

# POL75 – Mobile Phone Use Policy and Procedure

Serendipity Healthcare Ltd  
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire  
S41 8ND



## 1. Purpose

- 1.1 To detail the effective and safe management of mobile phones supplied by Serendipity Healthcare Ltd to staff for business use.
- 1.2 To detail the effective and safe management of a member of staff's personal mobile phone, where a business mobile is not issued.
- 1.3 To comply with legislation, regulation, and best practice standards.
- 1.4 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support, and treatment as far as possible?
EFFECTIVE	E4: How well do staff, teams, and services within and across organisations work together to deliver effective care, support and treatment?
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear, and that quality performance, risks and regulatory requirements are understood and managed?

- 1.5 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:
  - Corporate Manslaughter and Corporate Homicide Act 2007
  - The Care Act 2014
  - Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
  - Health and Safety at Work etc. Act 1974
  - Management of Health and Safety at Work Regulations 1999
  - General Data Protection Regulation 2016
  - Data Protection Act 2018

## 2. Scope

- 2.1 The following roles may be affected by this policy:
  - All staff
- 2.2 The following Service Users may be affected by this policy:
  - Service Users
- 2.3 The following stakeholders may be affected by this policy:
  - Family
  - Commissioners

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## 3. Objectives

- 3.1 The risk of accidental, unauthorised or inappropriate use of mobile phones belonging to Serendipity Healthcare Ltd is eliminated or reduced and there is full compliance with legislation with regard to the security and safety of the mobile phone.
- 3.2 Staff have a working knowledge of their responsibilities in relation to both business and personal mobile devices.

## 4. Policy

- 4.1 Serendipity Healthcare Ltd believes that effective communication systems are vital for a successful service. Mobile phones support robust communication channels.
- 4.2 Mobile phones will be supplied to staff for business use at the discretion of Serendipity Healthcare Ltd. Phones will be issued together with a full copy of this policy.
- 4.3 Mobile phone supply will only be used for the purpose for which it is intended, which is to:
  - Improve communications between staff at Serendipity Healthcare Ltd outside of working hours, such as when on call
  - Provide access to staff when away from Serendipity Healthcare Ltd
- 4.4 Mobile phones supplied to staff by Serendipity Healthcare Ltd must be carried by that person and switched on whilst they are on duty or on call. It is the responsibility of the staff member to ensure that the phone battery is always charged sufficiently.
- 4.5 Any mobile phone supplied by Serendipity Healthcare Ltd remains the property of Serendipity Healthcare Ltd and will only be used in accordance with this policy and procedure.
- 4.6 Failure to adhere to any part of this policy and procedure, either by omission or commission, is a disciplinary offence and may lead to dismissal.
- 4.7 Camera and voice recording facilities will only be used when consent is given. Serendipity Healthcare Ltd will ensure that consent and relevant security and data protection regulations and legislation are followed.
- 4.8 Mobile phones will be set up with a secure password.
- 4.9 Mobile phones will only be used when driving when it is legal to do so. Bluetooth, hands free and the use of other technology that supports the safe use of mobile phones when driving must be used at all times.
- 4.10 Where business mobile phones are not issued by Serendipity Healthcare Ltd, staff may be required to use a personal mobile phone in relation to their work. Personal mobile phones must be used safely and in line with the requirements of Serendipity Healthcare Ltd detailed in this policy.

## 5. Procedure

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## 5.1 Mobile Phone Conduct

Staff will ensure that, when using a mobile phone for work purposes, conversations are kept confidential. If discussing Service User matters, the conversation must be made out of the hearing range of anyone not authorised to have the information.

Staff must not communicate over the phone in a manner which is not professional, or which is in any way harassing, intimidating or discriminatory towards others.

**5.2** The business mobile phone is strictly for business use only. Personal text messages and phone calls are not permitted, unless in exceptional circumstances and this must be discussed with The Registered Manager.

