

## Guidance on home working

(issued 17.03.2020)

In line with government advice and to keep you and our population safe and well, home working where you can is now the expectation for colleagues during this emergency planning period unless there are exceptional circumstances around your role. In this situation, you might be requested to continue working on site by your line manager.

With regards to where we still need to provide face to face clinical interventions, we are currently reviewing what we define as 'essential' and 'non-essential' clinical services. These definitions will direct the advice we give to clinical staff in those teams about home working. We will be approaching clinical staff this week to agree how we can maintain staff wellbeing and continue to safely care for our patients.

The following will highlight what is required from you when home working.

### 1. Who it currently applies to

Home working currently applies to **all** staff in the following teams:

- Finance
- Business improvement and transformation
- People's Services
- Research & Development
- Nursing & Quality
  - Patient Safety Team
  - Elements of the Complaints Team
  - Elements of the Risk Team
  - Elements of the Safeguarding Team
- Some areas of Information Management, Technology & Records
- Corporate administrators

Home working will also apply to some colleagues in clinical services, and this will be clarified over the course of this week.

### 2. Who it does not apply to

Teams where home working might not apply to all colleagues include:

- Certain clinical services – this will be clarified over the course of this week.
- Estates and facilities
- Pharmacy
- Nursing & Quality
  - Mental Health Act office
  - Elements of the Complaints Team
  - Safeguarding Helpline

- Health and Safety
- Heads of Nursing & Lead Professionals
- Some aspects of Information Management, Technology & Records
- Communications.

The above team titles are broad headings, and specific circumstances will need to be decided by your manager. Your manager will also let you know if you are providing a critical service which means you need to remain on site, and might negotiate a work plan with you if you're working at home.

### **3. If you haven't got the equipment you need to work from home:**

Please notify your line manager to discuss your requests for equipment. If you haven't got the necessary equipment, please supply your manager with an email address and telephone number so you can be contactable daily. Please can we also remind you that NHS emails can be accessed on any web based private device via [NHS Mail](#), on the [NHS.net portal](#)

Please consider the following:

- Do you have RAS remote access, which means you can access Trust drives and the intranet from home? If not, please complete a request form to set up this access – you can find the form towards the end of our [intranet resource page](#)
- Is your work mobile phone configured to receive emails from your nhs.net account?
- Does your smartcard work? (For colleagues not yet working on Windows 10)
- Do you have access to a Trust laptop? Please discuss with your manager if you do not currently have a laptop but, given your role, would need to be prioritised as this will need to be discussed with IM&T.

### **4. If you can't do your job from home:**

Please discuss with your manager in the first instance, as there might be alternative ways to complete certain tasks or other things that you could be asked to do.

Any colleagues who are working from home and unable to complete work-related tasks are asked to ensure that their e-learning is up-to-date. ESR can be accessed from a home computer via <https://my.esr.nhs.uk/> for any colleagues who do not have a work laptop.

### **5. Looking ahead**

Over time it might be necessary to modify this approach. We might ask you to come into work for specific reasons, or ask you to support a different part of the Trust as necessary. This will be the case for the foreseeable future, until national guidance changes.

## **6. How do we continue team working and regular communication between each other?**

This is an essential aspect of staff wellbeing and team resilience. This can be locally developed in management teams but the expectations are as follows:

- Daily communication
- Clear and consistent availability
- Technological approaches to team meetings undertaken remotely (options as to how to do this will be communicated out as soon as they are developed)
- Continuing to read the all-staff emails and engaging with the communications that are being sent out

## **7. Staying contactable**

You are expected to be contactable within your usual working hours, and prepared to attend a Trust site if requested. Teams who participate on call are still expected to cover this as required via usual attendance.

The support of all staff is greatly appreciated at the current time.