Derbyshire County Council - Adult Social Care & Health

Home Care Scheduling

Standard Operating Procedures (SOP)

Version 2

Contents

If you would like to make any comments, amendments, additions etc please email
ASCH.adultcare.policy@derbyshire.gov.uk

Touch down guidance is a locally kept document. Please see ESL for that area to provide this information.

Glossary of Terms

CM (Care Management) — Software that supports our delivery of care. This is supplied to Derbyshire County Council by The Access Group.

CCL (Call Confirm Live) — The software that we use to create and manage our care rotas.

Manages the 'visit plans' used to schedule the packages of care required by people.

Helps us to see the visits that people have received, so we know if they have taken place, when they took place and how long each visit was.

CM Mobile App — The application that we use on mobile phones to access the care management software.

Allows enablement support workers (ESWs) to access their individual schedules and tag in and out of visits.

Carer Manager — This portal allows us to send a broadcast message to ESWs via the CM mobile app.

Maxcare — An auto-scheduling system that works with CCL to support the efficient allocation of multiple care worker calls.

CMBI (Care Management Business Intelligence) — A reporting tool that allows us to access and create reports from CCL that help us to understand quality, accuracy, and performance

RFID (Radio Frequency Identification) — These disc-shaped stickers are used to 'tag' in and out of visits at peoples' houses, so we know when a visit has taken place and how long the visit was.

START — Short Term Assessment and Reablement team

Terminology – People/Persons — This SOP refers to the people who are being supported by START as "People"/"Persons". Note that CCL refers to them as "Clients"; unfortunately, this cannot be changed at this time.

Background and Context

Home care scheduling is the process of efficiently managing enablement support workers (ESWs) rotas to meet the needs of people requiring home care support from Derbyshire Adult Social Care.

The scheduling team has been created to deal with the administrative elements of scheduling Derbyshire County Council's (DCC) home care support. This is to enable enablement support leads (ESLs) to concentrate on outcome focussed work with the people who use our services, personal service planning, and review and staff management.

It is critical that the scheduling team and ESLs work in partnership to achieve the most effective and efficient service.

This document sets out key roles and responsibilities, and procedures for specific functions. In circumstances where there is dispute around who is completing a particular task or activity, cooperative resolution should be sought locally in the context of good working relationships between the scheduling team and ESL teams.

1. Roles and Responsibilities: Quick Guides

1.1 ESL and scheduling team quick guide

The information below provides an overview of roles and responsibilities. There may be circumstances where local negotiation is required to resolve complex situations. It is everyones responsibility to ensure relevant actions are taken.

1.2 Enablement support worker quick guide

The information below provides an overview of scheduling roles and responsibilities for ESWs. It sets out who to contact about relevant issues, and how they can find information about their schedule.

Enablement Support Lead Quick Guide

- line management tasks such as agreeing leave/sickness, managing training, supervision and personal development of ESWs (section 9)
- issues or enquiries relating to the person's needs or delivery of care and support such as reviewing persons support and MDT working (section 10) and responding to changes in need and updating visit plans (section 11)
- establishing new people into the service such as, confirming the service can meet the needs of the support, ensuring ESWs have access to the appropriate information about the persons needs and designing the visit plan (section 4)
- deciding and reviewing carer availability such as providing information about new ESW (section 5) forward planning to match employee availability to the needs of the service and supporting troubleshooting of unassigned visits (section 13)
- quality assurance relating to quality of care (section 15)

Scheduling Team Quick Guide

- administration scheduling tasks such as running maxcare, scheduling calls within availability and updating schedules to respond to changing service needs at the request of an ESL (section 6)
- issues or enquiries relating to a ESWs schedule such as real time alert monitoring of call attendance (section 8 + 12) and making required changes to the schedule (section 10)
- scheduling new people into the service such as adding new people onto CCL and scheduling their calls appropriately (section 4)
- updating CCL to reflect ESW availability

- quality assurance that relates to quality of schedules (section 15)

Senior/Enablement Support Worker Quick Guide

Your Schedule (see section 7)

- you can see your live rota through the Care Management (CM) App on your work smart phone. If you don't have your mobile phone or it's not working, contact the scheduling team who will give full details about your schedule

- remember to refresh the CM app before any planned shift and after each call, to make sure you're seeing the most up to date version

- if changes are made to your schedule during your shift, or if your first visit is amended less than 24 hours before your shift, the scheduling team will phone you and send a broadcast message

- you are expected to be available throughout your shift, even if you have gaps. You may be allocated additional calls in this time

- the scheduling team won't allocate visits outside of your planned working pattern without your ESLs agreement

- the Radio Frequency Identification (RFID) Tags within people' homes help the scheduling team to know if the scheduled visits are off track and help to ensure you and the person are safe and well (section 8)

Senior Enablement Support Workers:

- SESWs availability is only drawn onto CCL when they are covering people calls. Where this is the case, then the current guidance in this document applies. SESWs work and guidance are held locally with the ESLs.

  ### START Service Rotas:

- the short-term service provides a timely response to people requiring support in the community. It offers goal-focused support which steps down over the course of their service. In order to offer this valuable service to as many people as possible, schedules need to be regularly adjusted to accommodate new people entering the service and changes to a person's level of independence.

