Torbay and Southern Devon Health and Care Mobile Devices Policy

1. *Glossary of Terms*

Mobile device: a mobile device is a device that enables functionality away from the main base of work.

Mobile phone: a mobile phone is a device that allows the ability to make telephone calls and send and receive text messages without the need of a physical connection to the telephone network.

Smartphone: a smartphone provides the same functionality as a mobile phone with the additional ability of being able to send and receive emails and enabling the use of general purpose applications (apps).

Tablet: a tablet computer, or simply tablet, is a mobile computer with display, circuitry and battery contained within a single device.

Smart tablet: a smart tablet comprises the ability of a tablet with the functionality of a smartphone with the exception of not being able to send or receive phone calls or text messages.

Supported and non-supported devices: a supported device is one that the Trust issues and will provide technical support for. A non-supported device does not fall within this remit.

2. *Eligibility Criteria*

2.1.

The Trust is committed to flexible working and ensuring that adequate communication facilities are available to its staff in order for them to carry out their normal daily duties. Devices will be allocated according to the criteria below and depending upon both the person's role and the location in which they normally work.

The criteria for a mobile device is as follows (all three must be met):

AppPAL Translation

A translation of the requirements in this document into AppPAL is presented in this column. Not all policies are translatable (or contain an actual requirement that should be enforced), but where they are the rule is given next to the informal policy text.

This policy contains many requirements which depend on an employee having agreed to various conditions. We can simplify the policies if we require employees to agree to these conditions up front.

```
'nhs-trust' says Staff:S mustAcknowledged('acceptable-use').
'nhs-trust' says Staff:S mustAcknowledged('charger-policy').
'nhs-trust' says Staff:S mustAcknowledged('charging-policy').
'nhs-trust' says Staff:S mustAcknowledged('confidentiality-guidelines').
'nhs-trust' says Staff:S mustAcknowledged('damage-policy').
'nhs-trust' says Staff:S mustAcknowledged('data-loss-policy').
'nhs-trust' says Staff:S mustAcknowledged('driving-policy').
'nhs-trust' says Staff:S mustAcknowledged('monthly-fee').
'nhs-trust' says Staff:S mustAcknowledged('personal-liability').
'nhs-trust' says Staff:S mustAcknowledged('public-usage-policy').
'nhs-trust' says Staff:S mustAcknowledged('usage-policy').
'nhs-trust' says Staff:S mustAcknowledged('work-communication-policy').
```

```
'nhs-trust' says Staff isNeeding('Mobile')
  if Staff isLoneWorking,
     Staff isOutOfHoursWorking,
     Staff isOutOfOfficeWorking.
```

- Staff whose work entails predominantly lone working in the community
- Emergency out of hours staff including any staff on the on-call rota
- Staff who spend a significant amount of time out of the office and are required to be contactable during this period

2.2.

In order to qualify for a smart device a member of staff must first qualify for the above basic mobile device criteria. However, where it has been agreed that a mobile device with the ability to access the internet can be demonstrated to provide better and / or cost effective patient care (for example increased quality of work, improved productivity), a smart device may be considered. At least two of the following criteria must be met in order to apply for a smart device:

- Staff whose work regularly requires the use of email whilst lone working in the community / working out of the office.
- Staff whose work regularly requires access to their calendar whilst lone working in the community / working out of the office.
- Staff whose work requires internet access whilst lone working in the community / working out of the office.

2.3.

If the Trust deems it is not necessary for a member of staff to have a mobile device to discharge their duties and has decided not to issue a device, that member of staff should not use a personal mobile device for Trust business. If an individual does use a personal mobile device for Trust business they do so entirely at their own risk and own cost. There are some circumstances in which the Trust prohibits the use of personal devices for Trust business and this includes any circumstances where personal identifiable data is stored on that device. Please refer to the confidentiality staff code of practice for further advice and guidance.

2.4.

Upon receipt of the completed application form, allocation will also need to be authorised by the relevant Assistant Director and the Director of Finance.

