

Frequently Asked Questions: Electronic Call Monitoring (ECM)

1 Will my home phone need to have any adaptations so that it can be used with this system?

- No, your home phone does not need to have any adaptation. However, if you don't have a home phone, we can supply some equipment to help. Please see question 5 below.

2 How does it work?

- The logging in system will identify your household using the existing "Caller Identification" service (also known as 1471). The call monitoring system will already have a record of each household's telephone number, so that it can check that the call is coming from your home.
- Each care worker has their own unique call-in number which they dial using your phone. This number identifies the care worker and records that they are at your home. The same thing happens when they leave.

3 How can I be sure that this is a free call?

- Care workers dial their unique call-in number from your telephone. This number begins with 0800 or 0808 and is free to use, therefore you will not be charged.
- If you think you *have* been charged for this call, please contact Gloucestershire County Council and this will be checked for you.
- In the unlikely event that a charge has been made, you will be reimbursed once an itemised bill has been produced, showing the charge incurred.

4 What if the care worker asks me to ring in for them, if they are running late?

- Please don't do this for them. We need care workers to be honest about the time that they spend with you. If they have a real problem in getting to their appointments on time, this needs to be recorded, and the ECM system will do that.
- We will be checking that care workers don't ask their clients to sign in for them, as part of our contract monitoring process.

5 If the care worker can use their mobile phone to report in when there is no landline, why can't they always do that?

- We can't always rely on a log-in from a mobile phone, as we can't be certain that the care worker is present at your home when making the call.
- We only use the mobile phone option if there is no existing landline. In such cases, we can install a small electronic device called a "CodeConfirm!" box. The care worker uses their mobile phone to text the code number displayed on the box and this is logged by the system.

6 If I don't have a landline and you install the small electronic device (CodeConfirm! box), will it need to be plugged in and will I be charged electricity?

- No, it doesn't need to be plugged in. It runs on long-life batteries (estimated to last 4 – 7 years), which we will supply.

7 How big is this device, and does it have to be put in a particular place in my home?

- The device is quite discreet at 7cm wide, 5.5cm deep and 3cm high.
- It can be kept anywhere in your home, as long as the care worker can easily gain access to it

8 What if I'm on the phone when the care worker arrives or leaves? Do I have to finish my call? That's not very convenient to me.

- We would really appreciate it if the telephone could be free at the expected time of arrival and departure. However, we understand that there may be times when you need to take an important call. In such cases, the care worker will use their mobile phone and will let us know the reason why.

9 There's a lot of emphasis on checking the start and finish times – what about the quality of the care that the worker delivers to clients while they are there?

- Checking the start and finish times will let us know whether you receive the support you require to meet your needs. It also lets us know who is delivering your care and support so we can see if you have regular support from the same group of care workers.
- This is just one of the ways that we will be checking the quality of the care provided. Other ways we will be monitoring quality include:-
 - Contract officers employed by the County Council will be working with the organisations providing care to ensure that high standards are maintained.
 - Asking people who use the service what they think of the quality of the care that they have received.

10 What if I want to opt out from ECM?

- Of course, if you do not wish to give permission for care workers to use your home telephone or to have a 'code confirm' device in your home then we will respect your decision.
- The support worker will still have to log in and out prior to starting and after completing your support visit but should you wish, they can do this discreetly using their mobile phone outside of your home.

- We strongly urge you to consider the benefits ECM can provide for you and your support worker/carer/staff. ECM can provide validation that the support you are entitled to has been delivered in a timely manner and by staff that know you.

11 When will ECM be starting?

- Electronic Call Monitoring will be introduced when the new contracts come into operation.
- The contracts are due to start on 1 April 2016, and ECM will be phased in across the county, in stages. Rural district contracts will start first, in this order: Stroud; Cotswolds; Tewkesbury; Forest of Dean.
- If your care and support provider will be using ECM, we will let you know this in good time.

12 My care worker already uses a call monitoring system that seems similar to this. Will there now need to be two systems?

- No there will not be two systems; it may be the case that the worker now logs in using a different (Freephone) number.

13 I have no home phone and mobile phone reception is poor where I live. Will my provider be able to use the ECM system?

- Yes, there are several options that can be employed in this instance. The CodeConfirm! Unit can be used and although this requires mobile phone signal to send a text – if it fails due to poor signal it will send once the carer receives signal on their phone. Alternatively, office-based staff can log this time on the worker's behalf if there is no possibility of logging it in real-time from the property (although this is a last resort).