When to contact your ESL You should go to your ESL or a duty ESL if your contact relates to the following*:

- the person's welfare/changes in need or circumstances (section 10)

- your ability to meet a particular need or your ability to provide care for a particular individual/call (section 10; section 11)

- your wellbeing (e.g. accidents/incidents/sickness)

- (section 12)

- leave or absence requests or changes (planned or unplanned) (section 9)

- training, supervision and support (section 9)

- changes to your rota pattern or work location (section 5; section 7)

- pay/contract queries

- *see indicated sections for more detail

When to contact scheduling team You should contact the scheduling team if your contact relates to the following*:

- your schedule or access to information about your schedule (section 5; section 6; section 7; section 12

- for support to tag in and out of visits (section 8)

- delays or changes to the delivery of your schedule (section 12)

- responding to a request to cover amended/additional calls (section 13)

- *see indicated sections for more detail

When might you be contacted by the scheduling team(s2):

- if you are on shift that day, the scheduling team can contact you directly

- if you have consented to this with your ESL you may be contacted when you are not on shift

---

2. Contacting Key Partners

2.1   Contacting the scheduling team/capacity team

The scheduling and capacity team should keep a clear rota of who is on duty on each date. This should be shared with key partners and is available via the SHIFTS app on MS Teams.

For ESWs and people who use the service, a central telephone line is available to contact the scheduling team: 01629 533500.

ESL requests for changes on CCL should be made via the 'ESL Scheduler Tracker' for the relevant agency. Details should be completed in full, including the date and time of the request. And priority should be indicated clearly and accurately.

- Non-Urgent - Changes/requests that require a same day response
- Urgent - Changes/requests that require an immediate response

START/Hospital Teams should contact a team leader on shift via the capacity email address: capacity.request@derbyshire.gov.uk

For any urgent contact, where a response/action is required immediately, contact should be made with the team leader/scheduler on duty via MS Teams.

2.2   Contacting the ESL or duty ESL

ESLs should keep a clear rota of who is on duty on each date. This should be shared with key partners.

ESLs are responsible for making sure that they are available via phone or MS Teams whilst they are at work.

Contact should be made with the local ESL or a duty ESL if they are not available. It is expected that a duty ESL will be able to follow up on any actions requiring same day response but may pass

medium or long-term actions to the relevant local ESL as required.

2.3   How to contact enablement support workers

Contact details for ESWs are saved in the CCL system. These should be kept up to date and include both work and personal mobile phone numbers. Personal mobile numbers **must** be recorded in CCL for safe and well purposes and should not be removed.

2.4   Contacting the carer with requests:

- ESW is on shift at any time on the day of the contact.

  Scheduling team can contact directly. This should be via their work mobile phone in the first instance. Contact can be made on their personal mobile phone if they are **on shift,** and they have already tried their work phone.

- ESWs who are not on shift but are not on leave.

  If ESW has consented to this with their ESL, the scheduling team can contact the ESW on their personal mobile phone.

  Local arrangements can be made to provide this permission in advance.

  ESLs may prefer to make this contact themselves and should advise the scheduling team when this is the case.

- Where it is necessary to contact ESWs who are on leave.

  In exceptional circumstances this will be your ESL or enablement support team manager/service manager.

2.5   Notifying the carer of changes to their first visit:

Where the ESWs first visit is amended less than 24 hours before their shift, the scheduling team must phone them to notify of this and a patch broadcast must also be sent.

2.6   When to escalate to an enablement support team manager:

Escalation to the enablement support team manager would take place where it has not been possible to obtain an urgent ESL response, and/or where escalation processes are required for unallocated calls.

2.7   When to escalate to a service manager

Escalation to the scheduling service manager should be made where there is a risk to the delivery of a safe and effective service, and/or a change/decision is required that requires a strategic response due to impacts across multiple areas/functions.

3. Decisions about People Entering the Service

3.1   This part of the service is currently under review. Please refer to [Short term service (home care) operational practice guidance](#).

4. Adding New People onto Call Confirm Live (CCL)

4.1   Adding new people

The relevant worker will confirm a new person by sending the 'start date confirmed' workflow step to the scheduling team in Mosaic.

This workflow step should include the person's schedule as designed by the capacity team, the start date, and any essential information that should be added into CCL for ESWs to see at their first visit. The scheduling team may receive a workflow with no schedule, this is usually when a person needs to start urgently, in this case, the scheduler should schedule calls as normal using the visit plan information provided.

The scheduler adds the new person onto the rota from the start date identified and transfers all essential information identified by the ESL or relevant worker onto CCL in their access information or person information.

4.2   Visit time tolerances guidance

Visit time tolerances are the amount of time the visit can be adjusted either side of their existing schedule. System tolerances are recorded in the person's CCL record, and the visit plan notes are used to detail call flexibility and any person specific requirements around their visit times. The ESL must advise the scheduling team of any call tolerances and flexibility when the new person is added, and of any updates once the service has started. The scheduler must set up these 'tolerances' when they are creating the person's initial record on CCL.