3. *Mobile Device User Roles and Responsibilities*

3.1. The corporately issued mobile device is the property of the Trust and as such it is a requirement that staff must take good care of it. Staff should take all reasonable steps to ensure that it is not damaged, lost or stolen.


```
'nhs-trust' says Staff isNeeding('SmartMobile')
  if Staff isNeeding('mobile'),
     Staff hasMet('smart-mobile-requirements').

'nhs-trust' says Staff hasMet('smart-mobile-requirements')
  if Staff isNeeding('oooemail'),
     Staff isNeeding('ooocalendar').

'nhs-trust' says Staff hasMet('smart-mobile-requirements')
  if Staff isNeeding('oooemail'),
     Staff isNeeding('oointernet').

'nhs-trust' says Staff hasMet('smart-mobile-requirements')
  if Staff isNeeding('ooocalendar'),
     Staff isNeeding('oointernet').
```

```
'nhs-trust' says User canUse(Device)
  if Device isOwnedBy(User),
     User hasAcknowledged('personal-liability'),
     User hasAcknowledged('confidentiality-guidelines').



'nhs-trust' says User canUse(Device)
  if Device isOwnedBy('nhs-trust'),
     User hasAppliedFor('phone', Form),
     Form isAuthorized.
```

```
'nhs-trust' says Staff hasAppliedFor('phone', Form)
  if Staff hasSubmitted(Form),
     Form isReceived.

'nhs-trust' says Form isAuthorized
  if Staff hasAppliedFor('phone', Form),
     FinanceDirector:F hasApproved(Form),
     AssistantDirector:D hasApproved(Form),
     D isManagerOf(Staff).
```

```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('damage-policy').
```

3.2. In receiving a mobile device from the Trust, the individual receiving and using the device accepts that the device can be used to communicate through all corporate channels including voice calls, emails and texts and where appropriate enabled web applications, during working hours.

3.3.

There are circumstances in which members of staff may use the corporately issued mobile device for personal use. These are described in section 4 below. However, any personal data that is stored on the device will be covered by the following sections.

3.4.

In the event that a member of staff intends to use a corporately issued mobile device for personal use, a declaration of use form must be completed in which the user declares their intention to use the device for personal use. In this instance a minimum of 5 per month will be deducted from their salary towards the cost of personal calls made from the device. If the personal usage goes above the 5 per month the individual will be asked to pay the difference and in some circumstances the device may be withdrawn.

3.5.

It is the responsibility of staff to ensure that mobile devices are kept safe and secure. Any losses, damage or misuse should be reported immediately to the IT Department in order for the device to be disabled. If the device is stolen, staff will be expected to report the theft to the police and obtain a log number. An incident form should also be completed on Datix. Subsequently, if the device is found it can then be re-enabled by the IT Department, who should be informed immediately.

3.6.

Guidance on the use of smart devices with NHSmail can be found on iCare. Once the smart device has been connected to NHSmail it is the responsibility of the device holder to ensure that only current work devices are linked to their NHS mail account.

3.7.

In the event of the device getting lost, stolen, misplaced or updated, it is the responsibility of the device holder to manage the 'remote wipe data' through NHSmail. IT support is available if needed. Remote wiping is done by following these steps:


```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('work-communication-policy').
```

```
'nhs-trust' says Staff can-say
  Device isPersonalUse
  if Device isOwnedBy(Staff).
```

```
' it-department' says Staff can-say
  Device isLost
  if Device isOwnedBy(Staff).

'nhs-trust' says 'it-department' can-say
  Device isActivated.
```

```
'nhs-trust' says Staff can-say
  Device isLinkedTo(MailAddr)
  if Device isOwnedBy(Staff),
     Staff hasEmail(MailAddr),
     MailAddr isNHSMailAddr.
```

```
    'nhs-trust' says 'nhsmail' can-say inf
  Device mustWipe.

'nhs-trust' says Staff can-say Device mustWipe
  if Device isOwnedBy(Staff),
     Device isLost.
```

- Log in to NHSmail at `www.nhs.net`

3.8.

Individuals who have personal data of any kind stored on a corporately issued mobile device must be aware that in the event of loss of the device the above data wipe will include removal of all personal data.

3.9.

On connecting any Smart device to NHSmail, a minimum level of encryption is enforced. This will automatically apply a pin number or password. s

3.10.

It is the responsibility of the device user to ensure that the pedin number or password is kept up to date, remembered and kept secure at all times.

3.11.

It is the responsibility of the device user to keep the batteries fully charged and for the device to be kept switched on during working hours.

3.12.

