

16 August 2023

Dear Colleagues,

Staff engagement sessions

Sessions planned for August will be postponed pending further information on job evaluation of the Home care worker job specification. Future session will be planned in due course. If you have any operational matters concerning your day-to-day role or work schedule this should be discussed with your Service co-ordinator within your team meetings and supervisions.

Totalmobile and Use of you Smartphone

As part of implementing Totalmobile you were provided training on the use of the app and your Smartphone.

Compliance with the use of Totalmobile is everyone's responsibility and the below key guidance points have been provided again for your reference:

- **Device 'location' setting must always be on and must never be switched off.**
- **You should never make Arrive or Complete bookings at a location different to the service user's address.**
- **Click Arrive when you have gained access to the service user's property and click Complete when ready to leave.**
- **Never making bookings from On Way to Complete in under a minute. It causes issues for the system and does not give a true picture of service users' care.**
- **Visits should be completed in date and time order and at the time scheduled.**
- **Visits should never be swapped without approval; please contact your Service Coordinator for who will deal with your request.**
- **If you are delayed on way/at a visit, please call your Service Coordinator to advise.**
- **In the event of a no access, please call your Service Coordinator to advise.**

If you require any ongoing support, please speak to your Service Co-ordinator.

Care at Home staff guidance

We have updated the above relating to travelling in cars please look out for your updated guidance document and familiar yourself with the content.

SSSC new App Preventing infection in social care settings

The SSSC have developed a new app, Preventing infection in social care settings, this can be downloaded from the link below.

[Get the guidance in your pocket \(sssc.uk.com\)](https://www.sssc.uk.com)

I have also attached the link to the IPC manual which is also within your staff guidance

<https://www.nipcm.hps.scot.nhs.uk/>

Staff Survey

Please look out for the staff survey coming through your mobile device, we would be grateful if you could take the time to complete this and welcome your feedback. Our staff within Extra Care Housing who do not currently access Totalmobile will receive a paper copy from their service co-ordinators.

Care at Home Management team would like to take this opportunity to thank you for all your hard work and dedication to those we support.

I look forward to seeing you in the coming weeks.

Your sincerely,

A handwritten signature in black ink, appearing to read 'Lynn Kilicaslan', written in a cursive style.

Lynn Kilicaslan

Operations Manager