The tolerances recorded must be used to support appropriate assigning of calls; where no scheduling tolerance is recorded, the system tolerance must be used (see below). Should the scheduling team have a query or concern about tolerances recorded, this should be discussed with the ESL and updated as appropriate.

System tolerances: Where the person has specific needs requiring bespoke tolerances, this will be reflected in system tolerances. Otherwise, standard system tolerances will be added to enable Maxcare to run effectively (see 6.2) - default of 60 mins either side.

Should the system tolerance be set at 60 mins either side, and no scheduling tolerances have been added to the visit plan notes, then the system tolerance is what will be followed.

Scheduling tolerances (recorded in visit plan notes): These are used to reflect flexibility of call times as part of a short-term reablement approach. They support schedulers to understand the appropriate time frame for the person's visit/s to enable manual assigning and optimising of schedules. This may include a bracket of time during which the visit can be provided to meet their needs or may indicate that a visit can be provided flexibly at any point in the day.

General scheduling tolerances: Where ESL does not identify any person-specific tolerances

general scheduling tolerances (as below) will be recorded to support:

- consistency of calls to the person

- scheduler's ability to assign and optimise appropriately within guidelines

Adherence to the missed and late calls policy (see 12.5)

AM to START between 07:00-10:45 (you can schedule this AT 10:45)
Lunch to START between 11:00-14:30 (you can schedule this AT 14:30)
Tea to START between 15:00-18:30 (you can schedule this AT 18:30)
PM to START between 18:30-22:00 (call MUST finish AT 22:00)

As well as or instead of:
Mid to START between 14:00-16:00

4.3   Specific carer requirements

The ESL must inform the scheduling team where the person has specific requirements for their ESWs. This may include, but is not limited to, carer gender and carer training. The scheduling team will update the person's CCL record to reflect these requirements.

Named carer exclusions should be avoided where at all possible because this can significantly increase the possibility of the person having uncovered visits. Where a named carer exclusion is requested by the person or their representative, the decision about applying the exclusion must be made by the ESL and authorised by the enablement support team manager/service manager. The ESL must inform the scheduling team of any exclusions required and the scheduling team must update the person's CCL record to reflect this.

4.4   Ending people

The ESL notifies the scheduling team of planned and actual service end dates. This should be undertaken in a timely manner to maximise the visibility of capacity within the service.

The scheduler amends the person's record to end scheduled visits on the agreed date and time and close the person's record.

The ESL must ensure the RFID Tag is retrieved for reuse.

4.5   Amending people

The ESL must let the scheduling team know where amendments are required to the person's record or requirements in CCL and the scheduling team must update the CCL record accordingly.

An assessor or ESL can extend individual calls based on needs of the person and reablement opportunity. Where appropriate an ESW can do this on an ad hoc basis see s.8.13

5. Enablement Support Worker's CCL Record

5.1 Adding ESWs

ESLs complete recruitment and line management activity, and inform schedulers of a new starter, their details, and their working pattern.

Schedulers create the carer's record in full in CCL.

5.2 Ending ESWs

ESLs complete leaver and other line management activity and inform the schedulers of the leaver and the relevant dates.

Schedulers amend the carer's record in CCL.

5.3 Amending ESWs

ESL agrees any changes to a carer's details, working pattern, patch etc and takes appropriate line management and HR actions. ESL informs the project team or schedulers of these changes.

Schedulers amend the carer's record in CCL.

Where this involves changing a working pattern or changing agency, changes should start on a Monday and actioned by project team or scheduling team leaders.

Any ad hoc changes can be made via the ESL tracker for the scheduling team to action.

6. Scheduling Visits on CCL

The scheduling team are responsible for recording planned care visits on to the CCL system.

6.1 Shadowing shifts

ESL informs ESWs and scheduling team of the shadowing period, identifying who they want the worker to shadow.

Scheduling team manually input shadowing period into CCL at the time and date planned (see detailed guidance for how to code these entries).

6.2 Using Maxcare

Maxcare is an auto-scheduling system that aims to support the efficient allocation of multiple calls. It is run by the scheduling team.

Each home care area has an area-specific scheduling approach that makes the most of the Maxcare system whilst meeting their local scheduling needs. Please refer to area protocols for further details.

What ESLs should do to ensure that scheduling and Maxcare run as efficiently as possible:

- match carer availability to local service demand

- create and maintain effective visit plans: tolerances should reflect the person's needs and be in line with effective parameters; exclusions should only be used where critical

- notify the scheduling team promptly of any ESW sickness/leave, so the system is as up to date as possible

6.3   Optimisation of schedules

Schedulers are required to ensure schedules are <u>assigned</u> up to the Maxcare date of 2 weeks. This is crucial to identify space on the schedules where new people can be accepted into the service.

Due to the quick turnaround in services, schedulers are required to <u>optimise</u> schedules up to 32 hours ahead (day after tomorrow). This ensures travel time, gaps and runs are thoroughly checked and corrected where necessary (see section 7.11).

7. ESW Schedules

7.1   START service

The short-term service provides a timely response to people being discharged from hospital or requiring support in the community. It offers goal-focussed support which steps down over the course of their service. To offer this valuable service to as many people as possible, it is essential for schedules to be regularly adjusted to accommodate new people entering the service and changes to a person's level of independence.

