

AI ground rules for **care staff**

One page. Stick it in the staff room. It tells your team what they can put into ChatGPT, Copilot, Gemini or any other AI tool, and **what must never go near one**.

Why this exists: your staff are almost certainly using AI already, on their own phones, with good intentions. That is not a discipline problem, it is a missing-rules problem. Resident information is special category personal data under UK GDPR, and many free AI tools keep what is typed into them. Once it is pasted in, you cannot take it back.

BEFORE ANY OF
THE BELOW
APPLIES

Company-approved tools only. Green and amber apply **only** on an AI tool your organisation has procured, with a data processing agreement in place. A personal or private AI account is an uncontracted processor: no agreement, no retention terms, no control over what it keeps or trains on. **If your organisation has not approved a tool yet, nothing about work goes into any AI, on any device.**

GREEN

Fine to use AI for

No resident or staff information involved. Crack on.

- ✓ Rewording a notice, poster or newsletter that mentions nobody by name
- ✓ Drafting a job advert, induction checklist or blank rota template
- ✓ Summarising public documents: regulations, guidance, supplier terms
- ✓ Explaining a term you have been handed and nobody has defined
- ✓ Practising a difficult conversation using invented names and details

AMBER

Ask your manager first

Might be fine, might not. One question takes ten seconds.

- ? Anything about a real person, even with the name removed, because a date, condition and postcode can still identify someone
- ? Care plans, daily notes, incident reports, body maps, risk assessments
- ? Letters or emails to families and next of kin
- ? Anything you would upload rather than type: a document, a photo, a screenshot
- ? A new tool a colleague swears by. If it is not on the approved list below, it is not approved

RED

Never, on any tool

No exceptions, however busy the shift.

- ✗ **Any personal or private AI account, for any work task.** Approved tools only, no exceptions
- ✗ Resident names, addresses, dates of birth, NHS numbers, next of kin details
- ✗ Diagnoses, medication, MAR charts, care records or anything from the care system
- ✗ Photographs of residents, their rooms, their records or a screen showing them
- ✗ Staff personal, disciplinary, pay or health information
- ✗ Asking AI to make a clinical, medication or safeguarding decision. It can help you write. It does not decide.

OUR APPROVED AI TOOLS ARE

IF IN DOUBT, ASK

REVIEWED ON

REVIEW AGAIN

Nobody is ever in trouble for asking first. Ask.