

# CAMHS Inpatient Mobile Phone and Internet Use Protocol

<b>POLICY NUMBER:</b>	<b>COP04</b>
<b>VERSION NUMBER:</b>	1
<b>AUTHOR:</b>	I/S
<b>IMPLEMENTATION DATE:</b>	03/08/2020
<b>AMENDMENT DATE(S)</b>	11/08/2022 and 11/07/2023
<b>LAST REVIEW DATE:</b>	
<b>NEXT REVIEW DATE:</b>	September 2023
<b>APPROVAL BY SERVICE MANAGEMENT TEAM:</b>	Approved by Chairs Action on behalf of the CAMHS and Perinatal Clinical Governance and Quality Group Chair held by Denise Cook, Director of Specialist Services.

The Director responsible for monitoring and reviewing this policy is:  
The Director of Specialist Services

<b>ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST</b>
--

**CAMHS INPATIENT  
MOBILE PHONE AND INTERNET USE PROTOCOL**

<b>CONTENTS</b>	
<b>Title</b>	<b>Section No.</b>
<b>Introduction</b>	<b>1.0</b>
<b>Objectives</b>	<b>2.0</b>
<b>Review and Monitoring</b>	<b>3.0</b>
<b>Reference to other Trust Policies/Procedures</b>	<b>4.0</b>
<b>Mobile phone use Larkwood Ward PICU</b>	<b>5.0</b>
<b>Internet Access Smart Phones and Trust Devices PICU</b>	<b>6.0</b>
<b>Contract for use (Basic Mobile) PICU</b>	<b>7.0</b>
<b>Contract for participation in the Internet Group) PICU</b>	<b>8.0</b>
<b>Internet enabled devices Longview and Poplar GAU</b>	<b>9.0</b>
<b>Removal of a device from a young person due to antisocial behaviour or aggressive incidents.</b>	<b>10</b>
<b>Contract for Internet Enabled Devices Longview and Poplar General Adolescent Units.</b>	<b>11</b>

**SCOPE**

<b>Services</b>	<b>Applicable</b>	<b>Comments</b>
CAMHS Services across St Aubyn Centre and Poplar Adolescent Unit		

## **1.0 INTRODUCTION**

- 1.1 Young people can easily become isolated from the outside world, their families and their friends when they are admitted to a Psychiatric Unit. This is especially evident in a secure setting where many restrictions are in place to maintain the safety and security of the young people, their families and staff. Many are detained and have limited access to leave. Others live a great distance from their families and friends making regular visits difficult.

## **2.0 OBJECTIVES**

- 2.1 Our CAMHS Wards want to support the young people in maintaining as many of their connections outside hospital as possible and want to do this in a safe and supportive way. To do this young people need access to mobile phones and to the internet.
- 2.2 We have consulted the young people and sought advice from other services. We have also considered the risks associated with, mobile phones, social media and smart phone use, the benefits and how any risks can be mitigated.

## **3.0 REVIEW AND MONITORING**

- 3.1 This protocol will be reviewed annually by the CAMHS and Perinatal Services Clinical Governance and Quality Group.