7.2   Information about your rota

Enablement support worker will be able to see their live rota through the CM app on their work smart phone.

7.3   Before any planned shift, ESWs should refresh their app to see the most up to date version of the rota.

7.4   After each visit, ESWs should refresh their app to confirm their next call.

7.5   Where changes are made to ESW rota during the shift, the scheduling team must phone them to notify of this and a patch broadcast must also be sent.

7.6   Where the ESW's first visit is amended less than 24 hours before their shift, the scheduling team must phone them to notify of this and a patch broadcast must also be sent.

7.7   The scheduling team must not allocate ESWs any visits outside of their planned working pattern without prior discussion and agreement from the ESL.

7.8   If an ESW does not have any scheduled visits during their available working hours they will be expected to be available to respond to unallocated availability.

7.9   If the ESW does not yet have a mobile phone, they should contact the scheduling team who will give full details about their rota.

7.10   ESWs will support the service by working across different patches. The scheduling team can allocate these calls if the run and travel time is reasonable. Where a cross patch solution is identified but results in travel time outside of the usual parameters, this should be authorised by the ESL or enablement support team manager.

7.11   Principles for good travel time:

Avoid excess travel.

- reduce ESWs journey to their first call

- assign calls in the same or neighbouring town/village where possible

- ideal travel time (drivers – 30 minutes, not exceeding 50mins. Walkers – 20 mins unless prior agreement)

- being aware of travel restrictions e.g. road works, weather. Schedulers to make changes to calls and communications with ESLs and ESWs

- area and carer knowledge e.g. walkers on hills, short cuts, ESW capabilities, other delays. ESLs to share area knowledge with the scheduling team

- cross patching is encouraged where travel parameters are met. Prior approval from ESLs needed

Avoid gaps. (also see section 7.12)

- allowing a white travel gap between calls, no less than 5 minutes, unless prior agreement

- if the worker is scheduled to cover consecutive calls for 6 hours or more, they must have a 20mins break within their shift. Otherwise, there is no need to plan breaks into the schedule

- if working split shift (direction from ESL), leave 2 hours gap to enable return home payment

- assign calls in a chunk at either end of the shift

- identify where a schedule could be fully cleared and let ESL know

Use the flexibility of tolerances.

- refer to scheduling tolerances (section 4.2)

- distribute calls sensibly where the person has more than one call e.g. medication

- ESL to change tolerances accordingly

7.11   Enablement support worker is unable/unwilling to cover allocated visits

The ESW must call their ESL where they feel that they are unable to cover visits which have been allocated to them.

The ESL determines the reason and decides whether this is a reasonable request. If they decide it is reasonable, the ESL must contact the scheduling team to discuss implementing this as a one off and establish whether calls can be reallocated. scheduling team will update CCL to reflect agreed changes.

7.12   Travel time gaps

It is crucial that schedules are optimised to reflect any gaps whereas a new person can be taken into the service. Too longer of a gap between travel can reduce available capacity and unnecessary time wasted for the ESW.

CCL shows travel time in a black block before a visit. This shows an average travel time to get to the next destination and also incorporates an additional 3 minutes.

Schedulers must leave a white gap between travel at no less than 5 minutes. Where schedulers can see it is reasonable to allow more travel time they can do so sensibly.

---

8. Tagging in and out of Visits (Using RFID Tags)

8.1   The ESL should register the RFID tag and ensure that this is in the property before the first visit.

8.2   ESWs must tag in and out of visits as described. This information is used to action their pay and mileage. It also ensures the safety of the carer and the person by keeping an up-to-date record of the care calls that have been delivered.

8.3   ESWs should use their work smartphone and CM app to tag in and out of visits. They should tag in as soon as possible at the start of their visit and tag out just prior to leaving the property.

8.4   ESW assigned to work in an establishment

The ESW must swipe the RFID tag at relevant establishment at the start and end of a shift. This is usually behind the door in the office. There is no need to swipe for individual persons, these should be recorded manually by the Extra Care ESL.

Please see local 'touch down guidance' from the ESL.

If an ESL does not appear to have the establishment designated in their schedule, they need to phone the scheduling team first so it can be added in. If they do not do so, the RFID tag will not work and the ESW will not be paid travel time to this location

Senior ESWs also get their travel pay via CCL. Therefore, it is essential that any visits that they are attending are on their rota in CCL. Schedulers will add on ad hoc availability and assign the call, this ensures the visit is not unassigned.

8.5   No RFID tag at the property/establishment

ESW must telephone the scheduling team if there is not an RFID tag at the property or establishment.

The scheduling team will manually log them in and out of the visit. They will record the reason for the manual tag and contact the ESL to advise that a RFID tag is required at the property.

8.6   Missing RFID tags

If a ESW tags at a person's house but the RFID has not been entered on the person's record, this will create an unknown person. This results in care workers not been able to see anything in their calendar view on their mobile app.

The scheduling team will contact the ESW to determine who they were visiting at those times and align the visits and RFID tag (see detailed guidance for how to action this).

