



Review Sheet		
Last Reviewed 29 Feb '24	Last Amended 29 Feb '24	Next Planned Review in 12 months, or sooner as required.
Business impact	<p>Minimal action required circulate information amongst relevant parties.</p> <p><b>LOW IMPACT</b></p>	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This Computer, Email and Internet Usage Policy and Procedure details the requirements in relation to computer, email and internet usage at the service. It has been reviewed with minor changes. References have been checked and updated.	
Relevant legislation:	<ul style="list-style-type: none"> <li>• Computer Misuse Act 1990</li> <li>• Obscene Publications Act 1959</li> <li>• Regulation of Investigatory Powers Act 2000</li> <li>• Copyright, Designs and Patents Act 1988</li> <li>• Electronic Communication Act 1990</li> <li>• Equality Act 2010</li> <li>• Freedom of Information Act 2000</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li> <li>• Human Rights Act 1998</li> <li>• Data Protection Act 2018</li> <li>• UK GDPR</li> </ul>	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: Digital Social Care, (2020), <i>Cyber Security Guidance</i>. [Online] Available from: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/</a> [Accessed: 29/2/2024]</li> <li>• Author: Nursing and Midwifery Council, (2016), <i>Guidance on using social media responsibly</i>. [Online] Available from: <a href="https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/social-media-guidance.pdf">https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/social-media-guidance.pdf</a> [Accessed: 29/2/2024]</li> <li>• Author: Information Commissioner's Office (ICO), (2018), <i>Encryption</i>. [Online] Available from: <a href="https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/security/encryption/">https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/security/encryption/</a> [Accessed: 29/2/2024]</li> </ul>	
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>	
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.	



## 1. Purpose

**1.1** To outline the standards that staff must adhere to when using the computers, the Internet and email systems at Keate House Residential Home. The policy outlines the circumstances in which Keate House Residential Home monitors usage and the action that needs to be taken in respect of breaches of the policy.

**1.2** To support Keate House Residential Home in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
EFFECTIVE	E1: Are people’s needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	QSE1: Assessing needs QSE2: Delivering evidence-based care & treatment
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?	QSS3: Safeguarding
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	QSW1: Shared direction and culture QSW2: Capable, compassionate and inclusive leaders

**1.3** To meet the legal requirements of the regulated activities that Keate House Residential Home is registered to provide:

- | Computer Misuse Act 1990
- | Obscene Publications Act 1959
- | Regulation of Investigatory Powers Act 2000
- | Copyright, Designs and Patents Act 1988
- | Electronic Communication Act 1990
- | Equality Act 2010
- | Freedom of Information Act 2000
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Human Rights Act 1998
- | Data Protection Act 2018
- | UK GDPR



## 2. Scope

**2.1** The following roles may be affected by this policy:

- | All staff

**2.2** The following Service Users may be affected by this policy:

- | Service Users

**2.3** The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To establish that all staff and anyone else working for Keate House Residential Home who use and have access to information belonging to Keate House Residential Home must understand their personal responsibilities for information governance and comply with UK law. All staff must comply with the policies, procedures and guidance of Keate House Residential Home and attend relevant education and training events in relation to this subject.

**3.2** To guide all staff to understand their responsibilities in the following areas:

- | Use of computer equipment
- | Use of email and Internet
- | Use of removable devices
- | UK General Data Protection Regulation

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**4. Policy**

**4.1** The staff of Keate House Residential Home will be aware of their responsibility not to breach confidentiality of information belonging to Keate House Residential Home or that of Service Users at Keate House Residential Home or other staff through the use of IT equipment, email or other Internet-based communication.

**4.2** Keate House Residential Home will restrict access to its computer equipment, email and the Internet as it deems necessary in order to secure its information (some of which will be sensitive commercial and personal data) and reduce the risk of contamination of the information stored or of viruses on the network. Where appropriate, authorised staff are permitted to make use of Internet access as part of their official and professional activities.

