

Title of Document	Electronic Call Monitoring (ECM)		
Name of Department	TechTeam		

What type of document is this?	Policy		
Which Helping Hands POL/SOP/W.I does this document relate to?	NA	Reference number of POL/SOP/W.I	NA

Which Operational Priority/Priorities does this document link to?	Maximising Efficiency & Cost Management	Superior Client Care	Internal & External Communications	Information Management & Technology
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Custodian of document	IT Director	Committee/Group responsible for this document	Policy Committee
Approval date and committee chairperson signature	13.08.24	When is its next scheduled review?	13.08.27

Who does it apply to?	All staff working with Clients: <ul style="list-style-type: none"><li>Managers and branch staff</li><li>Carers</li></ul>				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	Yes	Does it apply to third party contractors?

Purpose of the Policy	<p>This policy sets out the expectations that Helping Hands Homecare has of colleagues engaged in the care of our Customers. It focuses on the Electronic Call Monitoring (ECM) system and clarifies roles and responsibilities throughout the organisation. Whilst this falls within the TechTeam aspect of our business, it is underpinned by our corporate mission:</p> <p><b><i>'To provide quality support and care to enable people to remain in their own homes and pursue their chosen lifestyle, regardless of age, disability and geographical area.'</i></b></p> <p>Helping Hands Homecare is a people business, colleagues are encouraged to be mindful that, in using the technology involved in ECM, our purpose is to deliver the benefits of the system into the very highest quality service to our valued Customers.</p>
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## Summary of Key Electronic Call Monitoring Policy Requirements

### 1.0 Scope

- Mitigate the risk of missed visits
- Monitor visits against planned times and durations
- Proactively communicate with Carers and Customers
- Improve the quality of service
- Collate accurate audits and records of visits

Electric Call Monitoring is used by Helping Hands Homecare to enable effective planning, monitoring and compliance of care services provided to customers. The data is used to ensure care services are delivered during scheduled times and for the correct durations. Where appropriate, it is also used as a performance management tool.

Access Care Planning are applications that use GPS to track the location of employees as they conduct their duties. This validates the data held, allows consideration for appropriate travel times and contributes to the safety and wellbeing of lone workers.

### Roles and Responsibilities

Role	Responsibility
TechTeam	Provides Service Desk support to assist all staff with queries and device issues
Branch Manager	Responsible for enforcement of this policy. To ensure that all branch staff and active carers are compliant with the requirements and acceptable use guidelines
Carers	Responsible for adherence to this policy with respect to the requirements and acceptable use guidelines

### 2.0 Overview

Helping Hands Homecare uses three different types of Electronic Call Monitoring Applications.

#### 2.1 CM2000

A landline-based system, where Carers dial a unique 0800 number upon arrival at the Customers home to 'log in' and when they leave to 'log out'. This enables Helping Hands Homecare to capture attendance and actual call length. This ensures that the appropriate Local Authority is only invoiced for actual time spent caring.

Helping Hands Homecare only use CM2000 where there is a contractual obligation to do so, in our Chipping Sodbury and Bristol branches.

Helping Hands Homecare recognises that there will be occasions when a Customer does not wish for the Carer to use their landline telephone to 'log in and log out' using the CM2000 system. The organisation respects the Customers wishes and Carers will be informed prior to visiting the Customer for the first time if the Customer has given consent for Helping Hands Homecare Carers to make use of their landline. This will be documented on the Customers People Planner record.

## 2.2 Access Care Planning

Access Care Planning is a mobile application and web-based portal that integrates with our core scheduling system. Carers may use their personal device to download the application in line with the Bring Your Own Device Policy or are provided a work device with the application already installed. Their schedules appear within the application allowing them to log in and out of their visits. The information is then stored on a secure web-based portal.

Initially Electronic Call Monitoring was implemented where Helping Hands Homecare had a contractual obligation to do so with a local authority. Appreciating the benefits of an ECM the organisation has embarked on a nationwide roll out of its preferred system.