8.7   Exceptions report

The scheduling team should review the exceptions report daily to identify missed, incomplete and unmatched visits.

8.8   No mobile phone (or phone broken/not working)

ESW should contact the scheduling team at the start and end of each visit, where they do not have access to a working phone or the CM app.

The scheduling team will manually tag them in and out of visits.

The ESW should report this to their ESL, who will provide the mobile phone guidance and attempt to resolve locally.

If the worker is an extra care worker providing support in the community, the ESL must add the milage and working time to the 'missing hours' spreadsheet to ensure that they are paid.

8.9   System/App failure

If CCL is not running on mobile devices, the RFID tag process will not work. During these periods the scheduling team must telephone ESWs to obtain information for tagging in and out of visits manually.

8.10   Tagging in and out of cohabiting persons

The ESW must tag in using person A and tag out using person B. They should then call the scheduling team notifying them to update both records.

8.11   Tagging for shadowing visits

For new ESWs this shadowing is coded as 'training' and the ESW does not need to tag in and out of calls. This should be processed in the same way as other training.

For established ESWs who are undertaking shadowing for their development/return to work, the shadowing ESW must tag in and out of visits as normal.

8.12   Where tag in/out has been missed

The ESW must contact the scheduling team when they realise, they have missed a tag in or out. They must advise the scheduling team of the missing tag time.

The scheduler will update CCL.

Where a scheduler identifies the missing tag, they must contact the ESW for more information and will update CCL. Schedulers should be mindful that call lengths may vary to support a reablement approach; where the ESW has tagged into the next person on time, it can be assumed that the ESW is safe and well and the scheduler can collect the 'tag out time' later into the ESWs shift, or at the end of their shift.

If this is a frequent occurrence for a particular ESW, the scheduler will alert the ESL.

Where an ESL has not tagged out of their last call on a PM shift i.e. up till 10pm, the scheduler must call the ESW to collect tag time. If no response or the ESW is delayed in tagging out of the property, then a call must be made to the ESL on duty to make them aware so appropriate safety and well checks can be carried out. The ESL is responsible for ensuring that the ESW is safe and well. Where there are concerns, the ESL should follow escalation guidance within their Lone Working Risk Assessments.

8.13   Increasing a call on an ad hoc basis to support reablement needs.

Where there would be a benefit from a longer visit, and availability allows it in the ESW's rota, the ESW can make a reasonable judgement call to stay and support the person with more reablement needs.

ESW must call the scheduling team and let them know of the changes and to ensure the ESW is not needed elsewhere.

Where an ESW works over their working time as a result in assisting a person, ESW to let their ESL know.

ESW to tag out of property when leaving.

9. Enablement Support Worker Leave and Absence

9.1   Annual leave or other planned absences

ESW must agree leave with ESL.

Before agreeing annual leave, the ESL must ensure sufficient staff cover is available.

Where planned absence is agreed, the ESL will notify the scheduling team of dates.

The scheduling team input this into CCL and re-schedule the affected calls. Where any concerns are identified about capacity in the patch as a result, the scheduler will inform the ESL.

9.2   Sickness

The ESW should notify the scheduling team immediately of sickness in order that alternative cover can be sought for the ESW's care calls.

Between 7am - 10pm the ESW must contact the scheduling team directly. Outside of these times they should contact Call Derbyshire.

The scheduler takes details of dates, records this in CCL and takes action to reschedule the ESW's visits. They then transfer the call to ESL.

The ESL records and discusses sickness and notifies the scheduling team about anticipated length of sickness and provides regular updates on this to support appropriate cover being sought.

The ESL records sickness on Fiori.

9.3   Special/Medical leave

ESL must approve special leave/attendance at medical appointment. The ESL then notifies the scheduling team.

The scheduling team input absence and reschedules affected calls, assigning manual visit as 'medical appointment' where applicable.

(See Sickness Absence Policy and Guidance)

9.4   ESW training

ESL must agree training. Before agreeing training, the ESL must ensure that sufficient staff cover is available.

The ESL notifies the scheduling team about any planned training who in turn update the CCL record.

(Additional development is underway to streamline the recording and display of training information. This guidance will be updated to reflect this once in place).

9.5   Bank holiday working

ESLs should plan for their team's bank holiday working across the year to ensure there is a fair distribution. ESLs must alert scheduling team where ESW's free day falls on a bank holiday.

The scheduling team updates CCL so they can assign bank holiday entitlements to an alternative free day and enter 'Bank Holiday Not Working'.

10. Changing or Cancelling Planned Visits

10.1   Request to amend call timings

If the person contacts the scheduling team for a one-off amendment of their call time the scheduling team should accommodate this where possible.

If the request is for more than a one-off amendment, the scheduling team should pass this request on to the ESL for their decision.

Where the ESL has agreed to amend further call times, they must advise the scheduling team. The scheduling team should amend the visit plan and re-allocate calls where required and discuss with the ESL where this creates any scheduling conflicts.

10.2 Request for an additional call from the person:

The scheduling team should pass the request through the ESL for their decision.

ESL must advise the scheduling team for action if they agree an additional call. They should also let the person know and update Mosaic records accordingly.