Staff at Keate House Residential Home will understand their responsibility not to bring Keate House Residential Home into disrepute through the use of IT equipment, email or other Internet-based communication.

**4.3** Keate House Residential Home is aware of the need to ensure that computer systems are secure and that measures have been taken to protect the users of the equipment and the systems from cyber attack. Keate House Residential Home will follow the advice and information provided by 'Digital Social Care' to assist with the protection of the security of computer systems.

**4.4** Attention must be paid to ensure that any published information has relevance to normal professional activities before material is released in the name of Keate House Residential Home.

Where personal views are expressed, a disclaimer stating that this is the case must be clearly added to all correspondence.

The intellectual property rights and copyrights of the staff member or any other person or organisation must not be compromised when publishing on the Internet.

The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive to others. The use of the Internet to access and/or distribute any kind of offensive material, and the deliberate accessing of offensive, obscene or indecent material from the Internet, such as pornography, racist or sexist material, violent images, incitement to criminal behaviour etc. or matters not related to the employer's business, will make the individual liable to disciplinary action which could lead to dismissal.

**4.5** All staff will have due regard, awareness, and compliance with data protection legislation in relation to the content of this policy.

**4.6** Electronic mail must not be used for personal financial gain or other secondary employment.

**4.7** All passwords and log in details for email systems must be kept confidential. Sharing passwords or log in details will be considered as misconduct.

**4.8** Email is a communication tool and not a records management system. Where the content of email or attachments forms part of a record, it is the responsibility of the user to ensure that it is added to, and becomes part of, that record, whether held in hard copy or electronic format.

**4.9** The email system is provided for business purposes. All email messages are business documents of Keate House Residential Home and may be accessed without the employee's permission for legitimate purposes e.g. investigation of potential breaches of this policy or the Security Policy and Procedure or for legislative reasons such as Freedom of Information. This will be carried out by a limited number of identified staff with appropriate regard for the confidentiality of the content. Staff can discuss any data privacy concerns with the Data Protection Officer, Mathew Clarkson who can be contacted on [mathew@keatehouse.com](mailto:mathew@keatehouse.com).



## 5. Procedure

### 5.1 Use of Computer Equipment Principles

- | The introduction and downloading of active software, in whatever format, on to the IT equipment of Keate House Residential Home must be authorised by Mrs Diane Clarkson, who in turn must check that the software is safe
- | Only authorised staff will have access to the computer equipment at Keate House Residential Home
- | Only software that is used for business applications may be used
- | No software may be brought into or taken from Keate House Residential Home without prior authorisation
- | There will be no unauthorised copying of data and/or removal of computer equipment/software
- | Use of the computer equipment, email and Internet system will be restricted to business use only. A small amount of personal use may be permitted during recognised breaks/lunch hours with the permission of Mrs Diane Clarkson
- | Staff must ensure that they protect the network and contents from unauthorised access. They must log off the network when they have finished working. Staff must ensure that any equipment logged on to the network is protected if they leave it unattended, even for a short time
- | Staff must have their own unique password and must not share passwords

Any breach of the above principles may result in disciplinary action.

### 5.2 General Principles of Safe Computing in the Workplace

Keate House Residential Home will ensure that the following are in place before use:

- | A firewall is installed
- | Anti-virus software is installed and kept up to date
- | Anti-spyware software is installed and kept up to date
- | Regular backups are achieved
- | IT support is in place in order to deal with queries and provide advice when using IT at work
- | A Business Continuity Plan is in place in the event of system failures

Keate House Residential Home will not allow staff or anyone accessing the work computer:

- | To give out an email address if it is unclear who is asking for it
- | To open emails or attachments if the sender is not known or if it is suspected that the attachment is not what it seems
- | To provide personal details unless the site can be fully trusted

### 5.3 Email Standards

Any email from Keate House Residential Home must contain the following information:

- | The full name of the Company
- | The registered number of the Company
- | The place of registration of the Company
- | The registered office address of the Company (not a PO Box)

It is recommended that each user has an electronic signature in the standard format of Keate House Residential Home which includes a name, contact telephone number and job title.