## **4.0 REFERENCE TO OTHER TRUST POLICIES/PROCEDURES**

COP1 CAMHS Inpatient Operational Policy

CP28 CCTV Policy

CP50 Information Governance and Security Policy

## 5.0 IMPLEMENTATION LARKWOOD WARD PICU

- 5.1 Young people can bring mobile phones onto the ward if they do not have cameras or internet access.
- 5.2 The use of these phones is subject to a contract being signed in relation to their safe and proper use.
- 5.3 They cannot be used in isolated areas; the back must be glued shut so the battery cannot be readily accessed, as young people on the ward are known to use batteries as a way of harming themselves or to create risks around fire.
- 5.4 The phones have to be used outside of the ward programme and school.
- 5.5 The phones must be handed in at night.
- 5.6 The misuse of mobile phones by an individual leads to their initial 24 hour removal. Persistent issues or very serious incidents will lead to the device being permanently removed from that young person. They will then need to use the ward phone to maintain contact with friends and family. This will be under supervision to maintain safety.
- 5.7 Examples of issues that could lead to either temporary or permanent removal of a phone from a young person could be misuse such as calling any emergency services without due cause, making malicious calls to others. Safeguarding concerns where vulnerable young people need to be protected from others, or using the phone to self-harm.
- 5.8 If a phone has to be removed the young person **MUST** be able to maintain contact with their family, friends and community professionals using the ward phone. This can be done under supervision. Daily reviews must take place and the young person given access to their own phone again as soon as it is deemed safe for them to do so. We must always practice the least restrictive option while balancing this against risk.
- 5.9 **If a young person has escorted leave with staff they can take their phone or internet enabled device with them.** If the young person has unescorted leave then of course they should be able to take their phone with them. This will apply to basic phones and internet enabled devices unless a risk assessment states otherwise.

## 6.0 INTERNET ENABLED SMART PHONE ACCESS LARKWOOD WARD PICU

- 6.1 On Larkwood Ward PICU access to smart phones and social media by the young people can take place as part of an organised group off the ward in designated areas supervised by staff.
- 6.2 A contract for appropriate use needs to be agreed with the young person. It is recognised that young people can become isolated in hospital and they cannot readily see the friends and family that they may usually see.
- 6.3 During visits family members are permitted to bring their smart phones into designated visiting areas away from the ward. The young people can then access social media under the supervision of their families, skype family and friends and view photographs stored on phones. Families should be made aware of guidance around proper use of these phones, the sites the young people access under their supervision and issues around confidentiality and recording equipment. Improper use will mean that the family will be asked not to bring their phones to future visits.
- 6.4 It is recognised that although the internet can be a fantastic tool for learning and communication it can also be a place that poses a risk to vulnerable young people. Young people can become bullied online; they can access inappropriate sites promoting self-harm, suicide and anorexia. Pornography could also be accessed. The young people often have unsupervised access to their phones in the community and when they are on leave. There will always be dangers associated with the internet. However allowing access as part of an organised group on Larkwood Ward will allow staff to monitor the use as far as is possible and staff will also be available to help guide and support the young people should they be bullied online or see something that concerns them.
- 6.5 Permission will need to be sought from the young person's parents, carers to access the Internet Group.
- 6.6 Access to the group is based on an incentive model. If young people who have capacity have been respectful throughout the day and attended School, OT and Therapy Groups then they will be rewarded with access to the Internet Group. Much like a responsible parent or carer would manage phone use with their child at home. The idea of this policy is to reward good behaviour and give the young people something to work towards.
- 6.7 Struggling with mental health related issues will not be cause for the young person to miss the group unless they are a risk at the time the group is taking place. For example if a young person harmed them self prior to the group starting but spent time with staff and used appropriate coping strategies then they could still go to the group. The group is about rewarding good behaviour and those who are trying to manage their difficulties. It is linked to Positive Behaviour Support.

- 6.8 Risk will be assessed prior to the group by the Nursing Team to ascertain whether the young person is safe enough to leave the ward to attend the group.
- 6.9 Young people will sign a contract of appropriate use. This contract will outline what is expected of the young person to allow them access to the group and what is expected before and after the group.
- 6.10 Two groups will run each evening with a maximum of five young people in the group with one member of staff in each group.
- 6.11 Young people will not record each other or staff in the group. This will be seen as a serious breach of confidentiality and could result in permanent exclusion from the group.
- 6.11 The group should be reminded of the boundaries before each group starts to everyone is aware of what is or is not allowed.
- 6.12 Internet access is also available in the education department in line with Essex County Council Guidelines.
- 6.13 Young people are able to use trust laptops and Ipads to access the internet if they do not have their own internet enable device or, if they prefer to use a laptop or iPad rather than their phone.
- 6.14 When Trust laptops or iPads are used the young people MUST use the login details provided by The Trust IT department.
- 6.15 Staff should NEVER give out or use their own login details to a young person to access the internet. This is against the Information Governance policy.
- 6.16. The young people can login via the NHS Wi-Fi available on site.
- 6.17. Access to the laptops and iPads can be part of the evening internet group as a leisure activity. They can also be used outside of the group should they need to contact their families.
- 6.18 The Trust laptops and iPads can also be used outside of the internet group should the young people wish to speak to a care co-ordinator, social worker or other professional. Microsoft Teams or other Trust approved medium that meets the required standards of security can be used to facilitate this.

