

Forensic Directorate
John Howard

**Mobile phone Access by Service Users
At John Howard Centre MSU**

DOCUMENT CONTROL SUMMARY

TITLE	Mobile phone Access by Service Users
PURPOSE OF DOCUMENT	To provide guidance to staff regarding the use and management of the patient telephone.
ELECTRONIC FILE REFERENCE (AUTHOR)	I:\JHC POLICIES AND PROCEDURES/SECURITY POLICY AND PROCEDURE/ USE OF MOBILE PHONE BY SERVICE USERS
ELECTRONIC FILE REFERENCE (NETWORK OR INTRANET)	
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CIRCULATED TO	Security MDT Committee
APPROVED BY (NAMES, TITLES AND DATE)	Security Committee December 2014
Reviewed by	Gqwetha Malinga & Abibat Yakubu
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VERSION CONTROL SUMMARY

Version	Date	Status	Comments/Changes
1.0	30/03/11	Final	Reviewed and developed from the JHC Mobile Phone Policy
2.0	27/06/11	Final	Amendments made with regard to frequency of checks of mobile phones & sims, and wording regarding liabilities.
	June 2012	Final	Annual Review
	June 2013	Final	Annual review
3.0	15.09.14	Draft	Re Review of Wolfson Procedures
4.0	31.12.14	Final	Sign off
5.0	29.09.16	Final	Changes to include 6 moths pilot of mobile phones on Woodberry ward (section 4.0)
6.0	01.12.17	Final	

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1 INTRODUCTION

1.1 This protocol serves to ensure that mobile phone use by in-patients of John Howard Centre takes place in a controlled and safe manner, and should be read in conjunction with other relevant policies within the Forensic directorate and the Trust:

- Banned and restricted items policy
- Search policy
- Policy on use of video cameras within the secure area
- Policy on the management of cameras and photographic equipment within the secure area
- Information Governance

1.2 This Policy aims to provide patients and staff with clear guidance around:

- Appropriate use and management of mobile phones within the ward environment and whilst on community leave.
- The use and specification of mobile phones in Medium Secure forensic service sites.
- The Terms & Conditions (Management Plan) that will be introduced to the patients verbally and also as part of a contract which will be signed by both parties once in agreement.

NOTE: A copy will be offered to the patient

1.3 Mobile phones are considered to be risk items within the environment of John Howard Centre and as such patient's access to mobile phones is restricted. As part of the rehabilitation and recovery process, Non-smart mobile phones are accessible to patients on the ward whilst Smart mobile phones will be accessible to patients who have community leave subject to MDT approval, although this is not a prerequisite for the granting of leave. The rationale for Service Users' access to mobile phones whilst on community leave is for:

- Service Users to be able to contact ward staff on any issues of concern
- Ward staff to be able to contact service users while on leave should there be need to.
- Increased sense of privacy when telephoning ward staff
- Maintaining social relationships

USE OF MOBILE PHONES

- 2.1 Service users wishing to use a mobile phone should be able to purchase it and pay for running costs.
- 2.2 Requests for Smart Mobile phone use will only be considered once service users have unescorted community leave. Smart mobile phones and smart wrist watches will be stored and charged in patients lockers housed in the JHC reception waiting area.
- 2.3 The MDT will consider whether ward based non-smart mobile phones will be re-charged only by the ward staff in non-patient areas or by patients within their own bedroom following risk assessment.
- 2.4 The decision as to whether or not a service user may use a mobile phone will be made by the MDT on an individual basis.
- 2.5 In order to be able to check for any changes made to the mobile phone, the ward staff should keep a record of the following details of the mobile phone and the Security Nurse to ensure that a record of these details are available before issuing out a mobile phone:
- Make and model
 - Mobile phone number
 - IMEI number. This is to be ascertained by dialling *#06#. The IMEI number should appear for every phone. Alternatively it can be found on the back of the phone after removing the battery
 - The number on the sim card
- 2.6 At John Howard Centre mobile phones will not be routinely checked after leave (with reference to part 2.4) for make, model and IMEI number (as above) unless an individual risk assessment indicates the need to do so.
- 2.7 Any suspected inappropriate use of a mobile phone or failure to comply with these guidelines may result in use being suspended. The mobile phone may be submitted to the security department or the police for examination in the event of phone misuse allegations being made.
- 2.8 The trust/service/ward takes no responsibility for damage to or loss of mobile phones that are not handed in to staff for safekeeping whilst on hospital premises or that are used by service users in the community.

