

St Gemma's Hospice

Remote Working Charter and Guidance



Registered Charity No. 1015941



This is a remote working guide for staff who don't normally work at home and for individuals who currently have the facility to dial in to the Hospice via their St Gemma's laptop.

This guide will help you to access some of your work remotely, if you are not on-site.

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St Gemma's Hospice Work from Home Charter

When we work from home we agree to work in line with the Hospice's Behaviours:

We Are Kind

- I am kind to myself & others
- I treat everyone with respect & compassion
- I am thoughtful & sensitive to others
- I am self-aware
- I take care of myself

We Work Together

- I understand & respect the feelings of others
- I am a positive team member
- I am supportive to all
- I have confidence to challenge others
- I look for solutions
- I am mindful of the work of others

We Take Responsibility

- I uphold the values of St Gemma's Hospice
- I set high standards for myself & others
- I make clear decisions
- I manage resources effectively

We Do Our Very Best

- I communicate effectively
- I work towards continuous improvement
- I embrace change by being adaptable & flexible
- I always have the best intentions

At St Gemma's Hospice:

- We trust all our staff to do their very best for St Gemma's
- We trust you to keep your work standards high
- We trust you to work your hours and be flexible
- We trust you to communicate with your manager and colleagues
- We trust you to take care of yourself
- We trust you to be kind to your colleagues and understand and respect each other's feelings
- We trust you to be a positive team member, supporting and being mindful of each other's work.

Our Commitment:

- We will support you with regular communication
- We will set you clear goals to work towards.
- We will be flexible to allow you to work your hours at different times: we will focus on what you do, not when you do it.
- We will provide you with appropriate equipment to support homeworking.

Your Commitment:

- I agree I will take responsibility to work at home effectively
- I will agree how I will keep in touch with my line manager and colleagues
- I will check in with my colleagues regularly to stay connected
- I will keep up to date with Hospice news and ask if I need more information
- I will agree work outputs with my manager and report regularly on progress
- I will tell my manager if I have any issues with completing my work and ask for help when I need it
- I understand that colleagues have to balance their work and personal lives and will be supportive and flexible when arranging work discussions
- I will take regular breaks away from my workspace and have a clear line between work time and home time
- I will take care of my physical and mental health and ask for any help I need
- I will support my colleagues to take care of themselves.

Guidance: Temporary Working from Home in Response to COVID-19

This guidance is for any member of staff who is being asked to work at home.

The purpose of this document is to set out our approach to home working during Covid-19.

The Hospice and employees will be practical, flexible and sensitive to each other's situation when working from home because of the coronavirus (COVID-19) pandemic.

Hours of work

- While you are working from home, your normal working hours will apply. We understand that you may have conflicting demands at home, such as childcare or other caring responsibilities, or having limited or shared workspace. If you do not think it will be possible to work your normal hours, you should talk to your line manager to discuss alternative arrangements.
- Please make sure that you take adequate rest breaks throughout the day, in the same way that you would if you were in your normal workplace.

Communications

- Make sure you keep in regular contact with your line manager and tell them as soon as you can if you are unsure what you are required to do.
- You are required to ensure you have all lines of communication open including email, telephone and video communications e.g. Zoom, MS Teams or Skype.
(If you require calls from your office phone to be diverted to a home mobile, please get in touch through the Facilities Helpdesk on Vantage.)
- Keep in touch regularly with your team and other people who you work with.
- If at any point you feel isolated or lacking guidance or support, discuss this with your line manager. The Hospice can support you.

Guidance (continued...)

Equipment and materials

- If you need any equipment and materials, you should notify your line manager immediately. We will do our best to ensure that you have all the equipment and materials you need to enable you to work effectively, although bear in mind that it may not be possible to provide all equipment immediately.
- Where equipment or materials are provided, they will remain the property of St Gemma's Hospice.
- In relation to the equipment or materials provided to you by the Hospice, you must:
 - Use it for work-related purposes only. Equipment and materials we provide for you must not be used by any other member of the family or third party at any time or for any purpose
 - Take reasonable care of it
 - Notify IT Support or your line manager of any faults with the equipment or materials
 - Make it available to be collected at any time if required to do so
- You shall be responsible for any damage to the equipment or material which goes beyond ordinary wear and tear.
- You have a responsibility to keep information confidential, and stored securely and in line with data protection requirements (ask your line manager if you need help with this)

Accessing your St Gemma's email on a home computer or mobile device

It is possible for you to access your St Gemma's email on a home computer or iPad but the Hospice want to keep track of who is doing this.

