


Policy No: 03-1211	Authorised: 	Date: 04/02/2020
STAFF USE OF MOBILE TELEPHONES		

This Policy defines the Organisation's philosophy on staff use of mobile telephones during duty hours.

A: USE OF MOBILE TELEPHONES:

1. Each staff member will be issued with a mobile telephone for the following purposes:
 - 1.1 As an essential component of the Organisation's Electronic Monitoring System, where the staff member is required to "log in" upon arriving at the service user's house, and "logging off" when leaving.
 - 1.2 As a means of direct communication with their line supervisor or manager at "base" (the Organisation's administrative facilities). Via 'what's app' and their work group they are assigned to.
 - 1.3 To read and interact with the care plan information provided for the care calls they are attending via mobizio
 - 1.4 The telephone is a data only phone and must not to be used for making or receiving personal calls via social media apps.
 - 1.5 Staff members are expected to ensure phones are charged at all times during working hours.
2. Personal calls are not to be made while delivering care.
 - 2.1 Hand-held telephones MUST NOT be used while driving. If it is essential to communicate while driving a hands-free telephone system must be used, but again only in emergencies. The safest option is always to find a safe place to stop to use the telephone.
 - 2.2 Any excess data usage will be paid for by the staff member responsible for the telephone handset.

B: CONFIDENTIALITY & SECURITY:

1. The telephone must not be used to store personal details alluding to a service user and / or advocate or family members, without express authorisation from the Organisation, and then only that information that is judged to be in the best interests of the service user may be stored. A finite time for storage of personal data must be agreed with the service user / advocate.
2. The telephone must be kept secure at all times particularly when it is being carried. If the handset is lost or stolen this must be reported immediately to the Organisation's management so that it can be disabled.
 3. The telephone must not be used by any unauthorised persons.
 4. The telephone must be locked when not in use to prevent unauthorised use.