

# Telephone Recording System User Guide

08000 32 22 40



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## WHAT IS THE TELEPHONE RECORDING SYSTEM?

The TELEPHONE RECORDING SYSTEM (TRS) is a computer system for receiving and recording telephone information about:

- when you worked
- how long you worked
- who you visited
- what tasks you carried out

## HOW DO I USE THE SYSTEM?

On telephoning into the TRS using the FREEPHONE number, the system will ask you various questions about your working day. These questions are answered by pressing the relevant keys on the telephone keypad.

If you do not understand any of the questions, or do not respond to them, the system will repeat the question in more detail, up to three times. If after the third time you still have not entered a suitable response, the system will ask you to hang up and try again.

Where the TRS provides several choices to a question, you may enter an appropriate response as soon as you hear it, without listening to the other irrelevant choices.

After entering an appropriate response the TRS moves automatically to the next question and as you become more familiar with the system your answering speed will increase.

Hearing the word '**registered**' means the minimum information required has been recorded therefore; you may hang up at that point if you have nothing further to record.

Hanging up disconnects the call and automatically stops recording anything else on the system.

What happens if I lose my way or need to amend a previous response?

- Press the star key and it will let you re-enter your response.
- Hearing '**activity not recorded**' means the last entry has been removed from the system.

**REMEMBER:**

- Dial the number
- Listen to the voice
- Select the appropriate option
- Press a key to indicate your choice

**What if the system:**

***asks me to enter 1470?***

***The system will ask you to enter 1470 when the telephone you are using is ex-directory. You will need to dial 1470 08000 32 22 40. Entering 1470 before dialling the system will release the telephone number for that single call. If you do need to use 1470, the call will still be free.***

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

**What if:**

***I can't phone my work in on the day that I do it?***

***Enter the work using the 'unrecorded' options. When the system asks***

***"If this was for today's work press one. If not press two"***

***Press 2***

***"Please enter the date the visit was carried out as day month and year followed by the square sign"***

***Example 09 02 04 #***

***"The ninth of February 2004" if this correct press one, if not press 2"***

***Press 1***

***The system will then go on to ask you to enter the time.***

### **What if the system:**

***says my PIN is invalid?***

***If the phone is making little clicking noises when you press the buttons, hang up and have a look on the side and underneath the phone to see if there is a switch that says pulse/tone or P/T or P/T/TB. If there is, switch it to T or TB (This will not affect how the phone works). Call the system again and enter your PIN.***

***If there is no switch on the phone you will 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, when you are asked to re-enter your PIN, do so with extra care to make sure you 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 will need to enter the visit as an 'Unrecorded Arrival and Departure' later in the day.***

### WHAT INFORMATION DOES THE SYSTEM REQUIRE?

This section summarises the information requirements of the system. The main options are highlighted for you to become familiar with the terminology of the system.

On using the system for the first time, the system will **register you as a new user** and ask you to record a greeting.

Where a client has a telephone, you will use the system for each visit to **register your arrival** at the start of the visit and then to **register your departure** as you leave.

Sometimes you may **not be able to phone the system immediately** on your arrival e.g. when the client needs urgent support. The system therefore allows use you to input your arrival later whilst still at the client's and state how long ago you arrived.

Occasionally, circumstances may prevent you arriving at the scheduled time. Therefore, the system allows you to record that you **arrived earlier or later than the scheduled time** and the reason why.

When registering your departure, you will be able to state if you stayed **shorter or longer than the allocated time** and the reason why.

If the client does not have a telephone or for some other reason you were prevented from recording the whole visit, then you can phone the system later to input the details, using **unrecorded arrival and departure**. When using this option it is important that you input the correct client's PIN (Personal Identification Number). Your manager will be able to provide you with the client PINs for this purpose.

Sometimes you may only be able to register your arrival or only your departure. If this happens, you can phone in later to register the **unrecorded arrival** or **unrecorded departure**. Again, you will need to know the client's PIN.

If you arrive at a client and are unable to carry out the service, you can use the system to record an **abortive visit** as soon as possible afterwards.

Your manager can leave **messages** for you on the system. If you have a message, the system will play it to you, after you have entered your PIN and heard your greeting.

Each of these options will now be explained step-by-step in the following examples and the '**WHAT IF**' section on page 25 should help you relate them to a particular situation.

**NOTE:**

When you enter information 'real time' at the client's home the system will have a female voice.

When you select an 'unrecorded' option or abortive visit the voice will change to male.

If the Client has more than one phone line it is important that you phone the arrival and departure from the same phone.

**What if I:**

***provide a service in a house where more than one client lives?***

***This will depend how you provide the service***

***# If you provide blocks of time to individual clients enter an arrival when you start providing a service for each client and a departure when you finish providing a service to each client.***

***# If the service you provide is to all the clients all the time, or you only spend a short time with each as an individual and move frequently between them, enter an arrival when you first get to the house and a departure when you leave.***

***# If you do a combination of individual service provision and group service provision, then you will need to enter an arrival and departure when you start and finish each session with an individual, and an arrival and departure at the start and finish of each group session.***

**What if:**

***I get the engaged tone when I call the system?***

***Hang up and try again. If the problem persists after several attempts, please call your manager and tell them the approximate time you tried to call the system. (This will allow us to investigate why this is happening). You will need to enter the information late in the day using the appropriate 'Unrecorded' option.***

**What if I forget or I am unable to register:**

***my arrival?***

***You can register it later as an Unrecorded Arrival.  
(See example 10).***

***my departure?***

***You can register it later as an Unrecorded Departure.  
(See example 11).***

***my arrival and departure?***

***You can register it later as an Unrecorded Arrival and  
Departure. (See example 9).***

***Ideally, you should register all unrecorded details as  
soon as possible. However, if necessary, you have until  
Saturday 12:00 noon within the same week as the visit.***

## **EXAMPLE 1**

### **REGISTERING YOURSELF AS A NEW USER**

Before using the TRS for the first time, you will be given a unique six digit PIN. Only you and your manager will then know what your PIN is.

When calling the TRS for the first time your PIN will be registered and you will be asked to record a personal 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. This will be your way of telling you have entered the correct PIN.



Dial the TRS number  
and "Enter your PIN."

*"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 then hang up and call the system again as you've entered your PIN incorrectly. Once you've saved your message, you will not be able to change it. Please leave your message after the tone."*

(Recording your own name is the easiest)

**Example - "Hello Joan."**

#### **Please note:**

This is the only time you will have to talk to the TRS system.

The system will then repeat your greeting and you hear this message:

*"To save this message, press one.  
To record the message again, press two."*

Press 1

The TRS has now registered you as a user of the system and you will not have to repeat this process.

If you now hear a message from your manager, follow the instructions accordingly to delete, replay or save the message (See examples 13 & 14).

***What if I cannot use the system because:***

***the client does not have a telephone?***

***the telephone is disconnected or not working?***

***the client will not allow me to use their telephone?***

***If you are unable to use the system for any of these reasons, then you can register the details of the visit later as an Unrecorded Arrival and Departure.***

***If the next person you visit is happy for you to use their phone you can enter the details there (it will not cost them anything). Alternatively, you can enter the details from another telephone (home/phone box/mobile phone) later that day However, if necessary, you have until Saturday 12:00 noon within the same week as the visit. (See example 9).***

***What if I:***

***do not hear my own greeting after entering my PIN?***

***Hang up and call the system again as you probably missed dialled when entering your PIN.***



**What if on departure:**

***I have provided more than one service for a client?***

***On registering your Departure, the system will ask you to enter a Service Code. You must enter at least one Service Code for the visit. After entering a code, the system will allow you to enter more service codes up to a maximum of ten (See example 6).***

**What if on departure:**

***I stop to eat my lunch or have a tea/coffee break with a client?***

***If you have a break before going to your next visit then: -***

- ***Register your departure when you have finished your work duties.***
- ***Take your break.***
- ***Register your arrival when you reach your next visit.***

**EXAMPLE 2**  
**TO REGISTER YOUR ARRIVAL**

When you arrive at the client's home, as soon as it is possible phone the TRS to register your arrival. The system will confirm your arrival and the time it was registered using the 24 - hour clock.



Dial the TRS number  
and "Enter your PIN."

*"To register arrival, press one. For departure, press two. For an unrecorded arrival and departure, press three. For an unrecorded arrival only, press four. For an unrecorded departure only, press five. For abortive visit, press six. To cancel, press star."*

Press 1

*"Arrival, registered." (The CURRENT time will also be stated).*

*"If you're making this phone call immediately on arrival, press one, if not, press two."*

Press 1

*"If you arrived at the client's at the scheduled time, press one. If you arrived early, press two. If you arrived late, press three."*

Press 1

*"Thank you. Please hang up."*

If you were able to phone as soon as you arrived and had arrived at the scheduled time, you can hang up after "Arrival. Registered". For most visits, you will be able to register your Arrival immediately. If you cannot ring immediately then do not worry, you can phone your arrival in later whilst still at the client's house and state how long ago you arrived (See example 3).

