



Family Nursing & Home Care

Mobile Device Policy

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1. INTRODUCTION

The aim of this policy is to support staff that use mobile devices for work purposes by ensuring that they are aware of information security issues and apply any procedures accordingly. This policy should therefore be read in conjunction with the Information Security policy and the States of Jersey Bring Your Own Device Policy.

2. SCOPE

This policy applies to all staff employed by Family Nursing & Home Care, including bank staff and student on temporary placement, as well as those staff holding honorary contracts.

2.1 Principles

Family Nursing & Home Care recognises the advantages in the utilisation of portable devices and other handheld devices provided for staff during the performance of their daily duties. As such, this document provides guidance on the use of such devices within the organisation.

It is also recognised that Remote Access is a valuable method for employees to connect to the Family Nursing & Home care network resources, whilst working away from the base premises.

This document covers the use of all portable computing storage devices and remote access owned by Family Nursing & Home Care.

3. POLICY

This Policy forms part of staff member's contractual obligations and code of conduct. The policy ensures that any use of a portable device, mobile communications or remote access working adheres to the following principles:

- To provide secure access to the organisations information systems
- To preserve the integrity, availability and confidentiality of the organisations information and information systems
- To manage the risk of serious financial loss, loss of patient and public confidence or other serious business impact which may result from a failure in security.

The policy also details the requirements for the use of portable mobile devices and removable media by Family Nursing & Home Care and details the requirements that must be in place for the secure operation of such devices.

For the purpose of this policy the following terms are used to describe a mobile device:

- 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.
- iPhone / Smartphone: an iPhone / 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).
- iPad: a tablet computer, or simply tablet, is a mobile computer with display, circuitry and battery contained within a single device.
- Laptop: Portable and compact personal computer with the same capabilities as a desktop computer

3.1 Approved Mobile Devices

- Apple Devices
- Mobile Android Devices
- HP Laptops

3.2 Eligibility for a Mobile Device

FHNC are committed to 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 the person's role and the location in which they normally work.

The criteria for a mobile device is:

- I. Staff whose work entails predominately working alone in the community
- II. Staff who require access to Electronic Patient Records
- III. Out of hour's staff including any staff on the on call rota
- IV. Senior managers that on an occasional basis request to work from home to do a particular piece(s) of work.

3.3 Receiving a Mobile Device

IPads/laptops and phones will be distributed on commencement of employment. FNHC will not release a mobile device without receiving a signed declaration (appendix 1)

3.4 Returning a Mobile Device

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.

3.5 Training

All staff using a mobile device will receive training in their use if appropriate.

All staff will receive training in confidentiality and information governance as part of their Induction and will be required to do complete the annual mandatory training.

3.6 Mobile device user responsibilities

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

It is the responsibility of staff to ensure that mobile devices are kept safe and secure

The mobile device is the property of FNHC and as such it is a requirement that staff must take good care of it.

If a device is broken whilst on duty a pool of devices would be made available to use.

3.7 Using a mobile device

Prior to being 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 which will be retained on the employee's personal file and a States of Jersey, Bring Your Own Device form, a copy of which will be sent to States of Jersey IT Department and a copy retained within FNHC.

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

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.

3.8 Data Usage

All devices have limited data which will be monitored for usage.

4. Care of the mobile device

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

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.

Members of staff who have been 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, in line with their agreed hours of work.
- 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.

4.1 Carrying and Transporting

Staff are to keep their device in the provided case (if provided) that has sufficient padding to protect the device from damage due to normal treatment and that provides a suitable means for carrying the device.

4.2 Mobile devices and driving

For safety reasons staff must not use a hand held mobile device whilst driving any vehicle. It is illegal to do so

It is not Family Nursing & Home Care policy to provide hands-free equipment and the organisation does not recommend using mobile devices in hands-free mode or with hands-free attachments whilst driving.

Family Nursing & Home care will not take responsibility or be liable in any way for legal charges or other consequences of using a mobile device whilst driving

4.3 Security, Data protection and Confidentiality

Staff should take all reasonable steps to ensure that it is not damaged, lost or stolen. In the event of accidental damage or loss, users may be required to pay for a replacement device.

Any losses, information security incidents, damage or misuse should be reported immediately to the States of Jersey IT Department, Information Governance Officer and the Premises/Facilities Officer, in order for the device to be disabled.

If a device is stolen, staff will be expected to report the theft to the States of Jersey IT Department, On Call Manager if necessary, the Information Governance Officer and the States of Jersey Police.