Please email jo.westbury@st-gemma.co.uk for the instructions.

Training

Is your mandatory training up to date? If you are up to date, pick other modules of interest relevant to your role on LMS.

Information on using the Learning Management System (LMS) when remote working:

- The LMS can be accessed from multiple devices including a large range of both Android and iOS tablet and phone based devices. All courses are designed to be responsive to the device from which you are accessing, so the experience should always be good.
- To access the LMS from your device: open up the internet and cut and paste the following link into the browser or press ctrl + click mouse on the link below:

<https://st-gemma.learningpool.com/login/index.php>

- Enter your Username and Password
- From the main St Gemma's homepage, please select 'My learning' (from the top toolbar), then click on 'My required learning' (this will take you to a new page) where the modules you need to complete will be listed.

Should you require any help with your E-learning Training on the LMS please email: trishs@st-gemma.co.uk

Many thanks,

Trish Stockton – Head of Learning & Teaching

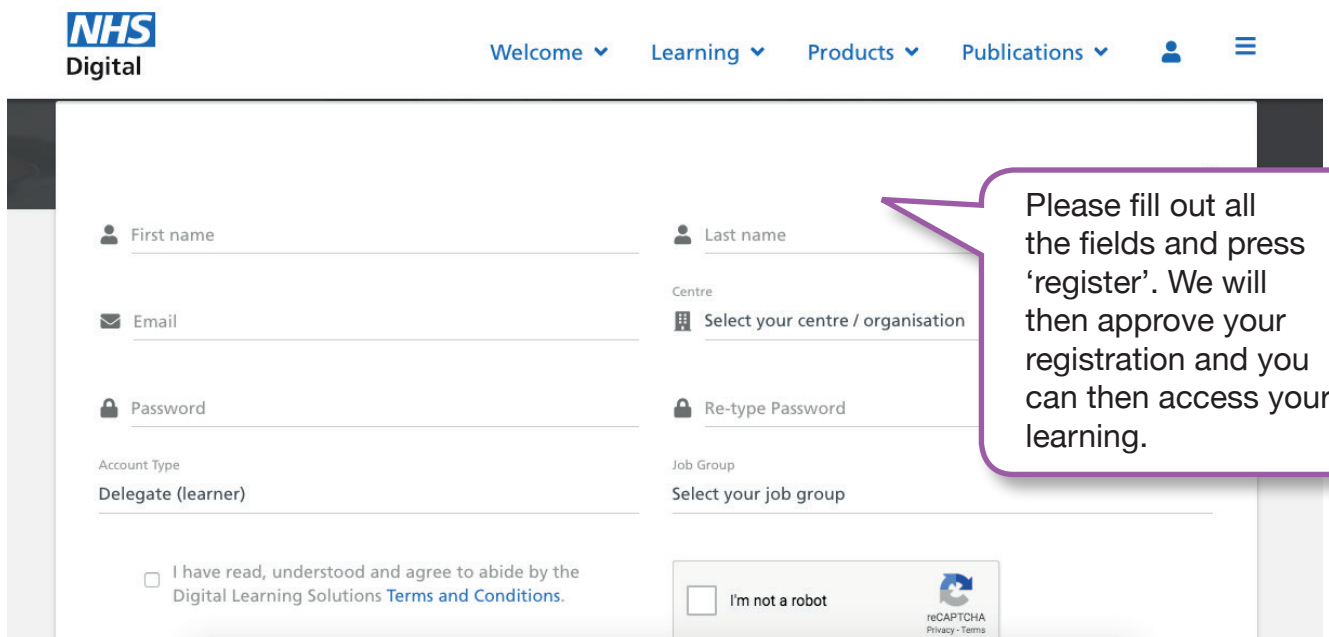
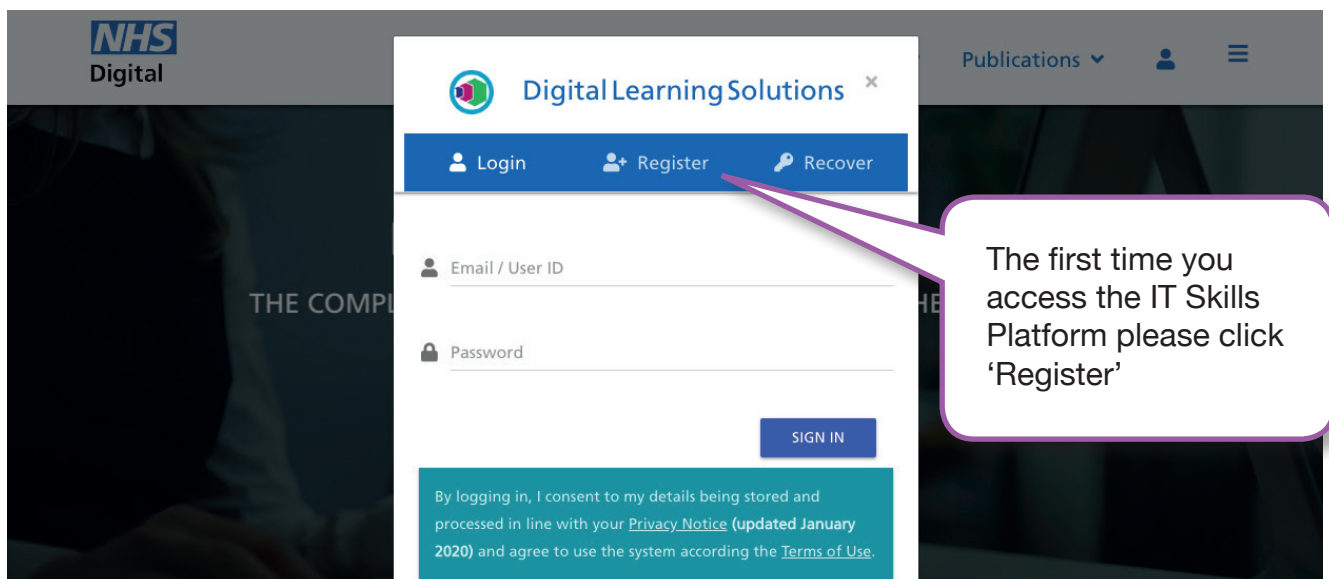
IT Skills