Electronic Call Monitoring enables Helping Hands Homecare to track our remote workers, ensuring that they are safe and well. It's also a vital tool to safeguard Customers receive their planned care at the time requested.

## 3.0 Devices (Mobile Phones)

- The Registered Branch Manager will be accountable for ECM within their branch. Where appropriate, they may delegate responsibility of ECM related activities to suitably trained individuals.
- The Registered Branch Manager will be accountable for ECM device related actions within the branch.
- In the event that a device is required for a new starter, the Registered Branch Manager complete an equipment request via the support portal to request the new starter is allocated a device.
- The Registered Branch Manager must ensure that all active Carers are fully inducted in device usage.
- The Registered Branch Manager must ensure that all active Carers sign the ECM policy acknowledgement form before issuing a device.
- Where a Carer reports a broken device the Registered Branch Manager must liaise with the Service Desk Team and the Carer in order to rectify the fault as soon as possible.

- In the event that a broken phone cannot be fixed by the Registered Branch Manager or the Service Desk Team remotely, it must be promptly returned to Support Office. The Service Desk team should allocate an alternative device to the Carer.
- The Registered Branch Manager must update the Service Desk Team with any changes to devices and their management, this includes but is not limited to:
  - New Starters
  - Leavers
  - Broken Devices
  - Redistributing Devices
- The Registered Manager must ensure that all leavers return their devices within 48 hours of their final shift.
- In the event that a device is not returned by a leaver within the aforementioned 48 hours, the Branch Team must notify the Service Desk Team, who will disable the device remotely.
- Should an employee fail to return a device requested or return a damaged device, then in accordance with the contract of employment the company reserves the right to deduct from pay any sum owed to the Company including, without limitation, the cost of replacing, repairing and any damage or loss to the device and any losses suffered by the Company as a result of your negligence or breach of duty.
- In the event of such sums being due to the Company on the termination of your employment, where your final payment on termination is insufficient to allow for the whole or any part of any such sums owed for that deduction to be made, the outstanding balance will remain due and owing to the Company and shall be due for repayment by the employee immediately.
- The sum of £85 will be repayable for lost or non-returned devices.
- In the event that a device is reported lost or stolen the Branch Team must report this to the Service Desk Team immediately, so that the device can be locked down remotely.
- In the event of long-term absence e.g. maternity leave or long-term sickness, the device must be returned to branch.
- The Registered Branch Manager must ensure that any surplus devices are returned to the Service Desk Team in Support Office.
- In the event that the Registered Branch Manager requires support regarding device processes or returns, they should raise a case via the support portal.

#### **4.0 Service Desk Support**

- The branch Registered Branch Manager can raise any queries via the support portal
- The Service Desk Team will maintain a centralised audit of devices, which will be updated with information supplied by the Registered Branch Managers e.g. leavers, new starters, replacements etc.

- In the event of a broken device the Service Desk Team will provide support to the Registered Branch Managers to rectify the issue remotely
- In the event that a broken device cannot be fixed remotely, the device will be returned to Support Office where the Service Desk Team will attempt to rectify the issue and return it to the Registered Branch Manager for redistribution.
- In the event that a broken device cannot be fixed, the Service Desk Team will liaise with our Suppliers to get the device repaired or replaced.
- If a device is reported lost or stolen the Service Desk Team will disable the device via SOTI within 2 working hours.

