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| Policy amended and reviewed |  | Director  of Operations | Policy Reviewed |
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**MOBILE PHONE USE**

**1.0 POLICY STATEMENT**

1.1 Care Stream recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy, and compliant with all statutory requirements and codes of practice. Care Stream recognises that the personal use of mobile phones in the workplace can be disruptive, affect concentration and efficiency, and may therefore jeopardise the health, care and well-being of the people we support. This can also impact the privacy of the service users . Staff should also be aware that this policy is used in line with the guidance sent out by Care Stream’s Senior Management Team to all projects.

**2.0 POLICY**

2.1 Care Stream maintains the following rules regarding mobile phone use for care and support staff whilst at work:

* Mobile phones can be carried on their person, but must be on silent at all times whilst in the workplace.
* In some cases, the staff phone can be left in the office in order to avoid distractions whilst supporting people.
* Care Stream will provide a company mobile phone for using to take pictures of people we support when involved in activities etc. wherever this is deemed appropriate and approved by the project manager.
* No personal calls or texting must be made or replied to whilst in the workplace especially when providing support to people unless there is a case where the call is deemed an emergency.
* Mobile telephones may only be used for private purposes in the case of an emergency.
* Staff members are not permitted to share their personal contact details such as mobile phone numbers or social media such as Instagram, WhatsApp, Facebook etc with people we support or their families.
* The employee can give out the service number to their spouse, school and immediate relatives.
* No pictures are allowed to be taken on private mobile phones while the employee is on the organisations or tenants’ premises or while supporting or working with tenants due to the legislations surrounding GDPR (General Data Protection Regulation).
* Pictures or videos of people being supported, or staff may be taken on Care Stream issued devices with their consent and must remain private.
* In some instances where personal devices have been used to capture community-based activities, information should be uploaded to the relevant servers and the images should then be deleted from staff’s personal devices.

e.g. birthday party photos. Where any misuse of the above is brought to the attention of Care Stream Senior Management Team, the disciplinary procedures may be enforced, where appropriate.

2.2 All staff issued with a phone must follow the guidance below regarding the use of mobile phones:

* Staff issued with mobile phones by Care Stream for use in the course of their work must ensure the security of the phone at all times.
* The use of any mobile phone should be kept to a minimum, and landlines used where possible.

**3.0 CONSENT**

3.1 Where people being supported are named or photographed, consent must be sought from the individual concerned as well as Care Stream where these are put into the public domain via social networking or any other medium. Similarly, if staff are photographed at a staff party, there should be no assumption that those photographs should then appear outside of the workplace.

3.2 In the event where staff have used their personal phones to record or photograph an image in respects of an activity, the staff member is responsible for sharing this image with the project management before deleting the images from their phone. This is in line with GDPR.

**4.0 MOBILE PHONES AND DRIVING**

4.1 Drivers should concentrate on driving and avoid distractions. Answering and making telephone calls, sending text messages, and accessing the internet are all distractions and in certain circumstances could amount to the offence of driving without care and attention or even dangerous driving.

4.2 It is a criminal offence to use a hand-held mobile telephone or similar device while driving. Staff should be aware that under no circumstances should they be using a mobile phone whilst driving.

4.3 Any mobile telephone that is or must be held at any time while in use, is a hand-held telephone. The use of an earpiece does not make a telephone hands free. To be hands free the telephone must be fixed or in a cradle. (Two-way radios are not hand-held instruments and are exempt.)

4.4 All hand-held mobile telephones should be switched off/placed in silent mode and not answered until you reach your destination or have stopped in a safe place.

4.5 You must always wait until the vehicle is stationary and in a safe place with the engine switched off before using a mobile telephone.

**5.0 CONFIDENTIALITY**

5.1 The type of data now communicated by mobile phone has changed considerably. Personal data must be kept confidential, so phones should always be

* accessible only by code or password
* securely locked when unattended
* no access by any other user should be allowed
* personal data should be deleted as soon as there is no further use for the information

**6.0 RELATED POLICIES**

Code of Conduct for Workers

Confidentiality