**5.3** On leaving employment, the staff member will, at the end of their last shift, return the business mobile phone and any supplied accessories to The Registered Manager. The staff member's P45 will not be issued until all equipment is returned.

**5.4** Staff must check the signal reception on their phone and familiarise themselves with signal black spots. Staff will follow lone working procedures.

The safekeeping of the business mobile phone is the responsibility of the staff member to which it was issued. The business mobile phone must not be given to anyone else unless in exceptional circumstances.

## 5.5 Text Messages

Staff may use speech calls or text messages from the business mobile phone. Data protection regulations and communication etiquette apply to the use of text messages.

## 5.6 Internet Browsing

- Where facilities allow, staff may make limited use of the Internet browsing capabilities of a business mobile phone strictly for the purposes of managing the business of Serendipity Healthcare Ltd or sourcing information for the Service User. Staff are informed that the contract limits for Internet access are low, and that breaches of the limits may render the staff member liable to the full recovery of the costs of breaching the limit
- Where possible, Wi-Fi facilities will be accessed rather than the mobile network data. However, staff will not utilise the Service User's Wi-Fi
- Staff must refer to the Computer, Email and Internet Usage Policy and Procedure for further details

## 5.7 Use of Application Facilities

Apps must not be downloaded onto a business mobile phone device without the prior agreement of The Registered Manager. The only exception to this is the QCS Mobile App for policies and procedures of Serendipity Healthcare Ltd which will be readily available for staff to access.

## 5.8 Loss and/or Damage

In the event of loss or damage to the business mobile phone, which is thought to have been avoidable, the staff member may be liable for the cost of replacement or repair.

## 5.9 Personal Mobile Phone

Where staff are not issued with a business mobile phone and the use of a personal mobile phone is required for the role, staff must still adhere to the mobile phone conduct requirements within this policy, as if they were using a business mobile phone.

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All personal texts, calls and messages are not permitted during work hours unless in exceptional circumstances.

Staff will be required to download the QCS Management system app and have access to Service User information on their device. All information belonging to Serendipity Healthcare Ltd must be kept confidential and in line with data protection requirements. Staff are liable for the loss or damage of their own personal mobile phone.

## 5.10 Use of Personal Devices

Where staff at Serendipity Healthcare Ltd bring their own devices to work, for example to support meetings via video, mobile messaging, and home working, where there is no practical alternative, reasonable steps must be taken to ensure that using their own device is safe. Staff must not use their own device unless first approved to do so by Serendipity Healthcare Ltd.

Staff at Serendipity Healthcare Ltd must ensure that they set a strong password, use secure channels to communicate, e.g., tools/apps that use encryption, and ensure the device does not store personal/confidential Service User information, unless necessary, and that the appropriate security is in place.

Information must be safely transferred to the appropriate care record as soon as practical and the original deleted. In all video meetings Data Protection Act laws and principles must be followed. Where work emails are linked to personal devices these must be managed in line with Data Protection requirements and information must not be shared inappropriately. Staff can refer to the Computer, Internet, and Email Usage Policy and Procedure at Serendipity Healthcare Ltd for further information.

If personal devices are used to take photographs, as agreed by Serendipity Healthcare Ltd, this must be conducted in line with the Photographs Policy and Procedure at Serendipity Healthcare Ltd.

When a personal device is no longer used for work purposes all Serendipity Healthcare Ltd information must be removed from the device. Serendipity Healthcare Ltd is not responsible for maintaining or replacing privately owned devices.

## 6. Definitions

### 6.1 Mobile Applications (Apps)

A mobile app is a software application developed specifically for use on small, wireless computing devices, such as smartphones and tablets, rather than desktop or laptop computers

### 6.2 Internet Browser

An internet browser, also known as a web browser or simply a browser, is a software programme that you use to access the Internet and view web pages on your mobile phone or computer

**Reviewed – 31.01.2022**

**HR Manager – Lisa Ward**

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