

Hospice IT & Cyber Checklist



This checklist helps hospices take a quick, practical look at their IT and cyber security.

We work with hospices across the UK and understand how important it is that technology works reliably in the background, supporting care without distraction. When IT is secure and dependable, teams can focus on patients, families, and what matters most.

The checklist covers the essentials, including system reliability, data protection, cyber security basics, and support for staff and volunteers. It's not a test and there's no right or wrong score. It's simply a way to see what's working well and where small improvements could help.

Layer 1: Devices and Access

- All laptops and tablets are kept up to date
- Devices are encrypted in case they are lost or stolen
- Multi-factor authentication is enabled where possible
- User access is reviewed when staff or volunteers change

Layer 2: Systems and Data

- Key systems are regularly updated and supported
- Access to sensitive data is limited to those who need it
- Data is backed up securely
- Backups are tested to ensure they can be restored

Layer 3: Email and Online Threats

- Email filtering is in place to reduce phishing risks
- Staff and volunteers know how to report suspicious emails
- Links and attachments are treated with caution
- Shared accounts are avoided where possible

Layer 4: People and Everyday Use

- Staff and volunteers receive simple IT and cyber guidance
- Clear processes exist for common IT tasks
- Support is easy to contact when something goes wrong
- Technology is easy to use and not overly complex

Layer 5: Monitoring and Continuity

- Systems are monitored for issues or failures
- There is a clear plan for responding to IT incidents
- Backups and recovery processes are reviewed regularly
- IT risks are reviewed as systems or teams change

Next Steps

If you are unable to tick all of these boxes, your IT isn't secure. Our free IT & Cyber Health Check can help identify practical improvements that reduce disruption and protect time for care.

[Free IT & Cyber Health Check](#)