

IM&T - USE BY SERVICE USERS/CARERS OF IT EQUIPMENT

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Applies to:	All Trust Staff

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DOCUMENT CONTROL

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1. INTRODUCTION

- 1.1 The purpose of this policy is to set out the use of IT equipment which is dedicated for client and carer use.

2. PURPOSE & SCOPE

- 2.1 The policy is principally for Service Users and Carers and sets out the responsibility of both Service Users/Carers, and Trust staff, for IT equipment in the following locations which is **designated as equipment for use by Service Users and Carers.**

- Rydon Ward
- Rowan Ward
- Holford Ward
- St Andrews Ward
- Wessex Ward
- Ash Ward
- Willow Ward

- 2.2 It should be noted that only those locations listed above hold IT equipment for use by Service Users and Carers.

- 2.3 If staff believe that they have equipment located in other areas not listed above for Service User/Carer use then they should contact the IT Service Desk.

3. DUTIES AND RESPONSIBILITIES

3.1 Somerset Partnership NHS Foundation IT Services:

- Will provide IT equipment for Service Users and Carers use in the above locations.
- Reserves the right to withdraw this equipment at any time.
- Where it has been found that without Trust consent software has been downloaded the Trust reserves the right to return the equipment to its original software and hardware configurations at any time.
- Will not be held responsible for any financial loss or identify theft which may occur through the use of these machines.
- Somerset Partnership IT Services will ensure that the IT equipment is protected and kept up-to-date with firewall, anti-spyware and anti-virus software.
- IT Services will periodically inspect machines to ensure that misuse is not occurring.

3.2 Ward Staff

- Staff are expected to supervise use of this equipment to ensure misuse does not occur.

- Service Users/Carers must sign to confirm that they have read and understood this Policy before using the equipment and all units must keep a copy of this signed form (the relevant form is at Appendix One).
- It is the responsibility of staff to challenge anyone trying to remove IT equipment from these locations. Proof of identity must be produced and verified (through production of a Somerset Partnership identification badge). If this cannot be produced, then the equipment must be replaced and the incident reported via the Trust's untoward incident reporting process and to the IT Services Desk. If a criminal incident has occurred then the police should be called.
- It is the responsibility of unit staff to report any misuse (perceived or otherwise) to their unit manager, via the Trust's untoward incident reporting process and to the Somerset Partnership IT Service Desk.
- It is the responsibility of unit staff to report faults or problems with the equipment to the Somerset Partnership IT Service Desk.
- If staff are approached by a User to connect or install software, they should contact Somerset Partnership IT Services for further advice and guidance on how to proceed.
- This policy can be made available in a range of formats upon request. The needs of sensory loss clients accessing IT equipment should be taken into account and support is available via the Sensory Loss Approved Social Worker upon request.

3.3 Service Users and Carers

- Are asked to read and comply with this Policy. Failure to do so may result in access to these systems being withdrawn.
- Service Users and Carers using this IT equipment are to report any misuse to the unit manager or any other member of staff.

4. EXPLANATIONS OF TERMS USED

4.1 **Somerset Partnership IT Services:** Providers of IT services to Somerset Partnership. The Somerset Partnership IT Service Desk can be contacted on 0300 3230111 or email at it.services@sompar.nhs.uk

5. TERMS OF USE

5.1 The IT equipment has been placed in the locations listed in section 2 above for the sole use of Service Users and Carers and not for the use of Trust staff in these units.

5.2 Service Users and Carers are welcome to use this equipment for accessing the internet on a fair usage basis.

5.3 Users must not:

- access sites containing sexually explicit, pornographic, violent or offensive material or any site containing pictorial or textual information of this nature.