## 5.0 Branch ECM Operations

- The Registered Branch Manager must ensure that all Carers are aware of the ECM requirements outlined within this document.
- The Registered Branch Manager must ensure that all branch staff aware of the ECM requirements outlined within this document.
- Where CM2000 is in use, the Registered Branch Manager must ensure that all Customers are set to 30-minute alerts.
- Where CM2000 is in use, the Registered Branch Manager must ensure that all active Carers are allocated and provided with a functional PIN.
- Coordinators must ensure that schedules accurately and realistically reflect the planned completion of a visit.
- In the event that a visit is re-allocated to cover sickness or absence, the visit must be re-scheduled to a planned time after the actual time of the re-allocation. This must be done as soon as is reasonably practical.
- During office hours the Branch Team must monitor Access Care Planning and/or People Planner to ensure that Carers are arriving promptly for planned visits.
- During office hours the Branch Team must 'chase' Carers who have failed to log into their planned visits, to ensure they are safe and well, ascertain they will be going and obtain an estimated time of arrival. The Customer should then be contacted to advise of the delay.
- Where a Carer has failed to log in and has a functioning device, the Branch Team should remind the Carer of this document and their responsibility to log in and out of all visits.
- The Registered Branch Manager must ensure that Carers displaying trends of non-compliance with ECM systems are helped to address these patterns.
- The Registered Branch Manager must ensure that all Customer addresses are validated within all systems.

## **6.0 Central On-Call Team**

- The Central On-Call Team must monitor all appropriately allocated planned visits during out of hours.
- Where CM2000 is in use, the On-Call Team must track all alerts displayed within the Call Confirm Live Portal.
- Out of hours the On-Call Team must 'chase' Carers who have not logged into their planned visits to ensure they are safe and well, ascertain they will be going and obtain an estimated time of arrival. The Customer should then be contacted to advise of the delay.
- Where a Carer has failed to log in and has a functioning device, the On-Call Team should remind the Carer of this document and their responsibility to log in and out of all visits.
- Where a carer cannot be contacted, and a planned visit remains unconfirmed, the On-Call Team should alert the branch On-Call via phone call and follow up with an email to the branch email address.

## **7.0 Carers**

- All Carers must attend all of their allocated calls, on time and for the planned duration, except in the case of evidence-based extenuating circumstance e.g. a family visit.
- Carers must carry and correctly use the devices issued to them whilst on duty.
- Carers should log in as they arrive and out just before they leave using their device.
- Where CM2000 is in use, Carers must log in immediately on arrival at each visit and out prior to their departure, using their designated PIN.
- Where CM2000 is in use, Carers must report any faults with their PIN or faults with the Customer's landline to their branch as soon as is reasonably practicable.
- When attending a double up call, BOTH Carers must log in to the call using the appropriate ECM system and method.
- Carers are not permitted to log a call for an absent or late running colleague.
- In the event that a Carer is unable to log in and out using the ECM system, they should contact their branch.
- Carers must ensure that devices are always charged to a sufficient capacity to carry out their duties.
- Carers are not permitted to use their device for any other activities other than for business purposes.
- ECM systems, with the exception of CM2000 record locations using a mobile device's GPS functionality. GPS must be switched on during working hours. ECM systems will continue to track GPS locations whilst active. Carers should close the application outside of working hours to prevent the collection of unnecessary data. Helping Hands Homecare accepts no liability for data collected outside of working hours.

- In the event that costs are incurred for non-business-related activities, these costs will be repayable to the company and the company reserves the right to deduct such sums from wages accordingly.
- Carers must answer or return all business communication as soon as is reasonably practicable.
- Carers are responsible for the safekeeping of the device issued to them, at all times.
- In the event of a device fault, Carers must report this fault to their branch within 24 working hours.
- In the event of a device fault, Carers must return their device to their branch within 24 working hours of reporting the fault.
- Once notified, Carers must collect new or replacement devices from their branch within 24 working hours.
- Carers must, on leaving the company, return to Helping Hands Homecare the device and charger issued to them within 48 working hours.

## 8.0 Supervisions and Appraisals

- Registered Branch Managers, and Senior Management are responsible for assessing ECM performance as part of the Helping Hands Homecare Supervision and Appraisal process.
- Each Carers ECM performance should be assessed, with support and guidance provided where necessary.