An incident form should also be completed on ASSURE and it is the responsibility of the staff member to inform their manager immediately.

In order to comply with the Data Protection Jersey Law 2005, any data used must be secure and can only be accessed by staff using mobile devices.

All staff are required to meet all of FNHC Information Governance requirements as detailed in Information Governance policies, procedures and guidelines, regardless of where they work from.

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.

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

Each device is issued on a personal, individual basis only and mobile devices will be recorded on the Family Nursing & Home Care Information Asset Register.

All mobile devices will use a remote access software to enable access to the Family Nursing & Home care email, a minimum level of encryption is enforced. This will automatically apply a pin number or password and will prompt the user to change the password on a regular basis. Users will also be required to log on to a PC at a FNHC Base once every 3 months to ensure their account is not disabled.

It is the responsibility of the device user to ensure that the pin number or password is kept up to date, remembered and kept secure at all times and never shared.

Staff should not leave the equipment unattended unless it is in a secure place.

Devices can be secured by leaving in a locked drawer within a locked / secure office or by being stored out of sight at home.

When transporting the equipment in the car it should be stored correctly and out of site i.e. a mobile media device such as a laptop should be placed in its case and stored in the locked boot.

Staff **must not** leave any mobile media device in a vehicle overnight. It must be stored securely in the house or in a locked drawer in a secure office.

Staff are responsible for backing up all personal information. Family Nursing & Home Care will not accept liability for the loss of any personal data when it is deemed necessary to wipe the device to protect information assets or if a wipe is accidentally conducted.

In the event of loss of the device, all data including apps will be wiped. Family Nursing & Home care is not responsible for reimbursement of any costs for personally purchased apps or loss of any personal data.

5. Apps management

Downloading of personal apps onto a corporately issued mobile device is not allowed. Family Nursing & Home care would not encourage staff members to download apps for personal use onto a corporately issued mobile device.

Apps for work usage must not be downloaded onto corporately issued mobile devices unless they have been approved. 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 Quality and Governance Lead in the first instance and ratification should be sought via the Apps Management Group.

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 professional 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.

6. Screen Savers, Background Photos, and Other Media

Inappropriate media may not be used as a screensaver, background photo, sounds, etc. Inappropriate media includes, but is not limited to, the presence of guns, weapons, pornographic materials, inappropriate language, tobacco, alcohol, drug, gang-related symbols or pictures and will result in disciplinary actions.

7. Roaming arrangements and international barring

All mobile devices will be configured for Local access only.

Should an international call need to be made, prior agreement is required by your Line Manager, else you will be responsible for the call charge.

Mobile devices must not be taken off island without prior approval from senior management. If approval is given, all data roaming is to be switched off and access to emails should only take place with Wi-Fi access.

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.

8. Use of camera enabled mobile devices

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.

If the photography 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. Photographs should then be

emailed to yourself with the date and time and location recorded and following successful transmission must be deleted from the mobile device.

9. Policy non-compliance

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

10. Policy distribution and application

To all managers and mobile device users.

11. Development & Consultation

An outline of who has been involved in developing this document.

CONSULTATION SCHEDULE

Name	Title	Consultation Date
Judy Foglia	Quality & Governance Lead	16/06/16
Adrian Blampied	Finance Director	16/06/16
Chris Shield	Project Manager	16/06/16
Claire Whelan	Information Governance Officer	16/06/16

12. DISSEMINATION AND IMPLEMENTATION PLAN

Action	Responsible Person	Planned timeline
Email to all staff	Information Governance Officer	Within 2 weeks following ratification
Policy to be placed on FNHC Central Files	Information Governance Officer	Within 2 weeks following ratification
Staff to sign up to documents if relevant	Operational Leads	Within 2 weeks following ratification



Appendix 1

Declaration of use by a Mobile Device User

Signing this declaration confirms that you have read and will comply with Family Nursing and Home Care's Mobile Devices policy.

I confirm that in consideration of Family Nursing & Home Care issuing me with a business iPad / Mobile Phone and/or Smart Device I agree to the following:

That I have read the Mobile Device Policy document in full and understand the terms of use and my responsibilities. I agree to the terms in their entirety. I make no claim on Family Nursing & Home Care and States of Jersey to protect any personal data.

That I understand that violations of this agreement can result in sanctions ranging from withdrawal of services, disciplinary procedures and legal action.

Please complete all of the following boxes.

Employees Name PLEASE PRINT	Date
Job Title	Work phone number
Division /Department	
Employees Signature	