The scheduler should update CCL to reflect any changes and allocate/re-allocate affected calls.

10.3 Request for call cancellation from person or ESW

The ESL must agree any call cancellations. If the request comes into the scheduling team they should contact the ESL. The ESL must update the scheduling team of any changes to calls agreed and update Mosaic records accordingly. The scheduler must update CCL with any changes agreed.

10.4 Person wants to change visit plan or on rota worker

The ESW should contact scheduling team.

Where this change is to meet a need or requirements of the person receiving the service, the scheduling team can make a one-off change and notify the ESL.

If there is a pattern of similar requests, the scheduling team should notify the ESL.

Where this change is not about the person's needs or requirements, the scheduling team will decline this request and pass the ESW on to the ESL.

The ESL should contact the scheduling team to advise them of any requested changes to calls.

11. Changes in the Person's Needs or Situation

11.1 Unplanned hospital admission

ESL should be notified where a person has had an unplanned admission to hospital.

START People: visits should be suspended for up to 72 hours. If the person is coming home within 72 hours, the ESL must advise scheduling team of restart date and restart visit.

If the person is not coming home within this time frame, the ESL should advise the scheduling team to end the service. ESL to contact allocated worker to ensure they send through a new short term hub request should it be appropriate to refer the person back through START. ESL updates the Mosaic record and closes their involvement on Mosaic and arranges collection of the personal held record and RFID tag.

The scheduling team end the service in CCL.

11.2 Urgent change in person's condition or care concerns reported by ESW during the visit

The ESW rings emergency services immediately, if appropriate.

The ESW must contact the ESL to advise them of the situation.

ESL must alert the scheduling team of any changes in the person's visit plan or delays caused to scheduled calls.

Scheduler contacts any people affected by delays to advise them of delayed calls and anticipated arrangements for their call.

11.3 Care concerns reported to the scheduling team

If the scheduling team are made aware of concerns about the person's needs or safety, or they receive information that indicates a safeguarding concern, the scheduling team must:

 i) record as much detail as possible about the concerns

ii) share this information immediately with the ESL and team leader, and;

iii) case note the contact

11.4 Service stops and starts

Service stops and starts must be agreed by the ESL. They must record this in Mosaic.

The ESL must notify the scheduling team.

The scheduling team update the CCL.

11.5 Person has died.

ESW must contact the ESL if they are the first to know.

The ESL must advise the scheduling team of service end. The ESL should update the person's Mosaic record and follow service stop arrangements.

The scheduling team should amend the person's record on CCL and review the rota to ensure efficiency. They should ensure that ESWs due to visit are aware that calls have been ended.

11.6 Person not Answering the phone to the scheduling team.

Where it has not been possible to reach a person over the phone, the scheduling team should review case notes in Mosaic to check for information about the person's whereabouts or warnings about contact. If any existing contact protocols are recorded on the person's record these should

be followed.

The scheduling team will continue to try for up to three times in 30 minutes. Where contact cannot be made, the scheduling team must alert the DSO of the information for their decision about appropriate follow up.

Where urgent time critical care may not have been delivered, the ESL must be alerted if contact cannot with the person be immediately established.

12. Visits Not Undertaken as Planned

12.1 Aborted visits

Refer to the "Home Care Failed, Aborted and Missed Calls" Procedure

If the ESW simply requires information about the person's key safe or other access details on record they should contact the scheduling team.

12.2 ESW delayed

ESW must notify the scheduling team where they are delayed for their scheduled visits.

The scheduling team will notify the person to advise them of delayed visit time. They will update CCL, recording the reason for the delay.

12.3 Adverse weather

ESW must notify the scheduling team where they are having difficulty undertaking planned visits due to adverse weather.

The scheduling team should establish whether the ESW can get to the planned visit. If yes, the scheduling team notifies the person of any delay.

If no, the scheduling team reassigns the visits, notifies ESWs and persons affected.

Further information is available at Adverse weather policy.

12.4 ESW accident

ESW must notify the ESL where they have had an accident whilst on shift or on their way to their shift.

The ESL takes the details of the incident and decides on any additional support required for the ESW. If this is dealt with by a duty ESL, they must hand-over to the ESW's ESL.

The ESL contacts the scheduling team where this impacts planned visits and the scheduling team reassigns the visits and notifies ESWs and persons affected.

12.5   Late/Missed visits

See ESW delayed (12.2) and refer to the Home Care Failed, Aborted and Missed Calls Procedure for reporting processes.

---

13. Unassigned Visits

13.1   The scheduler should do the following when responding to unassigned visits (in this order)

1.   Explore assigning to ESWs indicated as available during the call time/s on CCL.

2.   Contact ESWs who are currently on shift in the patch and neighbouring patches to seek additional capacity.

3.   Seek ESL confirmation of which ESWs in the patch and neighbouring patches can be contacted by the schedulers on their day off to seek additional capacity.

4.   If this has not resolved the issue, escalate to team leader. This must also be escalated to team leader where the unassigned visit is due to take place within 24 hours.