## 7.0 CONTRACT FOR USE (Basic Mobile Phone) LARKWOOD WARD PICU.

This Contract aims to ensure that Essex Partnership Foundation Trust preserves the rights and dignities of its Young People.

The purpose of this contract is to set out some key principles about the use of personal mobile phones whilst as an inpatient on Larkwood Ward. It is important to find a balance between the needs of the Young People and contact with their family and friends whilst maintaining the safety of the Ward. **All service users will be risk assessed to determine whether mobile phones will or will not be permitted to the individual and this will form part of the care plan.**

All mobile phones must not have a camera or voice recording facilities on them or have access to the internet.

- Consideration must be given at all times for other young people when using a mobile phone. Young people are to be mindful of the privacy and dignity of the young people and of the need for courtesy and quiet at times.
- The use of mobile phones will be permitted outside of the group programme, phones are not allowed at the dinner table, during meals, or snack times.
- Mobile phones are not to be taken into groups.
- Mobile phones are to be handed into the Nursing Office at bedtime every evening.
- Staff can meet with the young people if they have concerns regarding the misuse of mobile phones and if staff has concerns that young people are using phones inappropriately and/or messaging each other inappropriately, then the mobile phone will be checked and access to it can be withdrawn.
- Mobile phones are for the sole use of the individual and are not to be shared with other young people.
- It is a requirement from Risk Management that the mobile phone battery compartment is glued shut. This will be undertaken by Ward staff with your permission.
- If staff have had to remove access to your phone this will be reviewed by the team and you will be able to use the ward phone to that you can maintain contact with family and friends.

The Trust will not accept liability or responsibility for any loss or damage to personal mobile phones and the responsibility of these lie solely on the Young People.

Signed YP;

Date:

Signed Parent:

Date:

Signed Staff:

Date:

## 8.0 CONTRACT FOR INTERNET GROUP ACCESS

Permission has been granted by my parent or carer to access this group. This have been sought and recorded by staff.

I agree that access to the group will be dependent on me being respectful to other young people and staff over the last 24 hour period.

I agree that I need to attend any school lessons, OT sessions and Therapeutic Groups over the last 24hours before I can attend the internet group.

I agree that the Nursing Team will need to assess my risk with me prior to the group starting. This is to work out if it is safe enough for me to leave the ward to attend the group.

I will not photograph or record staff or other young people .I will not break the confidentiality of any young person or staff member by posting anything about them online. This is EXTREMELY SERIOUS and could result in access to the group being denied for the duration of your stay at The St Aubyn Centre.

I will not access any site that staff feels is inappropriate. These include sites containing pornography, images of self-harm, sites promoting extremist views or violence and sites depicting or promoting eating disorders. This list is not exhaustive and guidance will come from the nursing team.

If I come across anything that worries me or if I feel I am being bullied online I will tell a staff member. This is so you can be supported and does not mean that you will lose access to the group. We can find ways to help and support you.

I understand that the groups will be supervised and staff can ask to check my phone at any time. This is to keep me safe.

Each group will last for one hour per day. I will hand my phone back into the nursing team at the end of the group and come back onto the ward when requested to do so.

More groups will take place in holidays and at weekends at the discretion of the Nurse in Charge.

Signed  
Young Person.....

Parent/Carer.....

Staff Member.....

## **9.0 Internet Enabled Devices Longview and Poplar GAU**

9.1 Young People on Poplar and Longview General Adolescent Units (GAU) are able to bring internet enabled devices onto the wards.



