

Evaluating the Telephone Recording System Reports

What to do if you deliver care to a client, you're logging in via the client's telephone and number is only showing on the TRS 'unmatched phone numbers' report

You need a purchase order for the client. A purchase order needs to be raised for your organisation by us.

How to get a purchase order

To get a purchase order you should contact the client's care manager and request that one be raised.

What to do and who to contact if you do not know the client's care manager

If you don't know the client's care manager either contact the duty manager for the area, or if you do not have the contact details Call Derbyshire on 01629 533190.

What to do if you have a purchase order but the client's telephone details are still appearing on the TRS unmatched phone numbers report

Email the client's, pin number and telephone number to david.brookes@derbyshire.gov.uk. The details will be checked against our records and changed if incorrect.

If you have already completed this process, but the telephone number still only appears on the TRS unmatched phone numbers report then email the details to TRS_processing@derbyshire.gov.uk and the issue will be investigated.

Client's with no visits recorded report

What to do if you have a client on the TRS 'SU's scheduled with no visits' report and they are unknown to you

Email the client name and pin number identified on the report to april.elliott@derbyshire.gov.uk

If you know the reason for the report is one of the following:

- hospitalisation

- ended package
- long term respite
- package not yet started

contact the client's care manager and request they:

- suspend the package if the client is in hospital or long term respite
- end the package if the client no longer receives a service
- change the start date if the service has not yet started.

If after a two week period the client is still appearing on your TRS reports, email the client pin number and name, social worker name and the date the package was ended/client admitted to hospital or respite, to ruth.aten-shearwood@derbyshire.gov.uk. This email address is only to be used for this reason and not general issues with purchase orders or client queries..

What to do if you have a client who is on the report 'SU's scheduled with no visits' and you are delivering a service to them and logging in on TRS, but they are showing on the no visits report

Check if you have a spouse on the report 'SU visits by agency', that you're not delivering services to, and that the calls are showing up on their report. If this is the case email TRS_processing@derbyshire.gov.uk with the details and they will investigate.

What to do if you deliver a service to two clients at the same address, using the same telephone, and one of the clients is appearing on the 'SU's scheduled with no visits' report.

TRS works on telephone number and they can only be linked to one person. You can either:

- instruct your carers to log their arrival and departure for the client on the 'SU's scheduled with no visits' report, as an unrecorded arrival/departure using the client's pin number. The instructions on how to do this are in the TRS booklet. Log the other client (spouse) as usual, or,
- continue to log visits for both of the clients in the usual way, but when you evaluate the reports, ensure that all commissioned visits and hours have been logged for both clients. You will have all the visits logged for both clients on the report for the client who is linked to the telephone number. The client not linked, will still show on the 'SU's scheduled with no visits' report.

What to do if you have a client on the 'SU's scheduled with no visits' report but you're logging in when delivering the service

Check if the phone you are logging the visits on is also on the unmatched telephone number report. If so, do you have a purchase order. Follow the process outlined at the top of this page in the 'Unmatched telephone number report' section.

What to do if you have used all your carer pin number allocation, and how to get more

You should only require further pin numbers if the amount of care employee's you have increases to more than the amount of pin numbers allocated. If this is the case then contact TRS_processing@derbyshire.gov.uk for an increase in your allocation.

What to do if you do not have more care employees than pin numbers, but you have allocated them all and some carers have left so the numbers have been used.

You don't need to ask for more pin numbers. The pin numbers you originally issued should be reused when staff leave your employment. Contact TRS_processing@derbyshire.gov.uk who will be able to reset them so they can be reused.

What to do if a client says they are being charged for the TRS calls made on the freephone number

In this instance please contact the care manager for the client - process outlined in the 'Unmatched telephone number report' section.

Messages on carers' pins

Please ensure that you regularly update and delete messages left on carers' pins, these messages are also on the pin numbers that are not yet allocated.