### EXAMPLE 3

#### ARRIVAL - WHEN YOU ARE NOT ABLE TO PHONE THE SYSTEM IMMEDIATELY

After registering the first part of an arrival the next message will be:

*"If you are making this phone call immediately on arrival press one, If not, press two."*

Press 2

*"Please enter how long ago you arrived, in minutes, followed by the square sign."*

**Example - Enter 15 #**

*"Fifteen minutes. If this correct, press one. If not, press two."*

Press 1

*"If you did not phone immediately on arrival because the client needed urgent support, press one.*

*The phone was in use, press two.*

*Awaiting return of client, press three.*

*Forgot, press four.*

*Other reason, press five."*

**Example - Press 1**

*"If you arrived at the client's at the scheduled time, press one.*

*If you arrived early, press two.*

*If you arrived late, press three."*

Press 1

*"Thank you. Please hang up."*

Occasionally, circumstances may prevent you arriving at the scheduled time. Therefore, the system allows you to record that you arrived earlier or later than the scheduled time and the reasons why (See examples 4 & 5).

#### WHAT IF..?

##### **What if on arrival:**

##### ***the client needs immediate assistance?***

You must attend to them first, before using the system.  
The client always comes first.

##### ***it takes the client some time to let me into the house?***

##### ***I perform part of the service for a client, immediately before going into the house?***

E.g. fill coal bucket or collect laundry.

***Whilst still at the client's house you can phone your arrival in later and state how long ago you arrived (See example 3).***

##### **What if on arrival:**

##### ***the client is not at home?***

##### ***the client refuses to allow you to carry out the service?***

***You must immediately inform your manager and then register your abortive visit on the system as soon as you can (See example 12).***

#### EXAMPLE 14

##### DELETING A MESSAGE



Dial the TRS number  
and "Enter your PIN."

*"You have a message."*

#### Message Is Played

*"To delete, press one.  
To replay, press two.  
To save, press three.  
To cancel, press star."*

Press 1

*"This message has been **REMOVED** from the system."*

#### EXAMPLE 4

##### ARRIVAL - EARLIER THAN THE SCHEDULED TIME

Register your Arrival as appropriate then wait to hear this message:

*"If you arrived at the client's at the scheduled time, press one.  
If you arrived early, press two.  
If you arrived late, press three."*

Press 2

*"Enter the scheduled arrival time in hours and minutes followed  
by the square sign."*

**Example** - Enter 1030 # (for 10:30am)

*"Ten thirty am. If this is correct, press one. If not, press two."*

Press 1

*"If this was caused by previous visit, press one.  
At client's request, press two.  
By rescheduled work, press three.  
Misread rota, press four.  
Other reason, press five."*

**Example** - Press 3

*"Thank you. Please hang up."*

Alternatively, if you are entering these details as part of an Unrecorded Arrival or an Abortive Visit then the ending will be:

*"Any more details? Yes, press one. No, press two."*

Press 2

*"Thank you. Please hang up."*

### EXAMPLE 5

#### ARRIVAL - LATER THAN THE SCHEDULED TIME

Register your Arrival as appropriate then wait to hear this message:

*"If you arrived at the client's at the scheduled time, press one.  
If you arrived early, press two.  
If you arrived late, press three."*

Press 3

*"Enter the scheduled arrival time in hours and minutes  
followed by the square sign."*

**Example -** Enter 1030 # (for 10:30am)

*"Ten thirty am. If this is correct, press one. If not, press two."*

Press 1

*"If this was caused by previous visits, press one.  
By travel conditions, press two.  
At client's request, press three.  
By rescheduled work, press four.  
Misread rota, press five.  
Access problems, press six.  
Other reason, press seven."*

**Example -** Press 4

*"Thank you. Please hang up."*

Alternatively, if you are entering these details as part of an Unrecorded Arrival or an Abortive Visit then the ending will be:

*"Any more details? Yes, press one. No, press two."*

Press 2

*"Thank you. Please hang up."*

### MESSAGES

The Messaging Service is your personal answer phone where your manager can leave messages for you.

When you call the TRS and enter your PIN, you will hear your greeting, followed by any messages that have been sent to you. After you have heard each message, you will be given the option of deleting it, replaying it, or saving the message.

### EXAMPLE 13

#### SAVING A MESSAGE



Dial the TRS number  
and "Enter your PIN."