9.2. These devices including tablets, laptops and mobile phones can be used freely throughout the day outside of the education and therapeutic programme.

9.3 The devices cannot be used during the morning meeting, education, community meetings and therapeutic groups such as DBT or Occupational Therapy.

9.4. Young people should be encouraged to keep their phones in their pockets at meal times.

9.5 Internet enabled devices should be handed in at night. This is to encourage good sleep hygiene and to enable staff to charge the phones.

9.6 Chargers should not be given to the young people due to the ligature and fire risk that they can represent.

9.7 Young people should not share devices.

9.8 Young people should not access inappropriate material such as Pornography, sites that promote self-harm or eating disorders or sites that promote violence or gambling. This list is not exhaustive.

9.9. There are circumstances where a young person could temporarily or permanently lose access to their device. These can include looking at inappropriate material, filming staff or other young people on the ward. Using the phone to self-harm or if there are any specific safeguarding concerns. Young people may also have their phone removed (in consultation with the bill payer who is usually the parent or carer, if they are not attending (when capable of doing so) the therapeutic programme including school and groups.

<b>10. REMOVAL OF A DEVICE DUE TO ANTISOCIAL BEHAVIOUR OR AGGRESSIVE INCIDENTS.</b>
---

10. If a young person has capacity and they are involved in antisocial acts on the ward or incidents of aggression. It is important that we work in partnership with their parents or carers to provide consequences to these actions, much like a parent would do if their child was at home. One such consequence could be the young person losing the use of their phone until their behaviour improves. Staff would need to discuss this with the parent or carer (who are most likely the bill payer). This is also part of a much wider initiative for our services to work in partnership with parents and carers in all decisions involving their children.

10.1 If a phone or device is removed from a young person it is important that this is done for a good reason. The young person needs to know why the device is being taken, for how long for and what they need to do to get the device back. If incidents have been repeated and of such a degree, that the young person will not be getting their device back. Staff need to be honest with them and give them this information.

<b>ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST</b>
--

<b>CONTRACT FOR PATIENT USE OF A MOBILE TELEPHONE</b>
---

**Patient's Name**.....

**Ward:** Longview and Poplar Wards

We understand that mobile phones are an important part of someone's day to day activities and therefore would like to be allow young people to continue to use their phones whilst they are in our care.

While you are in hospital, it is important that you are able to attend the therapeutic programme; therefore we will ask you to hand in your mobile phone to the nursing office during these hours.

- Education 9am – 3pm
- Groups – 3:30pm – 4:30pm,
- Individual therapy sessions
- Bed time at 10:00pm week days and 11pm weekends

We also request that you do not take photos of other patients or staff, and do not post anything on social media about other patients. This is to safeguard all young people in our care who may be vulnerable or at risk, may cause distress or harm, or violate their privacy while on the ward.

Social media can also have a negative impact on young person's mental health, which can affect your recovery. This can include looking at inappropriate websites, use of social media, group chats, and more. We will review the use of mobile phone if it becomes apparent that this is an issue.

**I ..... (Name of patient) agree to:**

- I will hand my phone in to staff at the times stated above
- I will not use my phone in any way that could cause harm to myself or other young person, and not in a way that violates the privacy, causes harm, or disturbs anyone on the ward.
- To charge my phone using the charging station provided by the ward.
- The recording and camera facility on the mobile device will not be used.
- I will take part in the full therapeutic programme including school and groups.
- I will be respectful towards other young people, staff and property.
- If I do not follow the guidance above then I understand that staff will liaise with the person who pays the phone bill, usually a parent or carer. This may result in the phone being removed either temporally or permanently.

- If I withdraw my consent to returning the device to the staff team, then it could result in the person who owns and pays for the handset being asked to give permission for the device to be checked-although this will be carried out sensitively by the staff team. If there is a serious safeguarding risk concern, then the staff team may seek legal advice on how to access the information to be able to maintain the safety of the safety of the unit.

Any other specific individual instructions:

.....  
.....

Signed .....Young Person

Signed.....Parent/Carer

Signed.....Staff Member