

Forensic Directorate
Wolfson House

**Mobile phone Access by Service Users
At Wolfson House**

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 patients telephone.
ELECTRONIC FILE REFERENCE (AUTHOR)	
ELECTRONIC FILE REFERENCE (NETWORK OR INTRANET)	
STATUS	Final
VERSION NO.	7
DATE OF THIS DRAFT	November 2022
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CIRCULATED TO	Wolfson House Policy Group, Security MDT Committee
APPROVED BY (NAMES, TITLES AND DATE)	Sub Policy group (Finalised August 2021) Security Committee March 2021
NEXT REVIEW DATE	<u>September 2025</u>

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 months pilot of mobile phones on Woodberry ward (section 4.0)
6.0	01.12.17	Final	Sign off
7.0	01/11/2022	Final	Changes to include smart phones on escorted community leave.

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1 Introduction

1.1 This protocol serves to ensure that mobile phone use by in-patients of Wolfson House 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 unescorted leave
- The use and specification of mobile phones in Low 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 retained by the patient

1.3 Mobile phones are considered to be risk items within the environment of Wolfson House 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, 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 and vice versa

- Increased sense of privacy when telephoning ward staff
- Maintaining social relationships

2 Mobile Phone assessment and setup

- 2.1 Service users wishing to use a mobile phone should be able to purchase it and pay for running costs.
- 2.2 Request for smart mobile phone use will only be considered once service users are at the stage of unescorted community leave.
- 2.3 The MDT will consider whether ward basic 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 Service users to have signed the agreement (Appendix A) and have an individual care plan prior to use.
- 2.6 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
- 2.7 At Wolfson House mobile phones will not be routinely checked after leave unless an individual risk assessment indicates the need to do so.
- 2.8 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.
- 2.9 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 For basic mobile phones - No Camera, voice recorder or internet capabilities will be permitted on ward based non-smart mobile phones and proposed mobile phones will be checked by staff prior to being purchased (or existing phone checked).
- 3.3 Patients already owning a non-smart mobile phone will be able to use their phone once specifications are checked by staff.
- 3.4 Due to rapid development in mobile phone technology, this protocol will require regular review to ensure any new risks are considered and managed.

4.0 Use of mobile phones on the ward and community leave

- 4.1 Mobile phones can only be used in patient bedrooms
- 4.2 Ward based non smart mobile phones access will be available on a 24hr basis with agreement from the clinical team and subject to personalised use plan where required.
- 4.3 Patients on community leave **are permitted** to take their mobile phones (**smart & non smart**) on community leave.
- 4.4 Mobile phones are not to be given or sold to any other patient for any length of time or for any purpose.
- 4.5 Phones are not to be used to order take away food or online shopping, except with agreement by the MDT.
- 4.6 The use of all types of 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.
- 4.7 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.
- 4.8 Replacement chargers must be bought from a reputable retailer.
- 4.9 On return to the unit, smart phones must be returned to staff and securely stored.
- 4.10 Escorting staff not to use their phones whilst escorting.

5 Security Breaches and Misuse

- 5.1 If any Mobile equipment is found to be missing at any time, the following procedures should be adhered to:
- The patient concerned should be informed and mobile phones should not be issued to any patients until the issue is resolved
 - The ward manager or/and Shift Coordinator must be informed straight away.
 - A Datix form must be completed.
 - A full ward search completed if indicated
- 5.2 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

Appendix A

Mobile Phone Agreement

I _____ agree with the conditions set out in the MOBILE PHONE ACCESS BY SERVICE USERS AT WOLFSON HOUSE 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.

Service user:

Signed:

Print:

Date:

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

MDT Member:

Signed:

Print:

Date:

Make and Model of Phone:

Telephone number:

IMEI Number:

Sim card number:

