orientation including lesbian, gay and bisexual people</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Age</li> </ul>	No	
	<ul style="list-style-type: none"> <li>• Disability - learning disabilities, physical disability, sensory impairment and mental health problems</li> </ul>	No	
<b>2.</b>	<b>Is there any evidence that some groups are affected differently?</b>	N/A	
<b>3.</b>	<b>If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?</b>	No	
<b>4.</b>	<b>Is the impact of the policy/guidance likely to be negative?</b>	N/A	
<b>5.</b>	<b>If so can the impact be avoided?</b>	N/A	
<b>6.</b>	<b>What alternatives are there to achieving the policy/guidance without the impact?</b>	N/A	
<b>7.</b>	<b>Can we reduce the impact by taking different action?</b>	No	

**GUIDANCE FOR REPLACING A STOLEN TOUGHBOOK**

**Responsibility of member of staff**

1. Report theft to line Manager
2. Report theft to the police
3. Notify KCHS Governance team
4. Complete incident form and send to the Line Manager
5. Notify BT; Telephone 0121 702 7816

**Responsibility of BT**

6. BT to update the asset register detailing as a stolen Toughbook
7. BT to issue a new Toughbook when authorisation received
8. BT to update the asset register of new Toughbook issued

**Responsibility of Line Manager**

9. Line Manager to authorise replacement Toughbook
10. Line Manager to contact BT for replacement
11. Date and time to be agreed for the member of staff to receive replacement Toughbook