

A guide to WhatsApp



We understand that organisations are evolving with new ways of working. This may be the first time you and/or your organisation has started to use WhatsApp to communicate and share information.

Registered Managers Support

Skills for Care supports over 150 local Registered Managers Networks across England. At each network, managers share knowledge, hear from guest speakers and access peer support.

Our networks can be delivered virtually and through WhatsApp groups.



Is WhatsApp Safe?

WhatsApp is protected by 'end to end encryption', which means that no one, not even WhatsApp, can read or listen to messages sent between users. For extra security you will need to set up a password on your device.

"My Manager uses WhatsApp to communicate with various teams. It is very beneficial for sharing success stories as well as ensuring staff health and wellbeing.



Security passwords

Skills for Care would advise that all the devices being used are password-protected with strong passwords/locks. Should you lose your device this will also avoid your data being shared. Digital Social Care have produced a guidance on setting up passwords.

[See the 'using strong passwords' guidance](#)



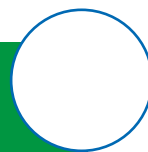
Extra WhatsApp security

WhatsApp has an additional security function called 'two-step verification'. This means to open WhatsApp you will be required to enter another password.

Useful security links:

**Quick Tip:**

An organisations Social Media Policy should be clear that Images of Individuals who are in receipt of care and support, their relatives and visitors must NOT be shared via WhatsApp unless written consent has been given by those individuals.

**Quick Tip:**

When sharing information you still need to be aware of data protection protocols and make sure your staff are too. If you do discuss the people you care for, please use initials rather than names.