It is the responsibility of the device user to ensure that mobile device chargers are only used for charging the correct devices. Mobile device chargers should only be plugged in for the duration of charging the device. Mobile device chargers left plugged in are a potential fire risk when not charging a device. When not in use, chargers should be disconnected and stored appropriately.

3.13.

Members of staff who have corporately issued mobile devices should remember to:

- Ensure they have their device with them when away from their office base.
- Ensure the device is switched on and they are able to receive calls, text messages and emails, where appropriate.
- Regularly check their device, particularly if it has been switched off for a period of time or if they have been in a black spot.

3.14.

The application process for allocating a mobile device to a member of staff requires the completion of an *electronic application form by the line manager*[1] via iCare. Managers must ensure that there is a clearly demonstrable business requirement for the device.


```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('data-loss-policy').
```

```
'nhs-mail' says Device canConnectToServer('nhs-mail')
  if Device hasFeature('encryption').
```

```
'nhs-trust' says Staff can-say
  Device mustUpdatePassword
  if Device isOwnedBy(Staff).
```

```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('charging-policy').
```

```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('charger-policy').
```

```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('usage-policy').
```

```
'nhs-trust' says LineManager:X can-say
  Staff hasMet('business-requirement')
  if X isManagerOf(Staff).
```

[1] See 2.4.

3.15. When issued with a mobile device, members of staff will be asked to read this policy and will be required to complete the declaration of use form (Appendix A), which will be retained on the employee's personal file.

3.16. The IT Department will monitor the device usage for excessive use and will bring any issues to the attention of the staff member and their manager.[2]

3.17. The mobile device is intended for the exclusive use of the member of staff to whom it is issued. It should not be loaned or shared with anyone else including family members, friends or other members of staff. The use of this device will be monitored and any misuse could result in disciplinary action. The sim-card issued with the mobile device must be used only with corporate devices and must not be used with personally owned equipment unless otherwise authorised through the immediate line manager and the IT Department.


```
'nhs-trust' says 'it-department' canMonitor(Device)
  if Device isOwnedBy('nhs-trust').
```

[2]This is duplicated and extended by 4.4.4..

```
'nhs-trust' says Staff canUse(Device)
  if Device isOwnedBy(Staff).
```

3.18. If the device is longer required or if it has been passed on to a colleague, the Line Manager and IT Department must be informed via the following electronic form.

```
'nhs−trust' says Staff can-say
  Device isNoLongerRequired
  if Device isOwnedBy(Staff).

'nhs−trust' says Employee:S can-say
  Device hasPassedOnTo(Employee:T)
  if Device isOwnedBy(S),
     S hasAppliedFor('phone−transfer', Form),
     Form isReceived.
```

3.19. Leavers should return the mobile device and any accessories including chargers to their line manager before their final working day. Failure to comply will result in the user being invoiced for the full cost of the modern equivalent handset and any other associated costs.

```
'nhs−trust' says 'line−manager' can-say
  Device hasBeenReturned.
```

3.20. All smart devices issued by the Trust are done so on a contract basis. Managers / budget holders will be responsible for mobile device costs within their team. Therefore it is imperative that the IT Department is kept informed of any moves / changes as they occur to ensure this does not impact on the budget holder (including replacing devices in the event of loss).

```
'nhs−trust' says Manager isResponsibleFor(Device)
  if Device isOwnedBy(Staff),
     Manager isManagerOf(Staff).
```

3.21. The IT Department will keep a register of devices and allocations and will monitor mobile device usage for excessive use and will bring any issues to the attention of the staff member and their manager.[3]

```
'nhs−trust' says 'it−department' can-say
  'nhs−trust' hasDevice(Device:D).
```

3.22. It is the responsibility of the individual to ensure that they adhere to signage and instructions governing the use of devices whilst within a public service property.

[3](See Requirement 4.4.4.)

```
'nhs−trust' says Employee:S can-say
  S hasAcknowledged('public−usage−policy').
```

4. *Personal Usage of Corporately Issued Mobile Device*

4.1. If a mobile device user wishes to make personal use of the device, this must be declared on the declaration of use form and a minimum of 5 per month should be paid by the user. This monthly charge is intended primarily to cover the cost of voice communication and texting for private use. The use of the mobile device for data usage over mobile networks for private use is discouraged. However,

```
'nhs−trust' says Staff canUseForPersonal(Device)
  if Device isOwnedBy(Staff),
     Device isOwnedBy('nhs−trust'),
     Device isPersonalUse,
     Staff hasAcknowledged('monthly−fee'),
     Staff hasAcknowledged('acceptable−use').
```

should a member of staff wish to access the web in their own time this would be acceptable.

