

Monitoring Care Services

We use an **Electronic Monitoring of Care Services** (EMCS) system that makes sure you receive your visits when planned and for the appropriate amount of time from your Care and Support Assistant.

The system requires your Care and Support Assistant to make a very brief, **FREE** call from your telephone when they enter and leave. We expect you to allow your Care and Support Assistant to make these calls on your telephone.

The Director of Public Health has advised us that there is no increased risk of infection from your Care and Support Assistant using your telephone.

Will the phone call cost anything?

These calls are **completely free of any charges**. Not only are calls made to an 0800 number, but also the calls do not connect. The call is therefore still free if made from a mobile or a provider, such as Talk Talk, who charge for calls to 0800 numbers. If further information is required from your Care and Support Assistant, the system will call them back.

What happens if I have been assessed as having to pay for my care?

| | Carer stayed | I will be charged |
|---|---------------------|--------------------------|
| If you have been assessed as having to pay for your care, the system helps to ensure that you are correctly charged based upon the actual time your Care and Support Assistant is with you. Visit times are rounded into 15 minute bands with a six minute leeway as per the table: | 0-21 minutes | 15 minutes |
| | 22-36 minutes | 30 minutes |
| | 37-51 minutes | 45 minutes |
| | 52-66 minutes | 60 minutes |

Don't forget - If you wish to cancel your services on either a temporary or permanent basis (except for hospital admissions) you must give your care provider and Care Direct (tel: 0845 1551 007) 48 hours notice, otherwise you may be charged if you pay for your services.

If you have any concerns about your Care and Support Assistant using your phone or need have any further questions please contact **Care Direct (tel: 0845 1551 007)**.

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

Further factsheets can be found online at www.devon.gov.uk/factsheets