5.   The team leader should do the following when unassigned visits have been escalated to them (in this order):

- ensure the scheduler has exhausted the above options
- escalate as soon as possible to the ESL providing the details of the person whose calls are unassigned, their PIN, and the calls that are left uncovered

Where possible, this should be a telephone/Teams conversation and the information should also be shared in writing with a copy sent to the relevant service manager.

This must also be escalated to the ESL immediately where the unassigned visit is due to take place within 24 hours, even if the team leader is still taking action to resolve the issue.

13.2   The ESL should do the following when unassigned visits have been escalated to them (in this order):

1.   Contact ESWs, including those who are on rest days, to explore availability to offer support. Additional hours should first be explored should there be ESW vacancies in area. Shift swaps can be offered but as a last resort and where it will not reduce capacity on a different day and create inconsistent rotas.

2.   Seek cover from ESWs who are on annual leave/absent on the date/s required.

3.   Look at the following business continuity actions:

- submit a request to the Flexible Resource Pool for Flexible Care Worker support if available
- liaise with other DCC services to identify additional staffing resource to cover

- discuss with service manager where resource from other services or additional/alternative resources require authorisation (e.g. taxis)

- work with the person, their informal carers and START Workers to agree any necessarily alternative arrangements to meet the person's needs in lieu of the planned call

4.   Refer to local Business Continuity Plan.

See Appendix 1 – Unassigned Visits Workflow

14. Technical Problems

14.1   CCL system failure

The scheduling team leader should contact HAS Technology for assistance. If the system remains down, the scheduling team can use the Care Management Business Intelligence (CMBI) report for the shift. The team leader must inform scheduling service manager, scheduling business service manager and the project team.

Whilst CCL is down, the scheduling team must contact all ESWs on duty to obtain their times for checking in and out of visits. See section 9.

Refer to local Business Continuity Policy.

14.2   ESW has no working mobile phone/CM app

If the concerns relate to functionality of the CM app, the ESW should use the trouble shooting guidance in the first instance to try and resolve. Where this is not resolved, contact the ESL for additional support. If still unresolved, contact the project team for further support.

Where it remains unresolved, the ESW informs the scheduling team who will provide a list of their planned visits for the shift.

Refer to local Business Continuity Plan.

See also section 9 in relation to tagging in and out of visits.

15. Quality Assurance

Detailed below are the regular quality assurance activities required in relation to scheduling. Ad hoc additional activities may be required where specific issues arise.

15.1   ESLs: Quality assurance that relates to quality of care:

- review of missed/late call trends
- review of actual vs planned calls
- review of actual vs contracts hours
- review of training reports and ensure all staff are booked on essential training

- check of purchase order accuracy check and direct care trading invoices
- lead on service continuity responses (winter pressures, hot weather, epidemics, system failure)

(These tasks only pertain to home care scheduling – please see wider quality and compliance information for full details of ESL roles and responsibilities).