*"You have a message."*

#### **Message Is Played**

*"To delete, press one.  
To replay, press two.  
To save, press three.  
To cancel, press star."*

Press 3

*"The message has been **SAVED** and you will hear it again next time you call the TRS."*

**Example - Enter 1045 #**

*"Ten forty five am. If this is correct press one, if not, press two."*

Press 1

*"If you arrived at the client's at the scheduled time, press one.  
If you arrived early, press two.  
If you arrived late, press three."*

Press 1

*"Registered."*

*Any more details? Yes, press one. No, press two."*

Press 2

*"Please hang up, thank you."*

**EXAMPLE 6**  
**TO REGISTER YOUR DEPARTURE**

On completion of your tasks and before leaving the client's home, telephone the TRS to register your departure. You will need to enter at least one service code, which describes the main task you performed during the visit. (See the list of Service Codes on page 13)



Dial the TRS number  
and "Enter your PIN. "

*"To register arrival, press one. For departure, press two. For an unrecorded arrival and departure, press three. For an unrecorded arrival only, press four. For an unrecorded departure only, press five. For abortive visit, press six. To cancel, press star."*

Press 2

*"Departure" (The CURRENT time will also be stated).*

*"Please enter a service code or press star to cancel."*

**Example - Enter 31**

*"Domestic assistance."*

*"To enter more service codes press one, otherwise, press two."*

Press 2

*"Registered."*

If you hang up at this point the system will assume that you stayed the allocated time. If you stayed shorter or longer than the planned amount of time then hold on and answer the next message accordingly (See examples 7 & 8).

### **EXAMPLE 7**

#### **DEPARTURE - VISIT SHORTER THAN PLANNED**

Register your Departure as appropriate then wait to hear this message:

*"If you stayed the allocated time press one.  
If shorter, press two. If longer, press three."*

Press 2

*"If the visit was shortened at the client's request, press one.  
Due to rescheduled work, press two.  
Visit reassessment, press three.  
Difficulties with client, press four. "*

**Example - Press 2**

*"Thank you. Please hang up."*

### **EXAMPLE 8**

#### **DEPARTURE - VISIT LONGER THAN PLANNED**

Register your Departure as appropriate then wait to hear this message:

*"If you stayed the allocated time press one  
If shorter, press two. If longer, press three."*

Press 3

*"If the visit was extended to meet client needs, press one.  
If due to arrival of double up worker, press two.  
Work rescheduled, press three.  
Visit reassessment, press four."*

**Example - Press 1**

*"Thank you. Please hang up."*

### **EXAMPLE 12**

#### **ABORTIVE VISIT**

If you arrive at a client's home and are unable to provide the service (e.g. because the client is not at home or they refuse you to carry out the service), you must immediately inform your manager and then register an abortive visit on the system as soon as possible.

**Please note:** for this process, you will need the **client's PIN**.  
If you do not know their PIN, contact your manager.



Dial the TRS number  
and "Enter your PIN."

*"To register arrival, press one. For departure, press two. For an unrecorded arrival and departure, press three. For an unrecorded arrival only, press four. For an unrecorded departure only, press five. For abortive visit, press six. To cancel, press star."*

Press 6

*"Abortive visit"*

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

**Example - Enter 1112 #**

*"1112. If this is correct press one, if not press two."*

Press 1

*"If this is for today's work press one, if not press two."*

Press 1

*"Enter the time you arrived in hours and minutes, followed by square sign."*

*"Enter the time you left, in hours and minutes, followed by square sign."*

**Example** - Enter 1540# (for 3:40pm)

*"Three forty pm. If this is correct press one, if not press two."*

Press 1

*"Please enter a service code or press star to cancel."*

**Example** - Enter 31

*"Domestic assistance."*

*"To enter more service codes press one, otherwise, press two."*

Press 2

*"Registered."*

If you hang up at this point the system will assume that you stayed the allocated time. If you stayed shorter or longer than the allocated time then hold on and answer the next message accordingly (See examples 7 & 8).

## SERVICE CODES

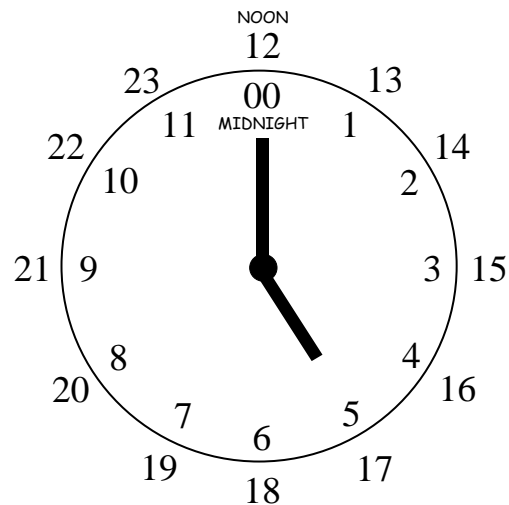
When registering a departure you will need to enter at least one service code from the list below:

CODE	SERVICE
31	Domestic Assistance
32	Personal Care
33	Independent Support
34	Meal Preparation
35	Medication
36	Fire Lighting
37	Respite Care/Sitting Service
38	Supported Living
39	Live in Care
40	Outreach Support
44	Other
45	Child Care
46	Pet Care

## THE 24 - HOUR CLOCK

**Remember:** the 24 - hour clock format **must** be used when the system requires you to enter a time.

The clock below will assist you to enter the correct time:



## **EXAMPLE 11**

### UNRECORDED DEPARTURE ONLY

If you are unable to register your departure from a visit or you forgot to do it at the time, then you can register it later as an Unrecorded Departure. Ideally, you should do this as soon as possible. However if necessary, you have until Saturday 12:00 noon within the same week as the visit.

**Please note:** for this process, you will need the **client's PIN**. If you do not know their PIN, contact your manager.



Dial the TRS number  
and "Enter your PIN."

*"To register arrival, press one. For departure, press two. For an unrecorded arrival and departure, press three. For an unrecorded arrival only, press four. For an unrecorded departure only, press five. For abortive visit, press six. To cancel, press star."*

Press 5

*"Unrecorded departure."*

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

**Example** - Enter 1115 #

*"1115. If this is correct, press one. If not, press two."*

Press 1

*"If this is for today's work, press one, if not, press two. "*

Press 1



**Example** - Enter 1410 # (for 2:10pm)

*"Two ten pm. If this is correct, press one. If not, press two."*

Press 1

*"Registered."*

You can now hang up at this point, providing you arrived at the scheduled time and you have no further details to record. If you arrived earlier or later than the scheduled time then you should hold on and answer the next messages accordingly (See examples 4 & 5).

## EXAMPLE 9

### UNRECORDED ARRIVAL AND DEPARTURE

If you are unable to register both your arrival and departure e.g. because the client does not have a phone, then you can register them later as an Unrecorded Arrival and Departure. Ideally, you should do this as soon as possible. However, if necessary, you have until Saturday 12:00 noon within the same week as the visit.

**Please note:** for this process, you will need the **client's PIN**. If you do not know their PIN, contact your manager.



Dial the TRS number  
and "Enter your PIN."

*"To register arrival, press one. For departure, press two. For an unrecorded arrival and departure, press three. For an unrecorded arrival only, press four. For an unrecorded departure only, press five. For abortive visit, press six. To cancel, press star."*

Press 3

*"Unrecorded arrival and departure."*

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

**Example** - Enter 1117 #

*"1117. If this is correct, press one. If not, press two."*

Press 1

*"If this is for today's work, press one, if not, press two."*

Press 1

*"Enter the time you arrived, in hours and minutes, followed by square sign."*

**Example** - Enter 1410 # (for 2:10pm)

*"Two ten pm. If this is correct press one, if not, press two."*

Press 1

*"Please enter the duration of this activity in hours and minutes, followed by the square sign."*

**Example** - Enter 130 # (for 1 hour 30 minutes).

*"One hour, thirty minutes. If this is correct, press one. If not, press two."*

Press 1

*"Please enter a service code or press star to cancel."*

**Example** - Enter 31

*"Domestic assistance."*

*"To enter more service codes press one, otherwise, press two."*

Press 2

*"Registered."*

*"If you arrived at the client's at the scheduled time, press one.  
If you arrived early, press two.  
If you arrived late, press three."*

Press 1

*"If you stayed the allocated time, press one.  
If shorter, press two.  
If longer, press three."*

Press 1

*"Any more details? Yes, press one. No, press two."*

Press 2

*"Thank you. Please hang up."*

## **EXAMPLE 10**

### UNRECORDED ARRIVAL ONLY

If you are unable to register an Arrival during the visit or you forgot to do it at the time, then you can register it later as an Unrecorded Arrival. Ideally, you should do this as soon as possible. However if necessary, you have until Saturday 12:00 noon within the same week as the visit.

**Please note:** for this process, you will need the **client's PIN**. If you do not know their PIN, contact your manager.



Dial the TRS number  
and "Enter your PIN."

*"To register arrival, press one. For departure, press two. For an unrecorded arrival and departure, press three. For an unrecorded arrival only, press four. For an unrecorded departure only, press five. For abortive visit, press six. To cancel, press star."*

Press 4

*"Unrecorded arrival."*

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

**Example** - Enter 1112 #

*"1112. If this is correct, press one. If not, press two."*

Press 1

*"If this is for today's work, press one, if not, press two."*

Press 1

*"Enter the time you arrived, in hours and minutes, followed by square sign."*