## TRAINING

Is training required?	Yes
Details of training	<ul style="list-style-type: none"> <li>• During implementation, launch and relaunch the implementation manager will be responsible for all aspects of Access Care Planning training.</li> <li>• Training for Carers regarding Access Care Planning devices will be completed by the branch as part of their induction.</li> <li>• Training regarding Access Care Planning portal usage for branch staff will be completed via Induction by Helping Hands Homecare's TechTeam trainer.</li> <li>• Training regarding devices for branch Carers will be completed via Induction by Helping Hands Homecare's systems trainer.</li> <li>• Training regarding CM2000 for Branch Carers will be completed by the Chipping Sodbury and Bristol Registered Branch Managers.</li> </ul>

## COMPLIANCE

How is compliance with the POL going to be monitored	<p>A compliant visit is where a Carer has used the appropriate ECM/BYOD system and method to log in and out.</p> <ul style="list-style-type: none"> <li>• Carers must maintain 95% or above compliance.</li> </ul>
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	<ul style="list-style-type: none"> <li>Where available, Carers must maintain 95% or above compliance unless a reasonable justification has been provided e.g. reported broken device that has been returned to branch for resolution.</li> <li>Compliance will be reviewed on a weekly basis and in the event that an employee is found to be non-compliant with the standard operating policy, hours of work offered under zero hours contracts may be withheld whilst the matter is investigated and considered under the companies' disciplinary policy. Persistent non-compliance with the standard operating policy will be considered as poor performance and if proven, may lead to dismissal from employment.</li> <li>Branches must maintain 90% or above compliance.</li> </ul> <p>NB. The slight reduction in branch compliance from carer compliance is to allow for broken devices.</p> <ul style="list-style-type: none"> <li>The Registered Branch Manager must utilise the compliance reports to effectively manage Carers who are consistently non-compliant.</li> <li>The Registered Branch Manager must ensure that Carers who are persistently non-compliant without reasonable justification receive appropriate sanction</li> <li>The Area Managers must ensure that their Registered Branch Managers are adhering to the Electronic Call Monitoring Policy and Procedure. Compliance will be reviewed on a weekly basis, in the event that a branch manager is found to be non-compliant with the standard operating policy, the matter will be investigated and considered under the companies' disciplinary policy. Persistent non-compliance with the standard operating policy will be considered as poor performance and if proven, may lead to dismissal from employment.</li> <li>Helping Hands are committed to the safety of our workforce whilst they are working in the community remotely, therefore all systems are used and monitored in accordance with the Lone Worker Policy. Any deviation from this policy may lead to disciplinary action being taken against the individual.</li> <li>Any Carer or Manager found to be manipulating either system for personal financial gain will be subject to a disciplinary hearing and will constitute Gross Misconduct.</li> </ul>
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## EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	No	
• disability?	No	
• gender reassignment?	No	
• pregnancy and maternity (which includes breastfeeding)?	No	
• race (including nationality, ethnic or national origins or colour)?	No	
• marriage or civil partnership?	No	



• religion or belief?	No	
• sex?	No	
• sexual orientation?	No	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	NA	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	NA	
• What alternatives are there to achieving the document's aim without the impact?	NA	
• Can the impact be reduced by taking different action?	NA	
• Is there an impact on staff, client or someone else's privacy?	NA	<i>If yes, privacy impact assessment required</i>

What was the previous version number of this document?	Version 01	
Changes since previous version	At point of last review, updates to language and terminology such as names. <ul style="list-style-type: none"> <li>• Document owner changed to IT Director</li> <li>• TechTeam added in place of Application Support</li> <li>• Service Desk added in place of Helpdesk</li> <li>• Deleted "The Service Desk Team will order and distribute NFC tags as required" from section 4 as service never used and not required</li> </ul>	
Author of the document	Head of IT	
Who was involved in developing/reviewing /amending the POL?	IT Head of Service Delivery Compliance Co-ordinator for GDPR	
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside

References	NA	
Associated Documents	<ul style="list-style-type: none"> <li>• Electronic Call Monitoring Carer Acknowledgement Form</li> <li>• Information Governance SOP</li> <li>• Bring your own Device (BYOD) Policy</li> <li>• Privacy Information Policy</li> <li>• Confidentiality Policy</li> <li>• Lone Worker Policy</li> </ul>	