15.2   Scheduling team: Quality assurance that relates to quality of scheduling and rotas

- ensuring ESWs are tagging in and out of visits
- review 'exception' report (missing tag in or out of a call) and update exception data
- managing inactive person tags (RFID)
- travel time journeys check
- respond to missed/late calls
- mode of transport information missing report
- key fields, SAP reference missing/mismatched in carer record reports
- sickness mismatch between CCL and Inform (project team)
- escalating concerns about service continuity
- providing support to ESLs with finding and running reports
- miss/late calls escalated to BSM where appropriate
- miss/late calls audits by BSM
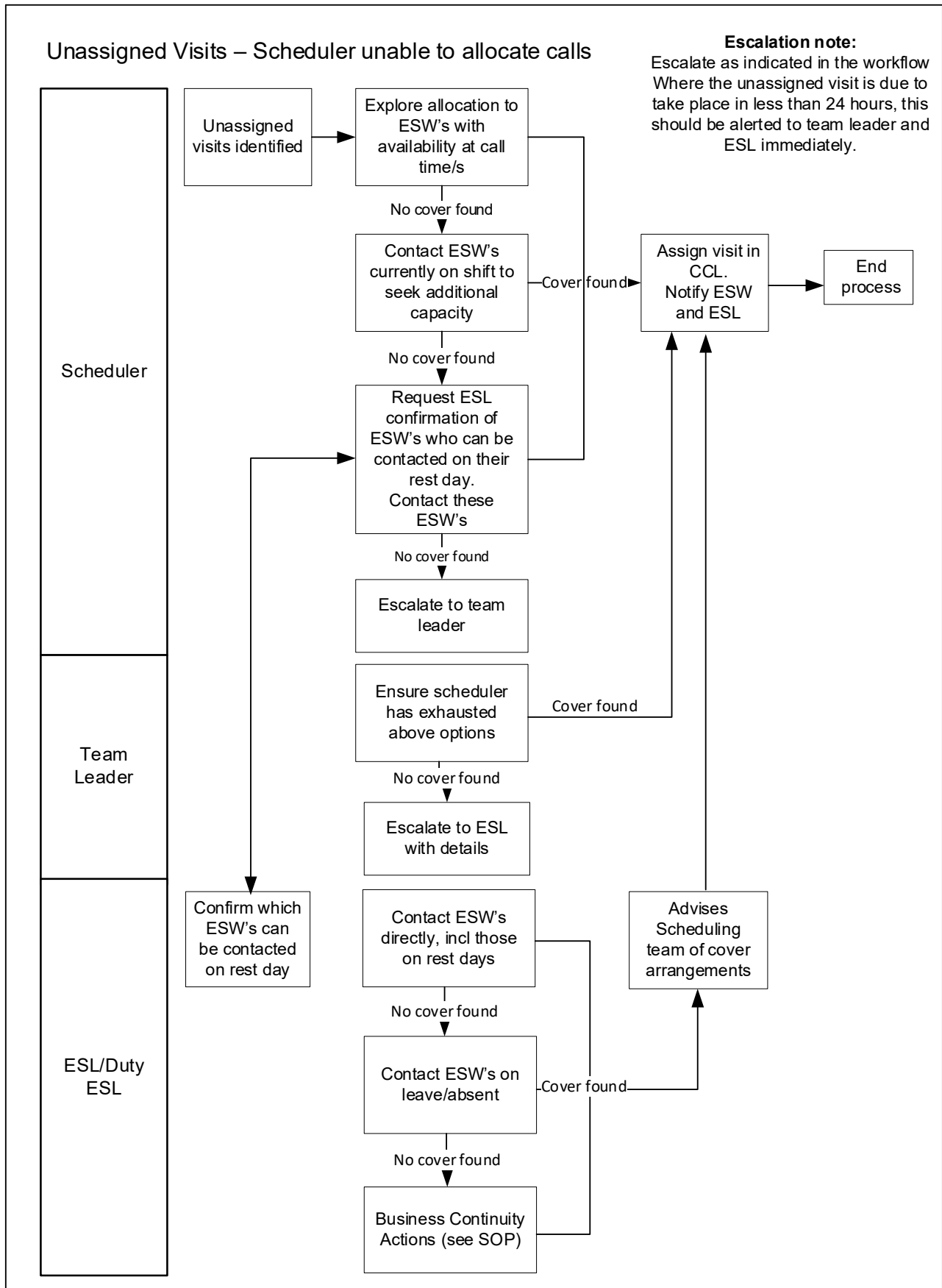
Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Home Care Scheduling Standard Operating Procedures	Originally Issued: January 2022 V2 Issued: October 2024 Review due: October 2025 Author: Josie Hill/Bryde Beighton

Appendix 1 – Unassigned Visits Workflow

Unassigned Visits – Scheduler unable to allocate calls

Escalation note:
Escalate as indicated in the workflow
Where the unassigned visit is due to
take place in less than 24 hours, this
should be alerted to team leader and
ESL immediately.

Scheduler

- Unassigned visits identified → Explore allocation to ESW's with availability at call time/s
- No cover found ↓
- Contact ESW's currently on shift to seek additional capacity — Cover found → Assign visit in CCL. Notify ESW and ESL → End process
- No cover found ↓
- Request ESL confirmation of ESW's who can be contacted on their rest day. Contact these ESW's
- No cover found ↓
- Escalate to team leader

Team Leader

- Ensure scheduler has exhausted above options — Cover found →
- No cover found ↓
- Escalate to ESL with details

ESL/Duty ESL

- Confirm which ESW's can be contacted on rest day
- Contact ESW's directly, incl those on rest days
- No cover found ↓
- Contact ESW's on leave/absent — Cover found →
- No cover found ↓
- Business Continuity Actions (see SOP)
- Advises Scheduling team of cover arrangements

The process for what to do for unassigned visits when scheduler is unable to allocate calls.

Escalation note: Escalate as indicated in the workflow. Where the unassigned visit is due to take place in less than 24 hours, this should be alerted to team leader and ESL immediately.

A number of processes take place to review the situation:
1. Scheduler identifies unassigned visits.
2. Scheduler explores allocation to ESW's with availability at call time/s.
3. If no cover found, Scheduler contacts ESW's currently on shift to seek additional capacity.
4. Was cover found? If 'YES', see a, if 'NO' see b:
    a. Scheduler assigns visit in CCL and notifies ESW and ESL.
    b. Scheduler requests ESL confirmation of ESW's who can be contacted on their rest day and contacts these ESW's. If no cover found, escalate to team leader.

5. Team leader ensures scheduler has exhausted above options.
6. Was cover found? If 'YES', see a, if 'NO' see b:
    a. Team leader assigns visit in CCL and notifies ESW and ESL.
    b. Team leader to escalate to ESL with details.

7. ESL/Duty ESL to contact ESW's directly, including those on rest days.
8. If no cover found, contact ESW's on leave/absent.
9. Was cover found? If 'YES', see a, if 'NO' see b:
    a. Advises scheduling team of cover arrangements. Scheduler assigns visit in CCL and notifies ESW and ESL.
    b. Business Continuity Actions (see SOP).

Author History

Approval and Authorisation History

Name		Date
Authored by Bryde Beighton	Business Services Manager	August 2024
Approved by Josie Hill	Service Manager	August 2024

Change History

Version	Date	Name	Reason
Version 1	January 2022	Bryde Beighton	New guidance
Version 2	October 2024	Josie Hill	Review and update