Staff must avoid capitalising text within emails as this implies 'shouting'. Emails can sometimes be misinterpreted so care must be taken when writing the content.

### 5.4 Use of Email Expectations

The email system is available for communication and matters directly concerned with the legitimate business of Keate House Residential Home. Staff using the email system must give particular attention to the following points:

- | It is an offence, liable to an unlimited fine, for anyone to send unsolicited commercial emails (spam) and text messages to individuals (including unincorporated bodies) who have not explicitly agreed to this in advance. Unless there is already an existing customer relationship with the individual, emails, text

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messages and other electronic marketing messages can only be sent to individuals with their explicit prior consent – i.e. an opt-in, rather than the currently widely used 'tick here if you don't want to hear from us' opt-out

- | All emails must comply with the communication standards of Keate House Residential Home as detailed within this policy
- | Email messages and copies must only be sent to those intended and must be professional in content, adhering at all times to the values of Keate House Residential Home
- | Emails must not be used as a substitute for face-to-face communication or telephone contact
- | If an email is confidential, the user must ensure that the necessary steps are taken to protect confidentiality. Consideration must be given to encryption and secure sending of personal content
- | Keate House Residential Home will be liable for infringing copyright as well as for any defamatory information that is circulated either within Keate House Residential Home or to external users of the system
- | Offers or contracts transmitted by email are as legally binding on Keate House Residential Home as those sent on paper

**5.5** Keate House Residential Home will not tolerate the use of the email system for unofficial or inappropriate purposes such as:

- | Distributing offensive jokes
- | Accessing or transmitting pornography
- | Personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters)
- | Online gambling
- | Social networking
- | Transmitting copyright information and/or any software available to the user
- | Posting confidential information about other staff, the employer or its customers or suppliers (except as authorised in the proper performance of your duties)

Unauthorised or inappropriate use of the email system may result in disciplinary action.

**5.6 Use of Web Browsers**

Web browsing is made available for research purposes only and the use of the IT equipment at Keate House Residential Home for browsing for personal purposes is not permitted.

Only websites known to be reputable may be accessed using the IT equipment at Keate House Residential Home in order to protect the equipment from malicious intrusion. Staff must take personal responsibility for determining if the site to be accessed is safe, and failure to take reasonable precautions may result in disciplinary action.

**5.7 Copyright**

Staff must observe all contractual and copyright issues. Under the Copyright, Designs and Patents Act 1988, copyright law can be infringed by making an electronic copy or making a 'transient' copy (which occurs when sending an email). Copyright infringement is becoming more commonplace as people forward text, graphics, audio and video clips by email. Therefore, staff must not copy, forward or otherwise disseminate third-party work without the appropriate consent.

**5.8 General Principles of Safe Internet and Email Use in the Workplace**

Keate House Residential Home will ensure that staff will:

- | Have read and understood this policy
- | Scan any email attachments for viruses before opening them
- | Only address emails to people who really need to know about the subject
- | Include a relevant title for each email message
- | Ensure that they are aware of confidentiality and data sensitivity issues before sending messages
- | Ensure that information published on a website is accurate and up to date before using it
- | Not access websites that may contain inappropriate or offensive material
- | Not download files or open email attachments without being absolutely certain that they can trust the sender and the content

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- | Not send large attachments to multiple recipients
- | Not send or forward junk mail, chain letters or virus warnings

**5.9 Blogging and Social Networking**

Staff must not have any work-related conversations about Service Users or post defamatory information about peers or Keate House Residential Home on blogging or social networking sites at any time.

This includes participation in social media content that discriminates against any protected classification including age, race, colour, religion, gender, national origin, disability, or genetic information, sexual preference and weight.

Evidence of this occurring will be subject to disciplinary action.

**5.10 Portable Equipment**

Portable equipment can be termed as removable media such as:

- | USB memory stick/pen drives
- | Read-write compact discs/DVD/Zip drives
- | Smartphones, laptops, iPads including tablets and cameras

Removable equipment must be stored securely at all times. This includes locking it away when it is not in use, locking it away outside working hours and not removing the equipment from the building. Data within portable devices must be stored appropriately due to its potential sensitive contents.

