

Operating the Telephone Recording System (TRS)

What to do if the client isn't at home or refuses to allow you to carry out the service

You must immediately inform your manager, then register an abortive visit on the system as soon as you can. You'll need the client's pin and the instructions in the TRS training booklet (example 12).

What to do if:

- **the client needs immediate assistance on your arrival**
- **the client takes time to let you in**
- **you perform part of the service immediately before going into the house**

You must attend to the client first, before using the system. Whilst still at the client's house you can phone your arrival in later and state how long ago you arrived. This is covered by the TRS training booklet (example 3).

What to do if you can't use the system because:

- **the client doesn't have a phone**
- **the phone is disconnected or not working**
- **the client won't allow you to use the phone**

If you're unable to use TRS for any of these reasons you can either:

- register the details of the visit using the next client's phone. Check the next person is happy for you to use their phone - it will not cost them anything. You'll need to enter this call as an unrecorded arrival/departure (retrospective call) and will need the client's pin number. See the TRS training manual (example 9), or
- log the call as above, but from an alternative location. Your employer will inform you of their own protocols ie. whether you are allowed to ring from home, from the office, or if retrospective calls are not allowed and a manager will log the call on your behalf.

What to do if you get the engaged tone when you call the system

Hang up and try again. If the problem persists, call your manager and tell them the approximate time you tried to call the system. The manager then needs to email TRS_processing@derbyshire.gov.uk so we can investigate the problem. To log the

visit you'll need to follow the procedure above for 'What if I can't use the system'. See the TRS training booklet (example 9).

What to do if you provide a service in a house to more than one client

If you provide a block of time ie. 30 minutes to each client, then log the visit for the client who is linked to the telephone number in the normal way, on arrival and departure. The next client should be logged using their pin number, but still at the client's home as an unrecorded arrival/departure (retrospective call). See TRS training booklet (example 9). Your manager will be able to tell you the client that is linked to the telephone number from the reports they receive.

What to do if the system says your pin is invalid

If the phone is making little clicking noises when you press the buttons, hang up and have a look at the side and underneath the phone. Is there a switch that says pulse/tone or P/T or P/T/TB. If there is, switch it to T or TB. This won't affect how the phone works. Call the system again and enter your pin.

If there is no switch on the phone you'll need to record the visit as an 'Unrecorded arrival and departure' later in the day.

If the phone is making beeping noises when you press the buttons to re-enter you pin, do so with extra care to make sure you are not catching other phone buttons. If the problem persists, please contact your manager and provide the date and approximate time you made the call. You'll need to enter the visits as an 'Unrecorded arrival and departure' later in the day.

What to do if the system asks you to enter 1470

The system will ask you to enter 1470 when the telephone you are using is ex-directory. You'll need to dial 1470 08000 32 22 40. If you do need to use 1470 the call will still be free, and will not affect the performance of the phone, and only needs to be used when dialling the TRS telephone number.

If the system plays the same message after you have dialled 1470 before 08000 32 22 40 then contact your manager.

How to delete messages

Detailed instructions on how to delete messages are contained in the Managers TRS training booklet (page 5). Messages left as group messages are also stored on the pin numbers not yet allocated, therefore it is important to have a housekeeping procedure in place to ensure messages are regularly deleted.

What to do if the client says they are being charged for the call and won't let you use the phone

Refer the problem to the client's Care Manager, so they can speak to the client and obtain a copy of the telephone bill. Operate TRS as you would for a client who has no phone (see instructions above).