Learn a new skill that you will be able to use in the future.

Registering on the IT Skills Pathway

- 1) Enter the address below into to tab bar on your internet homepage:

<https://www.dls.nhs.uk/Home>



Please provide the following delegate registration information required by your centre.

You appear to be accessing this web site from an unapproved Internet location. If you proceed to register, your registration will need to be approved by a centre administrator. To avoid this, try registering from a PC in your place of work.

Organisation / company
Leeds Teaching Hospitals Trust

Sector
Voluntary / Charity

Professional Registration Number
|

REGISTER NOW

Select 'Leeds Teaching Hospitals Trust' for the organisation and 'Voluntary/Charity' for sector. Leave Professional Reg Number blank if you do not have one.

If you haven't received approval within 48 hours please email: leedsth-tr.wyhexcellencecentre@nhs.net

Once approved you will receive your Delegate ID number which you will need to use when you log in.

Logging in to the IT Skills Pathway

- 1) Enter the address below into to tab bar on your internet home page:

<https://www.dls.nhs.uk/Home>

NHS Digital

Publications

Digital Learning Solutions

Login Register Recover

Email / User ID



Password

SIGN IN

Please enter your delegate ID and the password you created during registration.

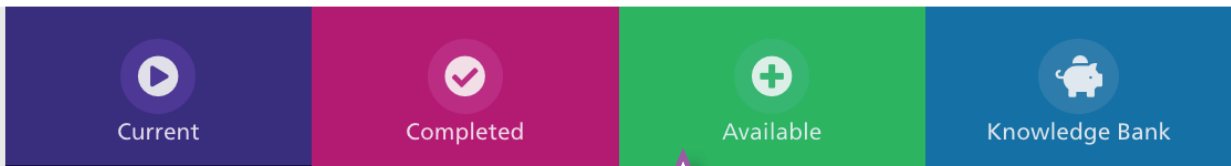


My Current Courses



Course	Content	Enrolled	Last Access
 Excel 2016 for the Workplace - Excel 2016		27/03/2020	27/03/2020


You can access your current learning and resume where you finished last time by clicking on the green play button.


Here is an example of the home screen. The coloured banner lets you review your current learning, ones you have completed and what is available.



