

Telephone Recording System

08000 32 22 40

Manager User Guide



Contact Information

For technical support contact the DCC Service Desk on

01629 537777

For queries regarding purchase orders or relating to specific service user care Packages, then contact the Derbyshire County Council Brokerage Team DCCBT:

01629537759

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Please note, for ease of use the term 'she' has been used to refer to both male and female workers'.

THE TELEPHONE RECORDING SYSTEM (TRS)

To access the telephone recording system

dial the free phone number:

08000 32 22 40

Personal Identification Numbers (PINs)

On dialling the above number you will be required to enter a unique six digit personal identification number (PIN). The PIN entered will identify the Provider and whether the caller is a carer or a manager. You will then be taken through to your respective menu.

Manager PINs

In most cases only one manager PIN will be issued per provider, but larger organisations will be offered additional Manager PINs so that carers can be split into groups for messaging purposes.

Carer PINs

Each carer should be issued with a unique PIN number. Each carer PIN will be linked to one Manager PIN. Only the linked Manager PIN will be able to leave messages for that carer.

Each Provider will be issued with a range of carer PINs sufficient for the needs of your existing members of staff and any new employees in the foreseeable future. You can give these PINs to the carers however you like, but we recommend handing them out in a logical order to save confusion. You will need to keep a record of which PIN you gave to whom for the purpose of using the messaging system.

All the PINs issued to a provider will be valid on the system and will not normally be discontinued. If a carer has left your service but is continuing to call the system to listen to group messages then please contact the IT section to have this PIN deleted from your list.

Client PINs

Client PINs will be printed on all new contracts. (DCC will issue a list of client PINs for contracts in place at implementation). Your carers will require the client PIN to register visits for clients who do not have a telephone. They will also need the client PIN for registering abortive visits.

Using A Mobile Phone to Call the TRS

Arrivals and departures (option 1 and 2 from the carer menu) at the client's house **must** be made from the client's 'land line' telephone. All other calls can be made from a mobile phone, however please be aware that although Derbyshire County Council will not charge you for the call, some mobile phone networks may.

Registering Manager PINs for the First Time

When calling the TRS for the first time, after entering your PIN, the PIN will be registered and you will be asked to record a greeting. Make your greeting short and simple, as once it has been recorded it will be replayed to you every time you call the TRS and enter your PIN. As a suggestion, you may wish to record your organisation's name.



Dial the TRS number

"Enter your PIN" (Example – 123456)

"Welcome to the telephone recording system. In a few moments you will be asked to record a short message. You will hear this message each time you call the system after you have entered your PIN. This will be your way of telling you have entered the correct PIN. The recorded message will then be replayed and it can be re-recorded if you want. If you've already recorded a message, hang up & call the system again as you've entered the wrong PIN" {BEEP}

MANAGER MAIN MENU

After entering your 6-digit manager PIN you will be presented with three options:

To record a message press one, to delete a message press two, to register a cancelled visit press three.

You can interrupt the message as soon as it starts to play by pressing the number for the option required.

1. Recording a New Message

This facility enables you to leave a short message (approx. 20 seconds) for one or more of your carers. It is a one-way system that only allows managers to send messages to carers. After recording your message you will have the option to replay it and re-record it before sending it. You can then select whether to send it to an *individual carer* or *all carers* within your group.

Enter your PIN.

E.g. 654000

To record a message press one, to delete a message press two, to register a cancelled visit press three.

Press 1

Please leave your message after the tone.

E.g. "Rose, don't forget to collect Mrs West's key from the office today. Thanks."

To replay message press one. To send message press two. To re-record message press three. To cancel, press star.

Press 2

To send this message to an individual carer, press one. To send this message to all carers, press two.

Press 1

Please enter the home carer's six-digit PIN.

E.g. 654321

If this is correct press one. If not, press two.

Press 1

Would you like to send this message to another carer? For yes, press one. For no, press two.

Press 2

Would you like to record another message? For yes, press one. For no, press two.

Press 2

Thank you. Please hang up.

Guidelines for recording messages

- The messaging system is not a secure means of sending information to carers. Therefore, do not include personal information about clients. This includes full addresses, especially when details of the location of keys or key safe codes are being left, or if the client is away or in hospital. A message like “Hi Claire, Mrs Smith is in hospital so will not need a visit” is fine. If the carer needs more detail to act upon the message ALWAYS ask her to call the office.
- When the message only concerns one or a few carers, do not leave a message for ‘all carers’, but just for the PIN(s) concerned. Again this is primarily for security reasons, but also carers will not want to have to listen to messages that do not concern them before they are able to register their work. In addition, the longer a carer spends on the phone, the higher the chance that all phone lines will become busy and cause further callers to get an engaged tone.
- Keep instructions clear and succinct. Once again, if there is a need for dialogue, ask the carer to contact you.

2. Deleting a Message

When you send a message it is stored against your PIN and against the PIN number of every recipient. Once all the recipients of a message have listened to the message, it will automatically delete itself from your PIN. This means you do not need to delete every message you send. However, if you have carers on sick leave or on holiday who will not have listened to the message it will stay until either they return or you delete it. Hence, once a message has been responded to or is no longer relevant you should delete it.

The following examples explain how to delete messages.

First of all, the system checks whether there are any messages to delete, and if there are not it will tell you so.

Enter your PIN.

E.g. 654000

To record a message press one, to delete a message press two, to register a cancelled visit press three.

