Forensic Directorate
Low Secure Services

Inpatient Access to Computers & the Internet

TITLE	Inpatient Access to Computers & the Internet
PURPOSE OF DOCUMENT	To enable service users to access computers and the internet within the low secure service in order to develop recreational, vocational and educational skills in a safe and secure way.
EXECUTIVE SUMMARY	The policy provides guidance for staff in the management of service users while accessing computers and related hardware, including those which enable access to the internet. This protocol is written in line with the
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CIRCULATED TO	
APPROVED BY (NAMES, TITLES AND DATE)	Reviewed Draft to be ratified in safety and security committee 25/03/2024
NEXT REVIEW DATE	**May 2026**

Commented [KI1]: Inthuja Kesavanathan, Sophie Akehurst, Omar Gas and Service user.

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VERSION CONTROL SUMMARY

Version	Date	Status	Comments/Changes
1.0	23/10/15	Draft	Pending ratification
1.0	23/11/15	Final	Approved S&S Committee

1. Introduction

Access and use of Information Technology is increasingly the means by which we carry out activities of daily living, build and maintain social relationships and engage in leisure, work and learning opportunities.

The primary risks in terms of IT use would be accessing the internet to download illegal pornography, violent imagery, information that may assist the making of weapons/explosives, drugs, or aid absconsion or other illegal activity. There is also a risk relating to staff, past or potential future victims being harmed (e.g. harassed, stalked, identified) through inappropriate access to social media platforms or other routes enabled through internet-based activities (e.g. 'googling' someone, accessing electoral roll databases etc). There is also the potential for bullying if service users were to access each other's private or personal information/writings stored on any devices.

This protocol refers to the use of computers by service users in the low secure service including in Therapy and Education areas and in designated ward communal areas, and the use of the Internet when on community leave.

service users

This protocol should be read in conjunction with relevant Trust Policies and Forensic Protocols and Procedures.

2. Aims

The aim of this protocol is to:

i) Ensure that service users access IT within the Low Secure Service in a safe and secure manner.
ii) Assist in the management of IT equipment for use by service users service users.
iii) Provide instruction and guidance for staff on the use of IT by service users.
iv) Allow service users service users to access internet-based functions in a safe manner for the purposes of meeting identified therapeutic, educational or vocational needs

3. Security and Maintenance of Computers

Maintenance to the computers will be provided by Trust IT department

No software packages or external devices can be installed on the computers without the use of an administrator's password. service users

Regular checks will be completed on the computers by Bridon or an identified member of clinical staff. These can examine usage and flag up any misuse.
service users
In the event of misuse or suspected misuse of any of the computers, access to the computer will be suspended and further use will be reviewed by the MDT

Commented [KI2]: delete

Commented [KI3]: ward computer to be checked by nursing colleagues and computers in therapy and education room to be checked by Occupational therapy/Education colleagues.

4. Location/Storage of Computer Equipment

4.1 Ground Floor Therapy Suite

There is computer hardware and accessories, including desktop PCs, DVD/CD burners and scanners in the Therapy areas of the site in the Wolfson House in the therapy suite. The use of this equipment is subject to individual group and area protocols. The equipment should be checked and remain in their designated areas at all times unless removed for maintenance or specific purposes. Communication to relevant parties and a record of their location should be made.

4.2. Tablet Devices

Each ward has an assigned tablet device for use by service users on a supervised basis.
Question here – if we had monitoring and filtering would we view unsupervised tablet use the same as PC use?

4.3 Ward Areas

Wards on site can enable their service users to access a networked, stand-alone PC, located in a communal area.

5. Use of Computers by Service users

5.1 Usage in Therapy Areas

5.1.1 Groups & Individual Sessions

Individual and small group access and usage of computers with or without internet access is permissible in the ground floor therapy suite area.

5.1.3 Categories of computer and internet usage

All usage will be subject to technological enabled supervision and monitoring (through the use of relevant software), which will allow the blocking of sites or thematic searches as appropriate, and will allow staff to carry out spot checks routinely as well as reactively.

The authorised categories of usage are as follows:

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- Education exercises, tools and information
- Therapeutic exercises, tools and information
- Vocational exercises, tools and information
- Social activities
- Sports and leisure related activities
- Journey planning in relation to community leave

The devices are not to be used for any unauthorized purposes and abuse of this facility will result in its removal

5.1.4 Logging internet usage by service users

The logging of individual usage is difficult to achieve without individualized login being provided for service users; however, all access to the internet will be logged through relevant software solutions and regular spot checks will be carried out by the clinical team to monitor usage.

All service users in Wolfson House are permitted access to the internet unless otherwise specified by the MDT or where access has been suspended in the event of an abuse of the facility

5.1.5 Use of CD/DVD Burning Equipment

Some therapy areas on site have access to CD/DVD burning equipment. Neither service users nor staff should use the CD/DVD burner to infringe copyright.

Commented [KI4]: Need to check if this is still the case?

5.1.6 Use of scanning equipment

Some therapy areas on site have access to scanner equipment. Service users should be supervised at all times when using scanners. Copyrighted images should not be reproduced.

