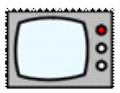
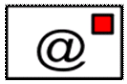
Secure Quality Involvement Tool (SeQuIn Tool)

RAG Rating	
5 Green	Fabulous!
4 Green Amber	↕
3 Amber	Functional!
2 Amber Red	↕
1 Red	Action!

Technology Standards

No	Standard	Easy Read Wording	Picture / symbols	Example	How do we know we are meeting the standard	Score (1-to-5)
1	Service users have access to suitable IT equipment that allows them to access live meetings online, with support if required.	I can have meetings on the computer		Evidence that audio video enabled equipment is available.		
2	Service users have access to, and are supported to use, suitable IT equipment that allows them meet with family, friends and carers.	I can talk to my family and friends on a tablet or computer		Evidence that audio video enabled equipment is available. Policies. Carer experience feedback. Support with WiFi Access/Access to laptops or tablets. Zoom/WhatsApp/MS Teams.		
3	Access to the internet is available based on individual risks and need and is regularly reviewed.	I can use the internet		Risk assessment/Care plans/Activity Planners/Timetables/ Discussions in ward rounds.		
4	Access to electronic equipment is available based on individual risks and need and is regularly reviewed.	I can use different technology if it is agreed by my team		Risk assessments/ Care plans/Local policies and procedures around authorised devices/Access to gaming consoles / Laptops & Tablets/TVs		
5	Service users are supported to have an email account, based on individual risk.	I can send an email if I choose		Service user can demonstrate safe use of an email account. Individual care plan/risk assessment/skill assessment.		

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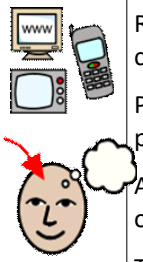
6	**Access to mobile phones and smart phones is based on individual risk assessment, which is reviewed regularly.**	**I can have a mobile phone if I choose**		Mobile phone/technology policy Individual risk assessments/care plans/ contracts around phone use		
7	**Accessible information and guidance on access to, and the use of, technology, which is co-produced where appropriate, is available to service users**	**I can read about technology and how to use it**		Easy read information. Policies co- written. Collaborative Reviews. Discussed in community meetings or RRP meetings/Review dates		
8	**Service users have access to support from an identified IT Advisor or advisory group**	**I can talk to someone who knows about technology**		Policy and practice kept up to date/ PAT testing/ Evidence of practical support for equipment e.g. PlayStation		
9	**Service users have an agreement around the use of technology that has been collaboratively written, with a plan for if the agreement is broken.**	**I have a care plan for using technology**		Individual care plans Contracts / agreements around different technology items		
10	**Education, awareness, and support sessions are available to help service users stay safe on the internet and social media. These cover confidentiality, hazards and fraud.**	**I can learn about technology and how to stay safe**		Recovery College courses Policies and procedures Awareness sessions offered Training package/ PowerPoint slides Internet safety posters / leaflets		

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	Free flow box - What education and support is available to service users on the safe and appropriate use of the internet? E.g. Free online courses. What processes do services have in place to update games consoles online? What barriers are services experiencing? What do services identify as a smart device? Recommendations for external organisations who can support with technology-based education.		
		Average Score for the area	0.0

****Technology- when we are using the word technology we are talking about the internet, computers, mobile phones**

Service name:

Date:

Technology Standards – Actions

Your scores will help you decide which action to work on

Our agreed Action is: **(Please only choose one or two to make sure they are achievable and meaningful)**	
Our Action will improve this Standard:	

***Reviewed by service users and staff in the 'Standards Review Committee 2023'**

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