Press 2

You have no messages to delete. Thank you. Please hang up.

If messages do exist, they will be played in full starting with the most recent. After each message it will ask you to save or delete, then move on to the next message. Therefore, you may need to listen to a few messages before reaching the one you wish to delete.

After all messages have been played, you will be prompted to hang up.

Enter your PIN.

E.g. 654000

To record a message press one, to delete a message press two, to register a cancelled visit press three

Press 2

“Hello Liz, please can you phone me about a change to Mr Mackay’s schedule. Thanks”

To delete this message, press one. To save, press two. To cancel press star

Press 1

Message deleted. Thank you. Please hang up.

This example deletes a message sent to an individual home help but deleting a message sent to a group is an identical process.

Occasionally you may receive the response “The message could not be deleted”. This may be because the system is in the process of playing it to a message recipient. In this circumstances you will have to phone the system again later. If the problem persists please contact DCC Social Services IT section.

3. Registering a Cancelled/ Abortive Visit

This option allows the provider to claim for payment for work not carried out, where they are entitled, as defined in the terms and conditions of service. The DCC care manager must also have agreed to this payment. Cancelled visits can be claimed for up to 2 days in advance of the scheduled visit. NB: This is the only time that the system will accept a time in the future.

Abortive visits (where the carer is unable to gain entry for a scheduled call) need to be recorded by both the carer and the provider manager. The carer's call should be made as soon as possible after they are unable to gain access and will be used ultimately to alert the provider and DCC care managers of a possible problem with the client. The manager's call to the system is used to claim for payment.

Enter your PIN.

E.g. 654000

To record a message press one, to delete a message press two, to register a cancelled visit press three

Press 3

Please enter the client's PIN, followed by the square sign

E.g. 4455

If this is correct press one. If not, press two.

Press 1

If this was for today's timesheet press one. If not, press two.

Press 1

Please enter the time this visit was scheduled to start in hours and minutes, followed by the square sign.

E.g. Enter 1 5 4 5 # (for 3:45pm)

If this is correct press one. If not, press two.

Press 1

Please enter how long this visit should have lasted in hours and minutes, followed by the square sign.

E.g. Enter 3 0 # (for 30 minutes)

If this is correct press one. If not, press two.

Press 1

Registered. Any more details? Yes, press one. No, press two

Press 2

Thank you. Please hang up.

Client Telephones

Derbyshire County Council care managers will offer all clients a suitable telephone if theirs is not compatible **and** they are prepared to allow the carer to use it for the Telephone Recording System. They will also offer to arrange installation for the client should they not have a phone. If, subsequently, a carer makes you aware that a client does not have a phone and would like one, you should notify the care manager.

Fault Identification

If a carer makes you aware that there is a fault with a phone that has previously been used successfully then she can make a few simple checks to try to rectify the situation:

- ❖ **If there is no dial tone** check that the telephone cable is connected to the wall socket. If it is then there is a fault with either the phone or the phone line, in which case the service user will need to report the fault to their telephone service provider (e.g. BT) as per the normal process. The carer should carry on registering these visits under the 'Unrecorded Arrival and Departure' facility until the problem has been resolved.
- ❖ **If there is a dial tone** but the carer can not get through to the TRS it could be for one of the following reasons:
 1. The carer's PIN is not valid. Make sure she is using the correct PIN. If the problem persists, contact Derbyshire County Council IT Section who will check that it has been authorised.
 2. If the carer is presented with the following message:

"The system is unable to accept the PIN number entered. If this is the first time you've used the system, ask your DSO to check that your PIN has been authorised. To help us identify if there is a problem with the phone or the phone line, please press number one, then two three and four after the tone. Then hang up, thank you."

If it is a valid PIN then the system has detected a 'pulse' setting rather than 'tone' on the phone. Check all around the phone including the receiver and underneath the base unit where there should be a switch with the options P, T, TB, or TE. Make sure it is set to 'T' or 'TB'. NB: this will not affect the use of the phone in any way. If there is no such switch then the Care Manager should be notified, as they will be able to offer the client a compatible 'tone' phone. Until a new phone is supplied the carer should carry on registering these visits under the 'Unrecorded Arrival and Departure' facility.

3. If the carer hears an engaged tone this means that all lines into the TRS are currently in use. This may occur at peak times – i.e. between 8.30am and 9.30am. The carer should hang up and try again as soon as possible.
4. The client's telephone number is ex-directory. In which case the carer will be asked to hang up and call again with 1470 in front of the usual number. This makes the phone number 'visible' for this call only.
5. Calls from mobile phones are not permitted for Arrivals or Departures (option 1 or 2 from the main menu) at the client's house. The carer must use the client's phone if it is compatible. Where the phone is not compatible or the client does not have a phone or is unwilling to allow use of the phone, the visit can be recorded retrospectively using the *Unrecorded Arrival and Departure* option.
6. If the carer hears the message "There appears to be a fault, please hang up" she should hang up and attempt the call again.

Fault Reporting

If any of the problems persist or a number of Carers are reporting the same problem, the 'manager' should ascertain the carers PIN, the phone number they were trying to call from and the date and time of the problem and then contact DCC Social Services IT Section. (Please do not ask individual carers to report faults)

As carers can enter details retrospectively should there be a system fault, DCC Social Services IT section will be available to receive fault reports Monday to Friday 9am to 5pm.

Special fault reporting procedures will be issued separately to this manual to cover bank holiday periods or for major system failure.