

Digital Equity Project: Growing Inclusion through family and maternity services across BLMK

Accessing, Storing and Distributing Devices Standard Operating Procedure (SOP)

1. Purpose

The purpose of this SOP is to establish a consistent, safe, and secure process for the accessing, receiving, storing, managing and distribution of devices as part of the Device Donation Scheme for the Digital Equity Project. This SOP ensures that all devices are handled in accordance with requirements of the project whilst supporting site staff to ensure access and distribution of devices.

2. Scope

This SOP applies to all staff involved in the Device Donation elements of the project, however procedure may vary slightly depending on your site type and role within the project. It covers the distribution, donation, and storage of Mobile Phones. Site types are made clear in the Roles and Responsibilities and Procedure sections below.

3. Roles & Responsibilities

Lock Box Key Holders – Two key holders to be selected by the site

Responsibilities:

- Securely hold and manage keys for lock boxes used to store devices.
- Ensure lock boxes remain locked, orderly, and compliant with storage standards.
- Receive and process requests for devices from authorised staff or referral pathways.
- Coordinate resupply of devices when required and available.
- Keep staff informed of device availability
- Update inventory systems or logs to reflect incoming and outgoing devices.
- Report any security breaches, damage, or stock discrepancies to the appropriate manager.



- Delegate alternative key holder is both key holders will be unavailable at any point
- Check received phones for any damage and if possible ensure they turn on in case of damage during transit

Site Staff (Distribution Staff)

Responsibilities:

- Distribute devices to residents following the approved process and eligibility criteria through the Connected Care Questions.
- Confirm that each device distributed is recorded in the distribution log, including device ID, recipient name/ID, date, and staff signature.
- Ensure that details of the device provided are documented on the Connected Care Questions.
- Provide basic device handling or setup guidance to the resident, where appropriate.
- Flag any concerns, missing information, or device discrepancies to the Lock Box Key Holder or supervisor.
- Maintain confidentiality and adhere to data protection principles when handling resident information.
- Ensure recipients are aware that if there are any problems with the phone to return them to the site
- For any non-working phones email luke.natali@healthinnovationeast.co.uk

4.Procedure

All sites

Requesting and Receiving devices

- To request additional devices key holders or delegated staff will email luke.natali@healthinnovationeast.co.uk to request additional devices and provide working days where they will be able to receive and store devices
- Luke Natali will inform key holder of delivery date and arrange for delivery
- Once device has been received IMEI or identifying number to be recorded in the Device Log Book and device stored securely in Lock Box
- Received phones to be checked for any major damage and that they turn on

Storing Devices

- Received Devices to be secured in Lock Box

- Lock Box to be stored in secure area of site

Accessing Devices

- If resident/patient identified in need of device, staff to verbally request device of key holder or delegated key holder
- Key holder to unlock lock box and provide device to staff
- Key holder to complete Device Log Box
- Requesting staff to provide device to resident/patient and ensure that the phone turns on and no immediate errors are presented
 - If phone does not turn on, or screen is broken, inform Luke Natali and access an additional device
- Key holder to assess whether additional Devices need to be requested

5.Required Equipment, Tools, or Materials

Lock Box

Lock Box Keys

Drop off Box

Drop off box keys

Promotional materials for device donation

Promotional materials for residents/patients accessing devices

6.Related Documents and links

Accessible here: <https://healthinnovationeast.co.uk/digital-equity-project-site-materials/>

Connected Care Questions

Device Log

Collection Timetable