

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Working from Home During Covid-19 (DSE)	Doc. No.	H&S003
Scope	To ensure that all staff working from home during Covid-19 have access to a Desk Screen Equipment (DSE) Self-Assessment and workstation equipment that meets the minimum standard and where applicable, access to a basic PC24 mobile phone with a business SIM.		
Purpose	To reduce the risks of musculoskeletal disorders to the lowest level reasonably practicable for those staff working from home using DSE during Covid-19. To ensure that those staff who need a mobile phone for the purpose of contacting patients or external agencies have access to a PC24 mobile phone.		
Guidelines	This SOP sits under the Health & Safety Policy. To ensure robust processes are in place: - To identify the needs of workstation equipment via the DSE self-assessment for those staff working from home during Covid-19. - To process orders and distribution of workstation equipment. - For the distribution and delivery of mobile phones and workstation equipment to staff working from home during Covid-19.		
PROCEDURE		RESPONSIBILITY	
1	DSE Self-Assessment Staff identified as home working during Covid-19 will need to complete a DSE Self-Assessment and provide a copy of the completed self-assessment to their line manager.	Line Manager / Staff	

	The line manager will contact the staff member and discuss the outcomes of the assessment, identify and agree what actions / equipment are necessary. Line manager may decide to complete an action plan to monitor identified actions.	Line Manager / Staff Line Manager
2	Review of DSE self-assessment If no actions are identified, a DSE self-assessment should be routinely repeated in 1 year. The self-assessment may be repeated sooner if a staff member is concerned about their desk screen equipment use, regardless of whether they are working at home or in the office. Once equipment is in place at the staff member's home, the line manager and staff member should agree a date to review the DSE self-assessment to identify if the equipment has made improvements for the individual.	Manager / Staff Manager / Staff
3	Referral to external agencies e.g. Occupational Health If an external referral is deemed necessary following the completion of the DSE self-assessment, following a discussion with the staff and their agreement, the line manager will process the referral in the usual way.	Line Manager
4	Criteria, ordering and delivery of a mobile telephones Only those staff who need a mobile phone to contact external organisations or patients will be entitled to a PC24 mobile. Communicating with staff internally, should be made via email or Go To Messenger chat platform and should not be made using a PC24 mobile. Line manager will identify staff who meet the criteria for a PC24 mobile telephone.	All Staff Line Manager

	Line manager will process the order via the PC24 IT service desk portal and notify staff member when delivery is expected and advise staff member that they will have to attend Wavertree site to sign and collect phone. Staff member will attend site to collect phone as agreed with line manager. IT will maintain a record of all PC24 mobile phones issued.	Line Manager Staff IT
5	Ordering and delivery of IT equipment (24" monitor, standard keyboard, standard mouse) If existing desk screen equipment is transferred from the workplace to home authorisation is required by the Head of IT. The request to transfer existing equipment to a staff member's home for the purpose of home working only, is to be sent to IT via the IT Service Desk by the Line manager and the request must include the name of the staff member, IT will raise a ticket and include staff name in the ticket, so they are too informed of the outcome. IT will maintain a record of the request within the Service Desk. If new equipment is required, the line manager can only request this via the IT Service Desk. The line manager must request that IT raise a PO for the equipment, it must be clearly stated in the order that the equipment is "for home working". All orders can only be processed by the line manager. IT will request & provide quote for devices. IT will process orders via Covid-19 cost centre and raise a PO internally. IT will order equipment and configure equipment.	Line Manager / Staff Line Manager IT IT Line Manager IT IT

	IT will report back to Line manager on updates/readiness for collection of equipment. Line manager will liaise with staff member regarding updates and readiness of equipment and arrange collection date once confirmed by IT.	IT Line Manager
6	Ordering and delivery of a desk chair or other workstation equipment Line manager will confirm authorisation of chair to Office Manager. Office Manager will process order and arrange delivery to staff member's home via a third party. Office Manager will confirm to line manager once chair has been ordered and provide an estimated delivery date. Line manager will inform staff that chair has been ordered and approximate delivery date to staff member's home. Once delivery date confirmed, Officer Manager to notify manager and manager will confirm delivery date with staff member. PC24 will make a contribution of up to £75 per employee for a desk or workstation. Once approved by manager, staff member will arrange the order, payment and delivery of their desk / workstation and claim the cost through the expenses system Any staff member who has purchased a desk (from 23.03.20) due to working from home because of Covid 19 will be able to claim a contribution up to £75.00. A valid receipt and manager's approval must also be provided.	Line Manager Office Manager Office Manager Line Manager Office Manager / Line Manager Line Manager / staff Line Manager / Staff

7	Staff WFH who already have specialist equipment Staff who already use specialist chairs and desks will automatically be offered the equivalent to what they have in the office. Full time staff who are working from home and have specialist equipment unused in the office, should consider using this before making additional purchases. Staff will need to complete a DSE self-assessment to reassess and identify if ergonomic improvements to home working can be made. Any additional resources required as identified from the DSE self-assessment will be arranged by following the above process.	Line Manager / Staff Line Manager Line Manager
8	Staff Responsibilities PC24 will own the equipment issued to staff working from home. The use of PC24 mobile phones and laptops will be monitored by IT. Staff using any PC24 equipment at home will be responsible for keeping the equipment safe, clean and to ensure it is used solely for the purpose of work related activity. If the staff member cannot attend site to collect the equipment on the agreed date, they must keep their line manager and IT fully informed. Any defects or faults on IT equipment, including mobile telephones, should be reported to IT via the PC24 IT service desk. You must also inform your line manager. Defaults or defects on other equipment will need to be reported to your line manager. Staff are to plan their work routine so that they can take short, frequent breaks from screen and keyboard use.	IT Staff Staff Staff Staff Manager / Staff

	If a staff member resigns from their position or leaves the organisation, equipment must be returned with all accessories provided and IT must be informed.	Manager / Staff
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Title		Working from Home During Covid-19 (DSE)		Doc. No.	H&S003
Version			v2		
Supersedes			v1		
Approving Managers/Committee			DoN		
Date Ratified			16.10.2020		
Department of Originator			H&S, Quality Governance		
Responsible Executive Director			DoN		
Responsible Manager/Support			Health, Safety & Governance Officer		
Date Issued			10.09.2020		
Next Review Date			10.09.2021 or sooner in light of any changes		
Target Audience			All staff working from home during COVID-19		
Version	Date	Control Reason		Accountable Person for this Version	
v1	07.09.20	New SOP		Health, Safety & Governance Officer	
v2	16.10.20	Updated to include process for desks for the purpose of WFH		Health, Safety & Governance Officer	
Reference documents		Electronic Locations		Locations for Hard Copies	
PC24 Health & Safety Policy The Health and Safety (Display Screen Equipment) Regulations 1992 Health & Safety At Work Act 1974 Management of H&S At Work Regulations 1999.		Primary Care 24 Intranet / Corporate Policies/ Current SOPS		Standard Operating Procedures File in the Call Centre.	
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