

NMH termly meeting

12 December 2017

Afternoon Agenda

- 1.00pm – Lunch
- 1.30pm – Update and DSA-QAG Audit outcomes
- 1.45pm – DSA-QAG –
Implementation of new timesheet
- 2.00pm – Compass online and alternative options
- 3.00pm – Wellbeing pathways
- 3.30pm - Finish

Staffing Update

Accessibility Manager

- Helen Bancroft –Accessibility Manager

New Accessibility team members

- Lize Van Der Merwe and Kerry Dawson

NMH Drop in sessions – G2

- Tuesdays – 09.00 – 12.00
- Thursdays -14.00 – 17.00

DSA Audit Outcomes

- Thank you!
- On site audit outcome – 87.7%
- Area where we had actions to improve –
 - Session work plan – not attached to Compass and difficulties with referencing against the session
 - Continuing Professional Development (CPD)
 - First Contact with student
 - Audit consent forms

DSA – QAG Implementation of new timesheet

- Changes to note –
 - Only one signature needed from the student
 - Need to complete the funding body
 - Detail support type (ASD/Spld)
 - No need to get signature for missed session

- Date of implementation – 8th January 2018

Student Name	Joe Bloggs
Student CRN	Office use only CRN/DOB label here
Student D.O.B	
Support Type	Specialist one to one study skills (Spld)

INVOICE NUMBER	AB21 (unique number)
Company Name	Falmouth Exeter Plus
Funding Body	Student Finance England/Wales/etc



Attended Sessions

Location	Mode of Delivery	Date	Start Time (HH:MM)	Finish Time (HH:MM)	Total Breaks* (HH:MM)	Total Hours	Student Signature	Support Worker (PRINT NAME)	Support Worker Signature
DM SEM H	Face to Face	01.01.18	10:00	13:00	00:30	2.5		A MCGONAGLE	
TH G3	Skype	03.01.18	14:00	15:00	00:00	1		A MCGONAGLE	

*Breaks – Support provided more than 8 consecutive hours are expected to include a break. Breaks must be recorded within 15min blocks. ‘Comfort’ breaks taken during shorter sessions do not need to be declared

Missed or Cancelled Sessions

Only chargeable missed/cancelled sessions should be included in this section. To ensure that we can process the invoice in a timely manner, please state the date and time when you were informed by the student that the session was cancelled along with the reason for cancellation. For non attendance please enter “NA” into the *Date and Time Informed* box below.

Reason	Date	Start Time (HH:MM)	Finish Time (HH:MM)	Total Hours	Date & Time Informed
Illness	04.01.18	16:00	17:00	1	04.01.18 at 9:00am

TOTAL TIMESHEET HOURS	4.5
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Compass and alternatives

- Thank you for all your feedback
- Listened, consulted, came up with alternatives to incorporate:
 - Your concerns
 - DSA – QAF/Audit feedback
 - GDPR – May 2018

Compass and alternatives

- Cases – Compass cases only
- Communications – 3 choices
 - Compass enquiries
 - FX Plus email
 - Phone/text
- Calendar – 2 choices
 - Compass diary
 - Outlook calendar

Cases

- Case note needed for each session
 - Title (e.g. Session 5/30)
 - Time (e.g. 60 minutes)
 - Method of contact (e.g. Falmouth appt.)
- If attaching image of work plan, please name logically and paste name into case notes e.g. `see file 30.11.17_JB`

Communications

- **Compass enquiries** – see guides at <http://inclusive.fxplus.ac.uk/nmh-paperwork>
 - Allocate to self then close/request info from student
 - Advantage – nothing extra to add
 - Include student's personal email

Close enquiry



Action message

Action settings

File Upload

Email options

- Include full enquiry text in email
- Hide email link to enquiry
- Email student
- Email self
- Email owner
- Email file attachments with update

Adhoc Emails:

(use a semi-colon or comma to separate multiple addresses)

Cancel

Save as draft

Send action

Communications

- **Phone or text**
 - Record as a case note
 - Use template in **Team**
 - folder

- o Date:
- o Time:
- o Medium: Phone call / Text (Delete as appropriate)
- o From: Self / student
- o To: Self / student
- o Summary of message:
- o Any actions to take:

Standard responses

Category 0 Staff 0 **Team 3** Enquiry centre 0

Study skills checklist template (optional)
Select Preview

Termly learning plan
Select Preview

Template for phone calls/texts
Select Preview

Save Save draft Cancel

Communications

- **FX Plus email**

- <https://mailspace.falmouth.ac.uk/>
- **staff** followed by IT user name and password
- Or, set up VDI (Virtual Desktop) with IT on laptop/tablet
- Record emails from students as case notes using template (as above) or pasting in*.

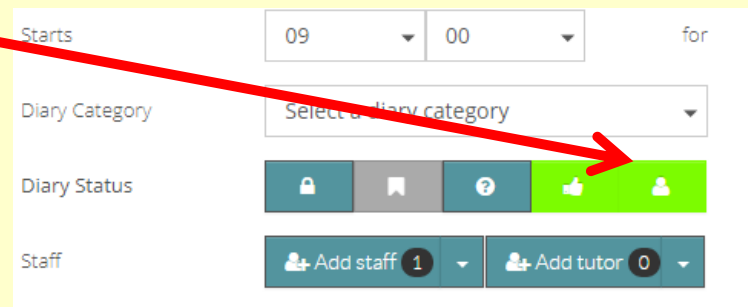
- **Replaces personal emails**

- Emails from us and Room Bookings will come to FX Plus email

* - Use Notepad (PC) or TextEdit (Mac) to remove formatting

Calendar/bookings

- **Compass diary** – as before, but no more room booking through Compass/double booking
 - See guide
 - Please still send reminders (1-7 days before)
 - Add room number to appointment title
 - Mark as 'attended'
 - Outlook integration



The screenshot shows a booking form with the following fields and controls:

- Starts:** 09:00 for
- Diary Category:** Select a diary category
- Diary Status:** A row of five buttons: a lock icon, a calendar icon, a question mark icon, a thumbs up icon (highlighted in green), and a person icon.
- Staff:** Add staff 1 and Add tutor 0

A red arrow points from the text 'Mark as 'attended'' in the list above to the thumbs up button in the 'Diary Status' row.

Appointment editable for 4 Minutes 46 Seconds

Title

Edmund Chan Study Skills

Enquiry Category

Dyslexia Skills Appointment

Appointment Date

Thursday, 30 November, 2017



Enquirer

Search for...

Look up student

TSZ HIN CHAN

More options

Close

Cancel
Appointment

Update
Appointment

Enquiry Category

Dyslexia Skills Appointment

Appointment Date

Thursday, 30 November, 2017



Enquirer

Search for...

Look up student

TSZ HIN CHAN

Starts

09

00

for

Select Length

or until

10

30

Diary Category

Select a diary category

Diary Type

Select a diary type

Diary Status



Email generation

Check to override system email generation

Staff

Add staff 1

Add tutor 0

Room/event details:

No Room

No Event

Description

Description

Advisor notes

Please give a description of the appointment

Calendar/bookings

- **Outlook calendar**
 - Add sessions, including room information as above
 - Note in calendar when sessions missed

General

- See Ali
 - sign Third Party Agreement and set up signature before using account
- See Gemma Prisk to set up VDI
- Grant permission to access email/calendar to Ali, Nikki, Jane Cannon, and Accessibility Manager
- No personal emails to students
- NMH drop-ins for help/queries

Any questions?

- NMH Drop-in sessions with Ali in G4
 - 9 – 12 Tuesday
 - 2 – 5 Thursday
 - Or request an appointment by emailing alison.mcgonagle@fxplus.ac.uk

Wellbeing Pathways

How do students access wellbeing services.

- Complete wellbeing appointment form available on Compass online
- Take or refer to Compass desk or telephone student services 01326 370460
- Provide with online resources
- Time to Talk
- Advise student to book GP appointment

Wellbeing Pathways

How do I know if a student is in crisis?

You are not responsible for the assessment or the risk, but you need to follow the recommended wellbeing pathway.

Wellbeing Pathways Crisis

1. Take student to the Compass desk in the Exchange building (Penryn) /Hub (Falmouth campus).
2. Outside normal office hours, please support the student to contact NHS 111 or contact Glasney lodge staff – 01326 253503.

<http://www.fxplus.ac.uk/students/student-support-services/need-help-now>

Wellbeing Services

- Wellbeing resources list includes crisis contact information and self help.
- Mental Health practitioners offer assessment and ongoing support including duty desk, risk management, signposting and referrals.
- Counselling team offers a range of therapeutic interventions for up to 6 sessions.
- Wellbeing support for general student issues including anxiety management group and one to one sessions for sleep, stress and low mood.