

Total Mobile – Frequently Asked Questions

1. *What is Total Mobile?*

Total Mobile is our new system for giving staff better access to information and support when you are working in the community.

2. *How does Total Mobile work?*

You will use your new iPhones to view your home care visits, providing you with the right information for each individual patient and allowing you to easily update the system after each visit.

3. *When is Total Mobile going live?*

Total Mobile is going live on Monday 15 November in the East team. We plan to go live in the South and West Teams in the New Year.

4. *When we go live will we stop using CM2000?*

The East Team will stop using CM2000 on 15 November. CM2000 will remain in use for the South and West teams until the New Year.

5. *Will my visits be in Total Mobile from day one?*

Yes. Your visits will be available in Total Mobile from day one.

6. *I have a new iPhone. Do I have to do anything with my iPhone to prepare for go live?*

Yes. A separate instruction has been issued by your home care manager asking you to update your iPhone with the latest iOS version 15 and log in to the Total Mobile application. If you need help with this task, you can visit the Duns and Kelso office (Paul please confirm which office, which day) where you can get assistance to set up your iPhone.

7. *I am still getting used to my iPhone. Why are we using expensive Apple devices?*

We have chosen to use Apple devices because we can manage them as a group which helps keep our data secure.

8. *Are there training materials for Total Mobile?*

Total Mobile is an app which has been designed to be easy to use. There's no big training manual for you to have to read. We have prepared a short two-page User Guide with screenshots of the app.

9. *Are there new features of Total Mobile which are an improvement on the old system?*

Yes. Total Mobile has a system to protect lone workers which we will be implementing following an initial pilot to test our internal processes. When this function is switched on you will receive an email from Total Mobile with a link to a video demonstration. If you feel in danger you can send an SOS back to the central team. Total Mobile will tell them your exact location.

10. I am worried about seeing a new client for the first time and having to use Total Mobile. How will I know what I need to do?

Total Mobile securely manages all care records including referral details, care package details and care plans. You and you colleagues can easily update the system when you are working in the community. Total Mobile will always have up to date information for your next visit so you will be well informed about the specific care needs of your clients.

11. I normally go back to my base office to update the system. Will I do the same when using Total Mobile?

Total Mobile will enable administrative tasks like recording travel time, mileage and completed tasks to be completed with the tap of your finger when you are out and about. This will reduce travel back to SBC offices and is good for the environment.

12. I am nervous about using the new system when I am out and about. Where can I turn to for help?

Your first point of contact will be your manager who will be happy to help you out. (Paul to confirm)

13. Do I have to book all my own visits in Total Mobile?

No. Within Total Mobile, there is a management tool called Optimise, which allows homecare managers to schedule work with the right people in the right place, at the right time. This is all organised for you in advance by homecare managers.

14. How does Total Mobile work for me?

Care staff will receive details about your daily visits and you will be provided with up to date information on the individual needs of your clients. You will also be able to update the system, recoding what happened during each home visit. Total Mobile will allow you to be better informed, ensuring you are able to give the right care at the right time to every service user.

Additional questions for homecare managers

15. How does Total Mobile manage our care records?

Total Mobile has a component, called Carelink, which is the management system. Carelink manages all care records including referral information, care package details and care plans.

16. Does Total Mobile come with a reporting tool?

Yes. Insight is the name of Total Mobile's reporting tool which helps us to understand our service better.

17. I am a busy homecare manager. How will Total Mobile help me?

If you work in a management role, Total Mobile will minimise time consuming tasks, allowing you to prioritise your workload. For example, it will now be much easier to reschedule home care appointments.

18. *How do I explain the benefits of Total Mobile to my team?*

All our staff will have an improved experience using Total Mobile. There will be less time spent on administration and more time to deliver face to face care. All our home care staff will have enhanced access to the right information and tools, at their fingertips. This will save time and improve communication with clients because our staff will be better informed. Total Mobile will also improve two-way communication with staff working in the community, so staff engagement will be better.