5.1.7 Printing

Service users will not have access to printers without the supervision of staff. Staff must check all materials that have been printed.

5.2 Use in Ward Areas

5.2.1 Access Arrangements

Access to stand alone computers on the low secure wards will be reviewed if incidents or issues arise. If there is suspicion that a computer on the ward is being abused, then the computer should be locked off. A search history should then be undertaken to ascertain if the computer has been used for unauthorised purposes

5.3 Patient's Personal Computers

A patient may keep a laptop computer in his room providing that it is internet disabled, camera disabled and recording disabled. Prior to bringing the device into the unit, the patient's MDT should consider and approve the request.

Commented [KI5]: Laptops need to checked on a monthly basis to ensure internet is disabled, storage of prohibited content.

6. The Use of Memory Sticks, Storage Devices and Saving Materials

6.1 Saving of Service users Work

If service users work needs to be saved, the hard drives of the computers must not be used. All work should be saved to encrypted memory stick.

6.3 Patient's Personal Memory Sticks

The use of patient's personal memory sticks will be agreed by the patient's MDT..

Any memory stick will be stored in the patient's restricted items box and access will be subject to a signing in/out basis in line with the Prohibited/Restricted Items Protocol.

7 The Use of the Internet on Community Leave

7.1 Escorted Leave

Service users may access the internet whilst on escorted leave. The responsibility of supervision, monitoring and support implied in supervised

leave extends to internet use, and escorting staff need to form a clinical view about what may be required in each individual case.

The use of smartphones is not permitted on escorted leave.

Service users

7.2 Unescorted Leave

Service users are able to access the internet including their smartphones whilst on unescorted leave. Please see policy for mobile phone access by service users for the Low Secure Service.

8. Use of Skype and Zoom

9.1 Definition

Skype and Zoom are Internet based services that are free to those who create an account. It enables people to talk and see each other through a webcam.

9.2 Procedure

9.2.1 Service users wishing to use this facility will need to complete the application form (**appendix 10**) and submit it to their MDT to be approved. This will include a list of people the service user wishes to contact and their Skype and/or Zoom addresses. A letter (**appendix 12**) will be sent to the persons on this list to seek their permission for the service user to contact them. No contact will be permitted until this permission has been returned. This could be completed verbally by a member of the MDT. This procedure does not apply to participation as service user representative in meetings such as User Involvement Group or participation in therapeutic activities.

9.2.2 Discussion by the MDT must highlight any issues that need to be managed or given specific consideration during the call and guidance provided to supervising staff. This information must be recorded in the service users care plan and the Risk assessment (**Appendix 11**) should be completed.

9.3 Involving children in Skype or Zoom Calls

If a Service User requests children in their Skype or Zoom Call the request must go to the Children's Visitor Panel as per visiting procedure for children within the service.
It must be highlighted to persons involved in Skype or Zoom calls that only persons approved should be present at time of call and that this includes any children.

9.4 Location of devices for Skype and Zoom

Ward tablets will be used to facilitate the Skype and Zoom calls. Skype and Zoom can be installed upon request to Trust IT, if not already pre-installed. Use of tablets with service users will be continuous supervision at all times in a private room that has been booked. The tablet must be placed within the room in a position that does not allow the camera to view other members of staff or service users, or other features that may be confidential or any security features, including doors or locks.

9.5 Skype and Zoom accounts

Ward accounts will need to be set up for all Skype Calls. Patient contact's from approved list can be added to this account. Log-in details to be held and accessed by ward staff and not given to service users.

Zoom accounts have been set up for all wards and should be active and working for regular meetings such as User Involvement Group (when held online).

9.6 Booking a call

9.6.1 With the exception of participation as service user representative in meetings such as User Involvement Group or participation in therapeutic activities, arrangements to use Skype or Zoom will be similar to service users requesting a visit. A date, time, and name of person or persons to be contacted must be submitted to a qualified member of the ward-based staff at least 24 hours in advance. If an Interpreter is required five working days advance notice is required. Times to be arranged at the discretion of the Shift Co-ordinator.

9.6.2 Calls must be no longer than 60 minutes in length.

9.6.3 The recipient of the call must be contacted to book the time.

9.6.4 A discrete space should be used for the call and provision made for a supervising member of staff to be present throughout.

9.7 Supervision of a session

9.7.1 A member of staff must be available to supervise the call. They must be able to hear the conversation and see the screen. Following the call the member of staff must make an entry in RIO progress notes.

9.7.2 The service user will only be allowed to talk to the person or persons that have been previously agreed by the MDT. People who the MDT have agreed are appropriate for the service user to contact are to be listed on the Approved Visitors list.

9.7.3 The service will exercise its right to terminate the call immediately if there are any infringements of the protocol or any identified risks.

9.7.4 Any infringements may result in the service user having access to Skype and Zoom withdrawn until further notice. It may be necessary to end the call if staff deem it necessary.

9.8 Examples of reasons to end call

- Service user or friend/family getting angry.
- Inappropriate language.
- Service user talking to someone who is not on the approved contact list.
- Inappropriate images on the screen

Appendix 9 Patient Personal Laptop use FAQs – for Patient Use (to be attached to Laptop Use Care Plan)

What does patient personal laptop use involve?