- store information including correspondence, financial or other personal information on the IT equipment.
- use the IT equipment in such a way that this becomes a nuisance to other clients, carers or staff.
- store usernames or passwords on the machines which could be accessed by other users of the IT equipment. Where a username or password is required to access systems held on the internet, it is the responsibility of the user to ensure that this information is kept secret and known only to them and not to store this on the computer.
- install or change the settings of the IT Equipment such that other users are unable to use the equipment.
- download or install any software which runs outside of the internet explorer web browser.
- use the IT equipment to access, or try to gain access to, other computer networks through hacking or through the use of usernames or passwords not belonging to the user.
- install or connect any equipment which belongs to the client or carer to either the computer or the internet via the IT equipment's connection.

5.4 Under no circumstances should any equipment be removed from these locations by clients, carers or staff. This can only be undertaken by Somerset Partnership IT Services.

6. TRAINING REQUIREMENTS

6.1 The Trust will work towards all staff being appropriately trained in line with the organisation's Staff Training Matrix (training needs analysis). All training documents referred to in this policy are accessible to staff within the Learning and Development Section of the Trust Intranet.

7. MONITORING COMPLIANCE AND EFFECTIVENESS

Somerset Partnership IT Services will provide reports on a quarterly basis summarising issues which have occurred on this equipment.

7.1 Monitoring arrangements for compliance and effectiveness

Overall monitoring will be by the ICT Business Meeting.

7.2 Responsibilities for conducting the monitoring

Somerset Partnership IT Services is responsible for performing periodic reviews of the equipment and will provide a short report to the ICT Business Meeting.

7.3 Methodology to be used for monitoring

Unannounced spot checks will be performed by Somerset Partnership IT Services.

7.4 Frequency of monitoring

All equipment will be reviewed at least annually.

7.5 Process for reviewing results and ensuring improvements in performance occur.

Audit results will be presented to the ICT Business Meeting for consideration, identifying good practice, any shortfalls, action points and lessons learned. This Group will be responsible for ensuring improvements, where necessary, are implemented.

8 REFERENCES, ACKNOWLEDGEMENTS AND ASSOCIATED DOCUMENTS

8.1 Relevant National Requirements

Information Governance Tool kit version 11

8.2 Cross reference to other procedural document

Confidentiality and Data Protection Policy

Development & Management of Organisation-wide Procedural Documents Policy and Guidance

Learning Development and Mandatory Training Policy

Risk Management Policy and Procedure

Staff Mandatory Training Matrix (Training Needs Analysis)

Untoward Event Reporting Policy and procedure

All current policies and procedures are accessible in the policy section of the public website (on the home page, click on 'Policies and Procedures'). Trust Guidance is accessible to staff on the Trust Intranet.

9. APPENDICES

9.1 For the avoidance of any doubt the appendices in this policy are to constitute part of the body of this policy and shall be treated as such.

Appendix A – Service User/Carer Acknowledgement of Understanding.

Somerset Partnership NHS Foundation Trust

Service User/Carer Acknowledgement of Understanding

Unit Name:.....

I have read and understood the Trust Policy for “IT Equipment use by Service Users and Carers”.

Service User/Carer: Date:/...../.....

Unit Staff: Date:/...../.....

The main points for me to remember are:

Service Users and Carers are welcome to use this equipment for accessing the internet on a fair usage basis.

Users must not :

- access sites containing sexually explicit, pornographic or violent material or any site containing pictorial or textual information of this nature.
- store information including correspondence, financial or other personal information on the IT equipment.
- use the IT equipment in such a way that this becomes a nuisance to other clients, carers or staff.
- store usernames or passwords on the machines which could be accessed by other users of the IT equipment. Where a username or password is required to access systems held on the internet, it is the responsibility of the user to ensure that this information is kept secret and known only to them and not to store this on the computer.
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- use the IT equipment to access, or try to gain access to, other computer networks through hacking or through the use of usernames or passwords not belonging to the user.
- install or connect any equipment which belongs to the client or carer to either the computer or the internet via the IT equipment’s connection.

Under no circumstances should any equipment be removed from these locations by clients, carers or staff. This can only be undertaken by the Somerset Partnership IT Services.