3 PHONE SPECIFICATIONS

- 3.1 Mobile phones can be 'Pay as you Go' or by the patient taking out a contract. The trust/service/ward takes no responsibility for payment of running costs.
- 3.2 Due to rapid development in mobile phone technology, this protocol will require regular review to ensure any new risks are considered and managed.

4 USE OF MOBILE PHONES ON THE WARD AND COMMUNITY LEAVE

4.1 Conditions/Procedure

4.2 Non Smart Mobile phones

- Authorization must be obtained during ward round from the MDT and this decision should be documented in patient notes to use a non-smart mobile phone on the ward and non-smart/smart mobile phone for Community Leave. The model must also be agreed at this time.
- Upon agreement of an on-ward mobile phone or Community Leave mobile phone there might be a delay before the patient is provided with this. This enables all relevant documentation and security measures to be completed.
- Patients must have individualised Care Plans outlining the personal use plan prior to utilising this facility
- Patient must be risk assessed by the ward staff each day in order to monitor safe use of their phone. This will form part of the security nurse role.
- Unless otherwise agreed, Mobile phones can **only** be used in patient bedrooms. Local MDTs would need to approve Mobile phone use on the ward outside these parameters. e.g use of text facilities in the day area or voice calls in the balconies.
- No Camera, voice recorder or internet capabilities will be permitted on ward based non smart mobile phone and proposed mobile phones will be checked by staff prior to being purchased
- Patients already owning a non-smart mobile phone will be able to use their phone once specifications are checked by staff.
- Ward based non smart mobile phones access will be available on a 24hr basis with agreement from the clinical team and subject to personalized use plan.
- Ward based non-smart Phones are not to be taken to the hospital garden.
- Patients on community leave are permitted to take their phones on community leave subject to risk assessment by the MDT
- Non-smart mobile phones are not to be given to any other patient, either on their residing ward or other wards for any length of time or for any purpose.
- Patients will not be allowed to sell their ward mobile phones to other patients.
- Ward based non-smart mobile phones are not to be used to order take away food.
- The use of a non-smart mobile phone is not to interfere with Therapeutic Activities and phones should not be taken to the other areas of the hospital/ ward. Evidence of phone activity resulting in non-attendance of groups can lead to removal of access.
- The Patient will be personally responsible for keeping the ward mobile phone in credit. This is not a task to be given to another patient.
- Patients who do not have leave should seek assistance from ward staff regarding this.
- Upon purchasing a non smart phone for use on the ward, all equipment must be checked against the checklist provided before it is removed and given to

the patient by clinical staff.

- Replacement chargers must be bought from a reputable retailer
- All mobile phone equipment must be checked at least once a month against the checklist provided at first use as part of the monthly routine room searches.

4.3 Smart Mobile Phones – Community Leave Only

- Authorization must be obtained during ward round from the MDT and this decision should be documented in patient notes before a patient can use a smart mobile phone whilst on Community Leave (Escorted/Unescorted).
- Patients to have individual Care Plans outlining the personal use plan prior to utilising this facility
- Smart Mobile phones can only be used in the community
- All smart mobile phones, including smart wrist watches will be left, charged and stored in lockers provided in the reception area.

4.4 Security Breaches and Misuse

This policy incorporates the legal compliance of Information Governance based on the most recent NHS Guidance and legislation. The trust acknowledges mobile phones to provide a direct route of contact to patients with telephone numbers being identifiable personal information of patients that is confidential. The use of a personal mobile phone must therefore be used only by the responsible owner and not shared or borrowed. This is to prevent patient details being obtained by individuals not personally known to the owner.

4.6 Mobile phone access will be removed in the event of inappropriate use. Any telephone behaviours that compromise the safety of the environment will result in immediate action with Staff withdrawing access under the following circumstances

- Concerns of plans to escape or abscond
- Concerns of plans to arrange or gain access to illicit substances, and following positive drug screen results
- Concerns of nuisance calls or calls of deception
- Concerns of Fraudulent activities
- Concerns of the patients ability to manage their own financial affairs

Disclaimer form

I _____ agree with the conditions set out in the ON-
WARD MOBILE PHONE USAGE POLICY. I accept responsibility for using a basic
mobile phone on the ward in line with the policy and that if I am found to breach
these conditions I understand that my access to the phone will be suspended. Patient:
Signed _____ Date _____

MDT permission has been granted for the above to be granted access to a mobile
phone as per policy.

MDT Member One:
Signed _____ Print _____ Date _____

MDT Member Two:
Signed _____ Print _____ Date _____