**5.11 Service User and the Use of Computer, Internet and Emails**

The benefits of promoting the use of IT for Service Users in order to reduce the risk of isolation and maintain community whilst ensuring contact with loved ones is well acknowledged. These benefits also include having immediate access to health promotion and advice, learning new skills and ultimately provide the Service User with a voice, control and choice.

In order to provide an environment that is conducive to safe practice with the Internet, computers and email, Keate House Residential Home will:

- | Ensure that staff are aware that they are not authorised to use the Service User's computer, Internet and emails
- | Keate House Residential Home should refer to best practice guidance and recommendations for developing and supporting the Service User to safely access and use the Internet

**5.12 Monitoring**

For business reasons, and in order to carry out the legal obligations of Keate House Residential Home, the use of systems including telephone and computer systems, and any personal use of them may be continually monitored by automated software or otherwise. Monitoring will only be carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes.

Keate House Residential Home reserves the right to retrieve the contents of email messages or check Internet usage (including pages visited and searches made) as is reasonably necessary for the interests of Keate House Residential Home, including for the following purposes (this list is not exclusive):

- | To monitor whether the use of the email system or the Internet is legitimate and in accordance with this policy
- | To find lost messages or to retrieve messages lost due to a technical failure
- | To assist in the investigation of any alleged wrongdoing
- | To comply with any legal obligations

**5.13** If staff cease employment with Keate House Residential Home for any reason, Keate House Residential Home will require that all equipment is returned on the last day. A P45 will not be issued until all equipment is returned.



## 6. Definitions

### 6.1 Intellectual Property Rights

- | Intellectual property rights refer to creations of the mind such as inventions, literary and artistic works and symbols, names and images used in commerce. This includes patents and trademarks

### 6.2 Firewall

- | A network computer system that monitors and controls all incoming and outgoing data using pre-set security rules

### 6.3 Antivirus Software

- | This is a computer term detailing software that has the ability to prevent, detect and remove malicious items. It may also be known as Anti-Malware Software

### 6.4 Cyber Security

- | It is also about preventing unauthorised access to the vast amounts of personal information that is stored on these devices and online
- | The core function of cyber security is to protect the devices we all use (computers, smartphones, laptops) and the services we access from theft or damage



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | The use of IT, Internet and email allows an open and accessible forum for achieving evidence-based practice and, therefore, quality care delivery
- | Computer systems, IT and email, however, can be subject to malicious viruses and the potential for inappropriate use
- | You will be expected to understand your limitations and scope with the use of IT at Keate House Residential Home and comply with the legislative requirements set within this policy



## Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | The use of technology (which includes access to email and the Internet) and face-to-face communication is fully encouraged at Keate House Residential Home. You will be supported to use your technology and maintain access to the outside world
- | You can be assured that the staff who support you will understand their responsibilities for using technology safely and securely
- | You will be made aware of any data that may be stored on the computer systems at Keate House Residential Home, the purpose and intention of it and your consent will be requested if there is a need for it to be shared with anyone else



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

### **Age UK - Digital Inclusion for Older People:**

<https://www.ageuk.org.uk/discover/2019/october/digital-inclusion/>





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### Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | Keate House Residential Home has considered and ensured the availability of resources for Service Users so that they can make the best use of technology
- | Keate House Residential Home has provided routine training and themed supervisions together with spot checks around knowledge and practice in order to ensure that staff understand their responsibilities
- | Keate House Residential Home has joined national initiatives and awareness campaigns around the safe use of computers, Internet and email
- | Keate House Residential Home has sourced 'Awareness and Computer Skills Training' for the Service User
- | Themed audits around safe practice with the use of technology, Internet and email take place
- | The wide understanding of the policy is enabled by proactive use of the QCS App



### Forms

Currently there is no form attached to this policy.