It permits the use of a service user's personal laptop on the ward, including the possibility of use in his/her room. Both are subject to MDT approval.

What specs are permitted?

There are no restrictions on laptop size, hard drive size, memory size etc. The service users will need to agree to have restrictions placed on the laptop by an external IT contractor, Bridon IT. These will include:

USB; Bluetooth; wifi; recording (video/audio); burning to DVD/CD.

Therefore, the laptop will be rather restricted in its use. In the case that the service user will use the laptop in day areas only, and for the laptop to be treated as a restricted item, some of the above restrictions may be eased. However, Bridon IT will still need to restrict wireless network access and recording as a minimum.

Will the USB ports need to be blocked?

USB ports may, with agreement of MDT and subject to Security Department approval, be unblocked on a patient's laptop. This is to allow appropriate peripherals to be connected, such as mouse or printer. Who will carry out the work on the laptop to make it restricted?

Bridon IT Support Limited, an external IT contractor.

Will the laptop need to go off-site for the work to be done?

Yes, but only for a few days.

The service user has a piece of software that he wants to be installed, how can he arrange this?

Bridon IT will install any software in the initial process, as long as it is valid and legal software agreed by the MDT and they are given installations disks/codes when they attend to take the laptop.

What is the cost of the lock down process?

Currently £75 + VAT, including

Re-configure new laptop for patient use.

Setup new accounts

Remove unwanted applications

Create policies locking out laptop

Disable wireless function

Who pays for this?

The ward MDT may decide whether it comes from the ward budget or whether the service users should contribute.

Can the service users take the laptop off-site, e.g. on leave?

The aim is to have laptop use on site. Any requests for other use can be discussed by MDT and Security Dept.

What happens when the service users is discharged?

Bridon IT will re-set any lockdowns on the laptop. Ward staff should contact Bridon IT for a quote if this service is required.

Will the work carried out by Bridon IT invalidate the laptop warranty?

No, as Bridon are not disassembling the laptops.

Appendix 10 Skype/Zoom Service User Application Form (formerly: Appendix A)

East London Foundation Trust Forensic Inpatient Services

Service user Access to Skype/Zoom

Service user Application Form

Name:……..

Date:……

I have received and read a copy of the Protocol for Service user Access to Skype/Zoom.

I understand the terms and conditions of use laid out within the policy and agree to abide by them.

I understand that any abuse of this service would lead to suspension of my access until my next MDT Care Review Meeting where it would be reviewed.

Signed:……

I wish to make contact with the following:

Name:…… Relationship:……

Name:…… Relationship:……

Name:…… Relationship:……

Name:…… Relationship:……

Name:…… Relationship:……

This form should be attached to the Skype/Zoom Risk Form and uploaded onto RIO document store

Appendix 11 Service user Access to Skype/Zoom Referral and Risk Assessment (formerly: Appendix B)

East London Foundation Trust Forensic Inpatient Services

Service user Access to Skype/Zoom

Referral and Risk Assessment

Name……. DOB…./…./….

Ward…….

This form should be completed by the multi-disciplinary team.

Date completed ……

Purpose of Skype/Zoom* access:

Consent has been sought and approved from person/s to receive the calls?
Yes / No

The service user has family and/ or friends that are on the approved visitors list?

Yes / No

Is an Interpreter required for the call?

Yes / No

Known Risks:

Are there people on the service users request list that should be excluded?
Yes / No

Access to the Skype/Zoom* is / is not granted under the terms of the policy.

It has been agreed that……..……can use Skype/Zoom* to contact (Please list names of those persons approved):-

Permission has been refused for ……..…… to contact (Please list names of those persons not approved):-

For the following reasons……..……

……
…….

This form should be kept on RIO in the document store.

Signature of MDT Member ……..

Print Name ……

*Delete as applicable

Appendix 12 Skype/Zoom Visitor Consent Form Letter (formerly: Appendix C)

East London Foundation trust Forensic Inpatient Services

Service user Access to Skype/Zoom

Skype/Zoom Visitor Consent Form

Dear

_____has requested permission to contact you using Skype/Zoom*. Please complete and return the consent slip below as soon as possible and note the following points taken from the Protocol for Service user Access to Skype/Zoom*.

- All calls will be supervised by a member of staff.
- Calls may be terminated by staff at any point.
  Examples of reasons to end call:-

  Service user or friend/family getting angry.

  Inappropriate language.

  Service user talking to someone who is not on the approved contact list, including children.

  Inappropriate images on the screen.
- Calls will need to be booked at least 24 hours in advance with ward staff.

Thank you for your co-operation.

……

I do / do not wish to receive Skype/Zoom* calls from (name of service user)

If you consent to receive calls and wish to communicate through this method please provide your Skype/Zoom* contact details: _____

Please state if an Interpreter is required and you are willing to consent to this:

Yes / No / Not required

Name:_____

Signed:_____ Date:_____

Or Signed on behalf of staff member following verbal agreement of the above:

Signed: _____ Date: _____

Comment

***Delete as applicable**

Appendix 2