My Current Courses

Course	Content	Enrol
 Excel 2016 for the Workplace - Excel 2016		27/03

When you click on the Available tab, you will be able to see and access all available training. You can add these to your current tab by clicking 

Assess 0/6 

Excel 2016 for the Workplace - Excel 2016

Average course length: 2h 57m

Leeds Teaching Hospitals Trust

How to use: Diagnostics Learning Materials Assessments

 Close

+ Workbooks and worksheets

0% complete
0 mins (average time 0 mins)

+ Entering data

0% complete
0 mins (average time 0 mins)

+ Sorting and filtering

0% complete
0 mins (average time 0 mins)

+ Formatting data

0% complete
0 mins (average time 0 mins)

Here is an example of how the learning modules are set out. If you click on + this takes you into the learning. It is advised to take the diagnostic test to start, to see which areas require learning. You can then focus on these.

Once feeling confident you can take the Post Learning assessment. Upon successful completion of the full learning module you will receive a downloadable certificate.

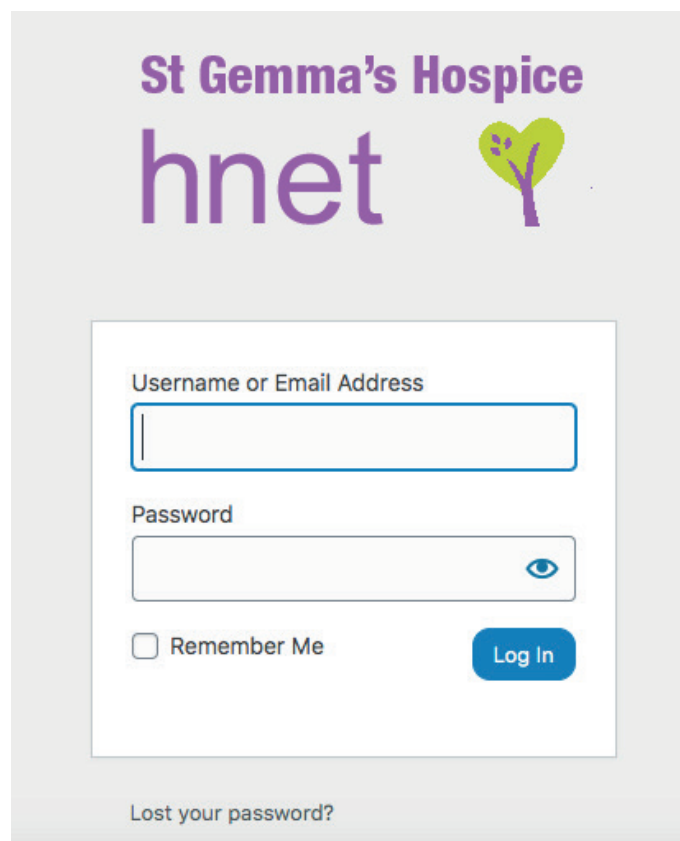
For further help please contact the West Yorkshire and Harrogate Excellence Centre on: leedsth-tr.wyhexcellencecentre@nhs.net

HNET

Get up to speed with policies, SOPs and other guidance.

To access HNET remotely -

hnet.st-gemma.co.uk



The image shows a login page for St Gemma's Hospice. At the top, it says "St Gemma's Hospice" in purple, followed by "hnet" in a larger purple font and a green heart logo with a tree inside. Below this is a white login form with a blue border. The form has two input fields: "Username or Email Address" and "Password". The "Password" field has a blue eye icon to its right. Below the "Password" field is a checkbox labeled "Remember Me" and a blue "Log In" button. At the bottom of the form, there is a link that says "Lost your password?".

To reset your password, visit hnet.st-gemma.co.uk/wp-login.php?action=lostpassword and enter your full email address.

Follow the link in the email you receive, delete the suggested password and enter something more memorable.

Internet Security and Information Governance

Please ensure you are up to date with the latest Internet Security and Information Governance Policies and Guidance.

Further guidance is available on HNET if you follow this [link](#).

Help

Do you need any help with this? Please contact one of the following members of staff who will be able to help.

Who	Email	Telephone
Jo Westbury	jo.westbury@st-gemma.co.uk	0113 218 5546
Tony Deighton	tony.deighton@st-gemma.co.uk	0113 218 5500
Mick Johnson Don Glass	ITSupport@st-gemma.co.uk	0113 306 9166