Procedure	Health & Assistive Technology Assurance Procedure ORG C50
Document owner	Head of Digital Services and Technology
Review delegated to	
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Associated documents	Health & Assistive Technology Assurance Policy Information Technology Policy Delegated Healthcare Activity Policy Delegated Healthcare Activity SOP Health & Assistive Technology Register Non-Technology Health-Related Equipment Register
Reference documents	na
Initial reviewing body	Technology department
Final approval body	Senior Leadership Team
Published on website	Yes

Purpose	The purpose of this procedure is to ensure the safe, consistent, and reliable operation, maintenance, and monitoring of health and assistive technology devices at Derwen College. This procedure outlines responsibilities, procedures, and safeguarding measures to minimise risks, ensure continuity of care, and provide clear guidance for staff on the correct use, maintenance, and reporting of these devices.
Scope	• All staff involved in the care, monitoring, or support of students and clients who use health and assistive technology devices. • All devices, whether college-owned or student/client-owned, that are used on campus or during off-site college activities. • All students and clients for whom critical technology are a part of their health and wellbeing support plan. • Exclusions: This procedure does not include other health-related equipment provided for students/clients or brought by them to college, such as wheelchairs, specialist beds and chairs, etc. A separate policy and procedure covers this, and a separate register exists, maintained by the Quality Manager (Care & Independence)
Equality, Diversity & Inclusion	*"[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes and practices."* *Derwen College Equal Opportunities Policy*

	Derwen College's ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity and inclusion are embedded throughout the organisation. This policy should be applied in accordance with this ethos. If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.
Definitions	• **Health and assistive technology**: Any device essential to the immediate health, safety or well-being of a student or client. These include, but are not limited to, epilepsy monitoring mats, continuous glucose monitors (CGMs), insulin pumps, CLB or acoustic monitors and similar medical monitoring equipment. • **Device Owner**: The individual (student, client, family or college) responsible for purchasing and maintaining the device. • **Responsible Staff Member**: A designated member of staff trained to operate and monitor specific devices.

1. Responsibilities

1.1 College

- Ensure policies, training and support are in place for the safe use of devices.
- Ensure routine checks and maintenance schedules are followed for college-owned equipment.
- Ensure routine checks are followed for all equipment.

1.2 Staff

- Operate devices in line with training and student or client care plans.
- Complete daily checks where required **before 11am** to allow for troubleshooting (e.g., epilepsy mats correctly positioned, Continuous Glucose Monitors [CGMs] active) and log them in Nourish in the correct interaction **(Appendix A).**
- Respond promptly and appropriately to alerts.
- Report faults, malfunctions or incidents immediately to the **ICT helpdesk** with as much information as possible to allow for fast troubleshooting. The information reported must include the device's unique identifier or serial number, details of the fault and any steps taken to resolve the fault. For out-of-hours support, please raise an IT ticket, which will be reviewed and actioned at the earliest possible opportunity during core operating hours. In the meantime, inform the waking night team so they can implement any additional welfare checks as required. If further guidance or risk management support is needed, contact the on-call duty manager for advice.

1.3 Lead Practitioner (or the residence's most senior person in their absence)

- Act as the primary point of contact for ensuring devices are functioning and in use as required.

- Oversee daily and routine checks, ensuring staff are clear on responsibilities.
- Ensure any issues or errors are escalated, with clear ownership of the issue identified at every stage.
- Liaise with families, College departments, health professionals and staff to resolve device-related concerns.

1.4 Curriculum session leads

- When students are in session, ensure that devices are fully operational, and escalate to the Lead Practitioner in the event of any malfunction.

1.5 Students, clients and Families

- Inform the college of device requirements as part of admissions and care planning.
- Ensure personal devices are serviced, updated and in good working condition before starting college, and throughout their time at college.
- Collaborate with staff in troubleshooting and updating care plans where necessary.

Register of all health and assistive technology devices

The College will create and maintain a register of all devices currently operated and in use on each campus, listing user, owner, date added to register, date removed from register. The register will be updated as required.
(The register is owned by the Quality Manager (Care & Independence). Admissions to advise of new students' devices)

2. Procedures

1. **Set-up and Daily Use**
    - Devices must be checked and tested at the start of each day/shift **before 11am** to allow for troubleshooting
    - Any errors, low battery warnings or concerns must be recorded and reported to the Lead Practitioner/Satellite Lead and, if needed, the ICT helpdesk.

2. **Responding to Alerts**
    - Staff must follow individual student health plans, which outline escalation steps.
    - All interventions must be recorded in Nourish under the correct interaction **(Appendix A).**

3. **Maintenance and Servicing**
    - Device owners are responsible for ensuring regular servicing and updates.
    - College-owned equipment will be checked and maintained in line with manufacturer guidelines.
    - Any issues must be logged with clear ownership identified for resolution.

4. **Incident Reporting**
    - Any device failure, false alarm or critical incident must be reported to the Lead Practitioner and, if needed, the ICT helpdesk. An interaction of the issue should be recorded in Nourish **(Appendix A).** For out-of-hours support,

please raise an IT ticket, which will be reviewed and actioned at the earliest possible opportunity during core operating hours. In the meantime, inform the waking night team so they can implement any additional welfare checks as required. If further guidance or risk management support is needed, contact the on-call duty manager for advice.

- An Accident and Near Miss form must be completed
- Reports must include details of staff actions and ownership of the error or failure.

3. Training

- All staff supporting students with critical technology must complete device-specific training.
- Training will be delivered by relevant professional and in line with current cohort requirements.

Competence must be signed off by designated registered professional dependant on device.

Appendix A: **Health and assistive technology checks, Nourish Interactions:**

Daily Call Bell Test
Door contacts

Epilepsy:
Daily Epilepsy Bed Monitor Test
Assistive Technology (Pager & Transmitter Testing)

Diabetes Management:
Diabetes Management: Dexcom Continuous Glucose Monitoring (CGM)
Diabetes Management: Dexcom G6 Sensor Change
Diabetes Management: Dexcom G6 Transmitter Change
Diabetes Management: Emergency Blue Bag Checklist
Diabetes Management: Emergency Blue Bag Sign Out/In
Diabetes Management: Handset (AM)
Diabetes Management: Handset (PM)
Diabetes Management: Insulin Pump
Diabetes Management: Insulin Vial
Diabetes Management: Ketone Testing
Diabetes Management: Omnipod 5 change

Sensory smoke alarms:
Assistive Technology (Sensory Smoke Alarm Testing)