

Frequently Asked Questions

What is the difference between Just Checking and Just Roaming?

Just Checking is a short term assessment tool for use by professionals to review care and support.

Just Roaming is a real time support tool for core and cluster supported living. It is a permanent installation tailored to the needs of the people who are being supported.

What does Just Roaming cost?

An annual subscription is charged per person for the Just Roaming service. The cost depends on each individual's plan and equipment.

Category A - £3,210 pa
Sensor technology package

Category B - £3,745 pa
Advanced technology package

Category C - Price on application
Specialist technologies such as health monitoring, fire safety and security devices

For more detail please see our price list

What is the maximum distance between dwellings? Is there a top limit on the number of individuals in a Just Roaming scheme?

It is the staff response distance that is the limiting factor, not the technology. Alerts can be sent to a handset anywhere, but staff need to be able to get to the person requiring support in an acceptable time. On a very large site you might need to position staff at more than one base. We help you work this out in the baseline survey.

What if I need to change the alert settings or the technology in the property?

Your Just Roaming team are on hand to support any changes required and they will regularly review the settings and response with you. The sensors/technology can be changed or updated at any time during the contract.

How easy is it to add or remove staff on a shift if the rota changes?

The app is very simple to use, it does not rely upon entering a rota. Staff log in using their own credentials, providing a record of who responds to what, so it is always accurate as to who is on shift. Managers can add or remove staff user IDs.

What happens if a staff member is responding to someone else?

The assessment period evidences what support is required and when. Clear patterns can be gleaned from the data to identify how many people are likely to require support at the same time. You then build your staffing structure around that, working out what resilience is needed.

The system provides the information to make suitable care decisions e.g. if a roaming worker is engaged in support with a person and an amber alert is raised, other workers will know this from the app. Staff can also use the 'Call for Assistance' feature to communicate amongst themselves.

Can the system offer a guarantee in minimum response times?

The Just Roaming system generates an alert and sends it to the handset within seconds. During the baseline survey, we undertake a walk-around to understand the response distance/times across site(s). This is likely to be the most important factor in response times. You can also build in escalations to other staff to ensure a response is provided within a suitable time-frame. You can view response times using the manager dashboard.

Could Just Roaming be used in community settings as a responder service?

In technical ability, Just Roaming can be used in any location. Additional considerations in a community setting are practical ones such as: distance between properties (response times); base location of the roaming worker; how staff will travel between properties, all of which will be identified during a baseline survey.

How long does it take to install and set up Just Roaming?

Following the assessment and baseline survey, we propose a service design. Once we receive your approval installation takes only 1-2 days. Once installed, the first month is the embedding period, during which we work closely with you and your staff to make sure that alert settings are working and to make any adjustments. From then on, you can continue to make adjustments at any time. Your Just Roaming team will regularly review the data and how the service is working with you.

How reliable is the Just Roaming technology?

The core equipment is inherited from the Just Checking assessment system, so comes with 20 years of know-how. Because Just Roaming must be reliable 24/7 we have built in fail safes and multiple data flows to ensure accuracy and resilience. The system has sophisticated self-checking and verification mechanisms so we know if any part of the system is not performing as expected.

What assistive technology will Just Roaming integrate with? What if there is already assistive technology in place?

Just Roaming can integrate with existing telecare and assistive technology and SMART home controls. We have worked with a range of epilepsy sensors, falls sensors and GPS devices and in conjunction with in-house assistive technology departments. All alerts can be channeled to the Just Roaming handset.

What has been the reaction of the people being supported?

Most people want their independence and welcome the opportunity to show and extend their abilities safely. Just Roaming is being used by a mixture of individuals with capacity to consent and individuals for whom decisions have to be made in their best interests, so most of the feedback is evidence from the data and reporting from staff and managers.

Services have reported a reduction in incidents of behaviours of concern, and a reduction in self injurious behaviour. For people with sensory needs, Just Roaming enables staff to carry out welfare checks without a heavy presence in the person's home. Individuals feel secure that staff are not going to turn up unannounced at any time.

System data shows less disruption to sleep from staff working patterns (e.g. avoiding 'patrolling', or the noise of sleep-in staff getting up in the morning), and quicker response times from a staff hub than rousing a sleep-in, resulting in less escalation of incidents. A number of people who previously always had 24 hour staff presence have shown that they enjoy time alone and are capable of making choices about what they want to do. Individuals learn and become confident that staff are on hand if required.

There has been success in building daytime independence: sensors on targeted appliances such as the microwave oven, vacuum, shower, or taps, show what individuals are using, demonstrating how they are building their capability to care for themselves and build their independence.

Does everyone in a service have to have Just Roaming?

Just Roaming responds to individual needs, the equipment is tailored to each individual. Within each service/cluster you can support a variety of needs - from individuals who have their own staff to those using shared staff and technology. The assessment period allows you to identify the right level of support for each person.

The service is adaptable and can change to meet needs in the future. From a commissioning perspective, it is likely to be one of many considerations when looking at where individuals' needs are best met.

What has the Fire and Rescue Service said about fire safety?

Liaise with your local Fire Service who will help you:

- assess and minimise the risk of fire in the first place;
- train people and staff to be risk aware and what to do in case of fire - ie. regular training and drills form an evacuation plan - which will include what staff should do and priorities for the responding fire service.

What about compliance with CQC?

The UK care regulators (Care Quality Commission in England, Care Inspectorate in Scotland and Care Inspectorate Wales, and the Regulation & Quality Improvement Authority in Northern Ireland) encourage innovation including digitally enabled care. They look for evidence that services are safe, effective, caring, responsive and well led, and improve outcomes for people. Just Roaming is a tool to gather some of that evidence and support people in the least restrictive way. It is best practice to keep the relevant care regulator up to date with the technology you are using.

How do you go about introducing electronic monitoring equipment in a service?

In England and Wales, the principles of the Mental Capacity Act and least restrictive practice should guide decisions relating to the use of technology.

CQC has published guidance regarding the use of technology in care:

<https://www.cqc.org.uk/guidance-providers/all-services/technology-care>.

The Mental Welfare Commission for Scotland has published Decisions about Technology:

https://www.mwscot.org.uk/sites/default/files/2019-06/decisions_about_technology.pdf



Want to find out more?

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