

## **Policy on Mobile Phone Use**

The organisation maintains the following policies regarding mobile phone use.

### Mobile phone use at work

The safety of our service Users must always be paramount, and support staff working with service users must be focused on the individual/individuals they are supporting. Therefore mobile phones **MUST NOT** be used whilst working directly with a service user, unless it is an emergency such as needing to summon assistance from your service area, or calling for medical attention. If you have to make/receive a work call you must ensure that the person/people you are supporting are safe and remain supervised. Personal use of mobile phones, including personal social media use is **NOT** permitted, and failure to comply will result in disciplinary action.

In the event it is deemed necessary or risk assessed as a requirement Silva Care will:

1. Provide mobile phones for business use wherever this is deemed appropriate and approved by the manager of the organisation.
2. A mobile phone will be available for security reasons for any staff visiting a service user's home if assessed as required. All staff using such a phone should sign for it and be instructed in its use prior to taking it out. All phones are pre-set with the organisation's number in case of emergencies.

All staff issued with a phone should follow the guidance below regarding the use of mobile phones.


1. Staff issued with mobile phones by the organisation for use in the course of their work must ensure the security of the phone at all times.
2. The use of any mobile phone should be kept to the minimum and landlines used where possible.



3. As with the use of other telephones in the organisation, personal (non-business) calls must be avoided and, where this is not possible, should be very short, e.g. a child care emergency.
4. Under no circumstances should mobile phones be used while driving or while using machinery.
5. Mobile phones may be used as satellite navigation but only if there is an official anchor attached within the vehicle, removing the necessity for any hand use. As stated within law
6. Members of staff should be aware of the possible health risks associated with the excessive use of mobile phones. A Department of Health leaflet issues guidance to mobile phone users regarding health and safety in relation to their use (Department of Health leaflet, Mobile Phones and Health). These should be observed at all times by staff. They include:
  1. Making only short, essential calls on mobile phones
  2. Choosing phones with relatively low specific absorption ratings (SAR)
  3. Keeping the mobile phone away from the body when it is in standby mode
  4. Only using the phone when the reception is strong.
7. All users of one of the organisation's mobile phone will be issued with an itemised bill each month. If with agreement from your service manager, it is agreed that your phone can be for out of work personal use, any personal calls are made the member of staff concerned must annotate the call listing to show which calls were private and submit details of these calls. They will then be charged for them.
8. Loss or theft of a mobile phone must be reported to the manager.

It is organisational policy that business calls from landlines to mobile phones be kept to a minimum as calls to mobile phones cost more than four times as much as calls to a landline.

### Mobile phones and driving

In line with legislation, drivers of any vehicle must not use a hand-held mobile phone or similar hand-held device whilst in control of the vehicle. This includes periods when the vehicle is stationary with the engine on. In addition, the Department for Transport has advised that a driver may risk prosecution for failing to have proper control of a vehicle if the driver uses a hands-free phone when driving. If there is an incident, the use of any phone or similar device might justify charges of careless or dangerous driving.

Date Reviewed:	Signature	Next Renewal Date
06/08/2014	 Sharon Moore	06/08/2015

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12.01.2017	 Sharon Moore	12.01.2018