4.2.

The Trust expects all members of staff who opt to use a corporately issued mobile device for personal usage to keep usage appropriate and legal at all times. It will be a disciplinary matter if the device were used inappropriately or in any illegal or unsavoury way in accordance with the principles of the NHS Constitution.

4.3.

The Trust would not encourage staff members to download apps for personal use onto a corporately issued mobile device or to use the device to store personal data.

4.4.

The IT Department will monitor the device usage for excessive use and will bring any issues to the attention of the staff member and their manager.

4.5. As stated earlier, in the event of loss of the device, all data including personal data, photographs and personal apps including paid apps will be remote wiped and the Trust would not recompense staff for loss of any such data or paid apps.

5. *Mobile Devices and Driving*

5.1.

For safety reasons, Trust staff must not use a hand held mobile device whilst driving any vehicle. It is illegal to do so. Please refer to the most up-to-date information via the Highways Agency.

5.2. It is not Trust policy to provide hands-free equipment and the Trust does not recommend using mobile devices in hands-free mode or with hands-free attachments whilst driving.

5.3.

The Trust will not take responsibility or be liable in any way for legal charges or other consequences of using a mobile device whilst driving.

6. *Roaming Arrangements and International barring*

6.1.


```
'nhs-trust' says 'it-department' canMonitor(Device)
  if Device isOwnedBy('nhs-trust').

'nhs-trust' says 'it-department' can-say
  Device isUsedExcessively.

'nhs-trust' says 'it-department' mustInform(Manager, 'excessive-use')
  if Device isOwnedBy(Staff),
     Device isUsedExcessively,
     Manager isManagerOf(Staff).
```

```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('data-loss-policy').
```

```
'nhs-trust' says Device:D mustDisable(D)
  where inCar(D) = true,
        usingHandsFree(D) = false.
```

```
'nhs-trust' says Employee:S can-say
  S hasAcknowledged('driving-policy').
```

```
'nhs-trust' says Device canCall(TelephoneNumber:X)
  if Device isOwnedBy('nhs-trust')
  where nationalNumber(X) = true,
        premiumNumber(X) = false.

'nhs-trust' says Device canCall(TelephoneNumber:X)
  if Device isOwnedBy(Staff),
     Staff canDuring(From, To, 'make-international-calls')
  where betweenDates(From, To) = true.

'nhs-trust' says 'it-department' can-say
  Staff canMakeInternationalCalls(From, To)
  if Staff hasAppliedFor('international-calls', Form),
     Manager hasApproved(Form).

'nhs-trust' says Manager can-say inf
Manager hasApproved('international-calls', App)
  if Staff hasAppliedFor('international-calls', App),
     Manager isManagerOf(Staff).
```

All mobile devices will be configured for national access only. Premium / international calls will be barred. International call barring and roaming arrangements can be lifted for specific periods, to be stipulated on request, on approval of the relevant manager / budget holder. This may be granted by emailing a member of the IT Department or via:

`tct.mobilephone@nhs.net`

giving the reason for the request. However, members of staff must be aware that if email is used whilst abroad it will cost extra money and the cost may be recoverable personally from the device holder. It is recommended that if going abroad, the device holder's phone is used for voice communication only. The IT and Telecommunications Team can assist with turning data off or they can arrange for a standard mobile phone to be loaned for the duration of the time abroad.

6.2. If a device holder is paying for personal use, use of data whilst abroad will not be sanctioned unless under exceptional circumstances to be agreed in advance with the line manager.

```
'nhs−trust' says Device mustDisable('international−calls')
  if Device isPersonalUse.
```

7. *Use of Camera Enabled Mobile Devices*

7.1.

Some mobile devices have the ability to take photographs / videos. This function should not be used for photographs / videos of an individual's care and treatment unless the device has encryption enabled and it is clinically appropriate to do so. Please refer to Appendix B; 'Use of Smart Devices for Photography and Videoing when Assessing and Planning Care'.

```
'nhs−trust' says Device canPhotograph(Patient)
  if Device isEncrypted,
     Patient isPhotographable.
```

7.2.

If the photography / video facility is used as part of the recording of an individual's care and treatment, the device user must ensure that the consent of the individual has been collected prior to taking any photograph / video. The individual needs to fully understand why the photograph / video is being taken and the member of staff plans to do with it, in particular if it will be shared. A record of the consent must be entered into the individual's care record. It would be good practice to show the individual the photograph / video once taken.

```
'nhs−trust' says ' clinician ' can-say
  Patient isPhotographable
  if Patient hasConsentedTo('photography').

'nhs−trust' says Patient can-say inf
  Patient hasConsentedTo('photography')
  if Patient canConsent.

'nhs−trust' says ' clinician ' can-say
  Patient canConsent.
```

8. *Smart Tablets*

Where appropriate the use of a Smart tablet may be considered a more appropriate device as opposed to a Smartphone. This will be determined on an individual basis at the discretion of the line manager and IT Department.

9. *Apps Management*

9.1. Downloading of personal apps onto a corporately issued mobile device should be avoided where possible. The Trust would not encourage staff members to download apps for personal use onto a corporately issued mobile device. All staff are reminded that they must adhere to the guidance outlined in the Social Media Policy.

9.2. Apps for work usage must not be downloaded onto corporately issued mobile devices (even if approved on the NHS apps store) unless they have been approved through the following Trust channels:

9.3. Clinical apps; at the time of writing there are no apps clinically approved by the Trust for use with patients / clients. However, if a member of staff believes that there are clinical apps or other technologies that could benefit their patients / clients, this should be discussed with the clinical lead in the first instance and ratification should be sought via the Care and Clinical Policies Group. A clinical app should not be used if it has not been approved via this group.

9.4. Business apps; at the time of writing there are no business (i.e., non-clinical) apps approved by the Trust for use other than those preloaded onto the device at the point of issue. However, if a member of staff believes that there are apps or other technologies that could benefit their non-clinical work, ratification of the app must be sought via the Management of Information Group (MIG). An app should not be used if it has not been approved via this group.

9.5. Following approval through Care and Clinical Policies and / or MIG, final approval will be required through Integrated Governance Committee.

9.6. Use of paid apps must be agreed in advance with the device holder's line manager and there should be a demonstrable benefit.

```
'nhs-trust' says App isInstallable
  if App hasMet('clinical-use-case').
'nhs-trust' says App isInstallable
  if App hasMet('business-use-case').
```

```
'nhs-trust' says 'cacpg' can-say
  App hasMet('clinical-use-case').
```

```
'nhs-trust' says 'mig' can-say
  App hasMet('business-use-case').
```

```
'nhs-trust' says App isInstallable
  if App isDownloadable,
     App hasMet('final-app-approval').

'nhs-trust' says 'igc' can-say
  App hasMet('final-app-approval').
```

```
'nhs-trust' says Device canInstall(App)
  if App isInstallable,
     App isApprovedFor(Device).

'nhs-trust' says Employee:Manager can-say
  App:A isApprovedFor(Device)
  if Manager isResponsibleFor(Device).
```

9.7. Whilst apps are a useful tool to aid in clinical decision making they should not be used as a sole basis for clinical decision making. It is the legal responsibility for the clinician to justify the treatment or procedure that they have undertaken. The sole use of an app to support this is not valid justification.

9.8.

Where an Apple device has been approved, an Apple ID is required to download apps, whether free or paid. Guidance on creating an Apple ID is here. The creation of an Apple ID should be independent from any personal accounts the employee may hold. The installation and use of iTunes is not required to download apps from the apps store. ITunes will not be supported on corporate devices.

10. *Policy Non-Compliance*

10.1.

Policy non-compliance will be regarded as serious or gross misconduct, which is likely to result in disciplinary action being taken.

11. *Policy Distribution and Application*

11.1.

To all managers and mobile device users.

11.2.

Managers are expected to apply this policy equally across all areas throughout the Trust.

11.3.

Associated forms and paperwork will be maintained and kept up-to-date. It should be noted that the forms contained within the appendices may be updated from time to time.


```
'nhs-trust' says ' clinician ' can-say
  Treatment:T isJustifiedBy(String:Reason).
```