

CARE HOME MEDIA, TELEVISION AND COMMUNAL VIEWING POLICY

Home	Annedd Residential Home
Effective date	1 st April 2026
Review date	31 st March 2027

Owner: Registered Manager / Responsible Individual

1. Purpose

This policy sets out how the Home will manage televisions, films, streamed content, music and other audiovisual media in a lawful, safe and resident-centred way.

This policy is intended to:

- support residents to enjoy television and media appropriately;
- protect residents' rights, dignity, choice and wellbeing;
- ensure the Home complies with copyright, TV licensing and related legal requirements;
- reduce the risk of unauthorised public showings in communal areas; and
- provide clear guidance to staff on what is and is not permitted.

UK government guidance states that permission is required to show films or TV programmes in public, which includes common areas such as lounges and other shared spaces. A TV Licence does not replace copyright permission for public showings.

2. Scope

This policy applies to:

- all employees, agency staff, bank staff, volunteers and visiting professionals;
- all televisions, projectors, screens, tablets and similar devices owned by the Home;
- resident-owned televisions and devices where they are used within the Home;
- communal lounges, dining areas, activity rooms and any other shared spaces; and
- all media sources, including live TV, BBC iPlayer, DVDs, digital files and streaming services.

3. Policy Statement

The Home supports residents to watch television and enjoy media as part of normal daily living and meaningful activity.

However, the Home will not organise or permit any communal film or television screening unless it has first confirmed that all necessary permissions and licences are in place.

Residents may watch television or other lawful content privately in their own rooms, subject to any required TV Licence arrangements and the terms of the relevant service.

The Home will distinguish between:

- private viewing by a resident in their own room; and
- communal or organised viewing in shared areas, which may require additional copyright permission.

This distinction is important because public showing rules can apply in communal areas even where no admission fee is charged.

4. Guiding Principles

The Home will ensure that:

- resident choice and preferences are respected;
- viewing arrangements are inclusive and age-appropriate;
- volume, timing and content are suitable for the environment;
- residents are not distressed, excluded or exposed to unsuitable material;
- legal and licensing requirements are checked before organised group viewing takes place; and
- staff do not use personal streaming subscriptions or media accounts for communal screening unless the Home has confirmed that such use is lawful and permitted.

Government guidance warns that personal streaming subscriptions may not permit use for public showings.

5. Television Licensing

The Home will ensure that valid TV Licence arrangements are maintained wherever required for:

- watching or recording live television on any channel; and
- using BBC iPlayer.

Residential care homes may also be eligible for Accommodation for Residential Care (ARC) concessionary arrangements for residents' rooms, while communal areas require appropriate cover and are not covered by ARC concessions alone.

The Registered Manager, or delegated administrator, will keep a record of:

- the Home's TV licensing arrangements;
- any ARC-covered rooms, where applicable; and
- the location of communal televisions.

6. Copyright and Public Viewing

The Home recognises that showing films or television programmes in communal areas, lounges or activity rooms may amount to a public showing and may require copyright permission or licence cover.

Accordingly:

- The Home will not assume that a TV Licence is enough for communal screenings.
- The Home will check whether a separate copyright licence is required before film afternoons, sports match screenings, themed viewing events, projected screenings, or scheduled group viewing as an activity.
- Where the Home organises group screenings, it will obtain the appropriate licence or written permission before the event takes place.

Government guidance says permission is needed for films or TV shows shown in public spaces, including common areas, and IPO guidance notes organisations must assess which licences they need for audiovisual content shown outside the private home environment.

7. Avoiding Unnecessary Licence Costs Lawfully

The Home may lawfully reduce the need for additional copyright licences by structuring media use as follows:

- residents watching content privately in their own rooms;
- avoiding organised film nights or scheduled screenings in communal areas unless licensed;
- not advertising or promoting cinema-style facilities unless properly licensed;
- using only content where the rights holder expressly allows the intended use; and
- obtaining written clarification where the licensing position is uncertain.

The Home will not attempt to avoid payment by carrying out unlicensed public showings.

8. Use of Residents' Own TVs and Devices

Residents may use their own televisions, radios, tablets or similar equipment in their own rooms, subject to:

- safety checks where required;
- electrical safety procedures;
- the resident's own lawful subscriptions or services; and
- any applicable TV licensing arrangements.

Staff must not take a resident's personal device into a communal area for group viewing unless the Home has confirmed this is permitted.

9. Streaming Services, DVDs and Other Media

Staff must not assume that owning, borrowing or subscribing to content gives the Home the right to show it communally.

This applies to:

- Netflix, Amazon Prime Video, Disney+, NOW, YouTube and similar platforms;
- DVDs and Blu-rays;
- downloaded digital files; and
- content played through laptops, tablets or personal phones.

Before any communal use, the Home must confirm that the licence terms and copyright permissions allow that use.

10. Music and Background Sound

If television, films or music are played audibly in communal areas, the Home will consider whether any separate music licensing requirement applies.

Where televisions are used only visually and no music is audible, the position may differ, but staff must not make assumptions without checking.

11. Content Suitability and Resident Wellbeing

The Home will ensure that media content shown in communal areas is appropriate to the residents present, taking account of:

- age classification and suitability;
- dementia, confusion or distress triggers;
- cultural and religious sensitivities;
- noise levels;
- safeguarding concerns; and
- the wishes of residents who do not want to participate.

No resident will be required to watch any communal programme or film.

Where a resident lacks capacity to decide about viewing choices, staff will act in the resident's best interests, involving family or representatives where appropriate and proportionate.

12. Staff Responsibilities

Registered Manager

The Registered Manager will:

- oversee compliance with this policy;
- confirm TV licensing arrangements;
- check whether communal screening licences are needed;
- keep records of licences obtained;
- ensure risk is considered before organised screenings; and
- provide staff guidance where uncertainty arises.

Activity Coordinator / Senior on Duty

The Activity Coordinator or Senior on Duty will:

- avoid arranging communal screenings unless authorised;
- seek management approval before any planned film or sports event;
- ensure content is suitable for the audience;
- record organised viewing events where required.

All Staff

All staff must:

- follow this policy at all times;
- not use personal streaming accounts for communal showings unless expressly authorised;
- not arrange film afternoons or shared screenings without permission;
- report any uncertainty to the Manager before proceeding; and
- respect residents' choices around private viewing.

13. Record Keeping

The Home will keep, where applicable:

- a register of televisions in communal areas;
- details of TV Licence and ARC arrangements;
- copies of any communal viewing licences or permissions;
- records of approved organised screenings; and
- any legal or licensing advice received.

14. Breaches of Policy

Any unauthorised communal showing of films, broadcasts or streamed content may expose the Home to legal and financial risk.

Failure by staff to comply with this policy may result in:

- management instruction;
- further training;
- internal investigation; and
- disciplinary action where appropriate.

15. Related Policies

This policy should be read alongside:

- Activities and Wellbeing Policy
- Safeguarding Policy
- Consent and Capacity Policy
- Data Protection and Use of Devices Policy
- Electrical Safety Policy
- Infection Prevention and Control Policy

16. Review

This policy will be reviewed:

- annually;
- whenever there is a change in licensing or copyright guidance; or
- sooner if an incident, complaint or audit finding indicates revision is required.

Day-to-Day Staff Rule

Residents can watch TV privately in their own rooms or communally as is their choice and is covered by the homes TV license. Staff must not arrange communal film screenings in lounges or activity rooms unless management has confirmed the correct licences are in place.