



# Fife Health & Social Care Partnership

Supporting the people of Fife together

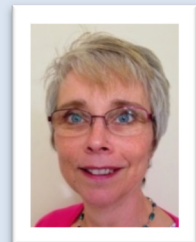
## Let's Connect with...Total Mobile in the West

April 2017

Hello,

May will see the roll out of our new mobile scheduling system, Total Mobile, across West Fife with the Nightlink team following on straight after. Your area will be the final stage in our aim to ensure continuity of care and work smarter in the community.

Supporting you and your colleagues as we do this is really important. This bulletin gives you an update on progress to date and some questions and answers from the lessons learned from colleagues. Thank you to everyone who has worked so hard to get this new initiative up and running and let's make it a success in the West.



**Cindy**  
Service Manager – Home Care

**Scott**  
Team Manager (West)



It's 1 year since we went live in Cardenden, with over 570,000 visits been delivered. We now have over 500 colleagues across the East and Central belt who are working in new ways, Glenrothes being the most recently completed patch. The success of the roll out so far has been down to a lot of hard work by the teams involved.

We are now driving to repeat this success with you and your colleagues in the West as Team Manager, Scott explains:

“Over the coming weeks, there will be training for Home Carers, as well as planning sessions with Co-ordinators and Schedulers. Beth Murphy, Co-ordinator in the East is going to join us in the West to share learning and to support you and colleagues during the roll out period. It's great to have Beth on board, so please make her feel welcome.

“So, although the tech may be new, there have been lots of lessons learned from our colleagues in other areas and we will benefit from that. Check out the Frequently Asked Questions (FAQ) below. We are not starting from scratch and, alongside our local knowledge and experience, we can look to mirror the achievements in our area to the benefit of service users and colleagues.”

All going well the rollout to all 32 patches should be completed by early June. Let's keep pulling together as a team to make this happen and happen well.

## **A few words of support.....**

*“The rollout in Glenrothes and North East Fife has proved to be very successful after implementation and I am confident the remaining two areas will follow suit. This has been achieved through effective joint working across all operational teams and thorough planning and preparation of data. Everyone has a role to play in this initiative to make it a continuing success and lessons have been learned and refinements and improvements made since Total Mobile’s initial inception. The positive feedback from frontline staff fully endorses this statement from all areas of the Homecare Teams in the East.”*

**Steven Boyce, Team Manager**

*“I was quite nervous about Total Mobile, but I love it and find it easy to use. No complaints at all.”*

**Liz McLaughlin, Home Carer**

*“I am pleased with the outcome of the Total Mobile rollout in Glenrothes/ North East Fife. The support of my fellow Co-ordinators, colleagues in the Resource Unit and frontline staff has allowed me to collate accurate information for data input which is critical to the success of Total Mobile. I look forward to working with my colleagues in West Fife with the final phase of the successful and continuing implementation of Total Mobile.”* **Beth Murphy, Co-ordinator**

*“Total Mobile is easy to use and quick to learn. It is working well with no issues. It’s a good system.”*

**Betty Graham, Home Carer**

## **Frequently Asked Questions...**

### **What if I don’t have reception in service users’ house?**

*TM is storing the information that you are sending, so even if you have no signal at all when you do reach 0.01 signal range it will still send the information to the main system.*

### **Do I still fill out timesheets/mileage?**

*Yes. This will be a feature released later on.*

### **What if I forget my phone password?**

*If this happens during office hours do not keep trying to enter a password. Contact your coordinator who will be able get your password reset for you and either confirm which service users you have or pass you to the resource unit. If this happens outwith office hours, contact the resource unit and explain what has happened. They will be able to give you your work over the phone until your phone can be fixed.*

### **I have a non-access or am unable to locate personal plan?**

*Normal non-access procedures to be followed. On the options for “If the scan was successful” press no then choose the relevant option. Please remember that the non-access still must be reported to your coordinator or out of hours. The schedulers are unable to deal with this query. If you are unable to locate personal plan choose that the scan was unsuccessful and choose relevant option. Then contact your coordinator so that they can find out what has happened to the plan and if needed organise a replacement.*

### **Who do I contact for support?**

*Homecare schedulers have been trained on how to use the system and would be your first point of contact.*

Want to know more or want to ask a question? Contact Scott Cruickshank on 03451 55 55 55 + Ext 443799

or call me directly 03451 55 55 55 + Ext 402060

