

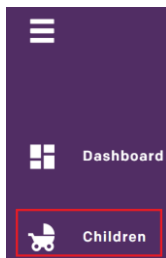


## Confirm Carer contact details to enable them to access Early Years

- A member of the health visiting team needs to contact the Carer assigned to a child to confirm that their mobile number and email address are listed correctly in Early Years. This is an essential step to enable the Carer to create their Early Years account.
- Health Visitors will need to incorporate this step into the new birth/primary visit. It will be decided within your team who will do this for older children. Whoever is required to do this task will need to follow the below instructions.
- N.B. Health Visitors can only perform this task on the web browser version of Early Years (as it's not possible to edit information on the app)

### Confirming Carer Contact Details

- ➔ Log into Early Years
- ➔ Select the **Children** menu



- ➔ Search for the child by entering their name or NHS number in the search field

**List of children** Create child profile

Search Locality

Search for child, HV or NHS numt 🔍

All ▼

Team

All ▼

- ➔ The results automatically display in the section below and you can select a child's name to open their profile
- ➔ Within the child's profile if you see the **Contact details not confirmed** warning message to the right of the child's name, that tells you that the Carer's contact details have not yet been verified and therefore the Carer will not yet be able to access Early Years
- ➔ Select the Carer's name to open their profile

## Child details

[Back to children](#)[Export All](#)[Close case](#)

EVERITT Nutton (26 month(s) old)

Date of birth

Carer

NHS 9449306540

03/05/2018

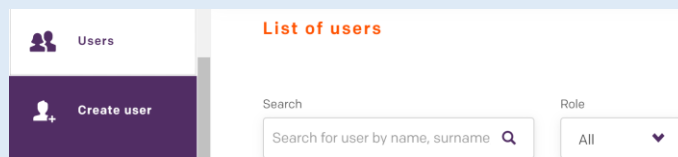
DEMELZA SEO

[Go to details](#)

Preterm:

**!** Contact details not confirmed

N.B you can also access the Carer profile directly from the 'Carers'/'Users' menu (depending on your user role). You can enter the Carer's name in the Search field.



Then from the results which will appear below you can select a Carer's record to open their profile.

➔ On the Carer details page select **Edit**

Carer details [Edit](#)



➔ Scroll down to the phone number and email address section. Ask the Carer to confirm their mobile phone number and email address and ensure they are listed accurately in Early Years

➔ Select the **Contact details confirmed with carer during visit** checkbox

Phone and email details

Mobile  Landline

Mobile number

07725479081

Email

Lisa.holmes@hotmail.com

Contact details confirmed with carer during visit

➔ Click on **Save** at the bottom of the record

## Changing the mother's contact details

- If the child's carer is also the mother to the child, you will need to ensure their mobile number and email address are also updated on the mother's record as the system won't update it automatically.

- ➔ Within the child's profile select **Go to details**

GILLIAN JANE O'HERN (32 week(s) old)	Date of birth 25/12/2019	Carer <u>Mutlaq Karuri</u>
NHS 9449303592	Preterm:	<input checked="" type="checkbox"/> <b>Contact details confirmed</b>
<a href="#">Go to details</a>		

- ➔ Next to 'Parent details' select **Edit**

Parents details [Edit](#)

**Mother's details**

**Personal details**

Full name:	Ethnicity: -
Mutlaq Karuri	Language: English
NHS: 9449307911	Date of birth: 27/07/2011

- ➔ Scroll down to the 'Phone and email details' section and amend the mobile phone number and email address as necessary

**Phone and email details**

Mobile  Landline

Mobile number (optional)

Email (optional)

- ➔ At the bottom of the page select **Submit**

<a href="#">Cancel</a>	<a href="#">Back</a>	<a href="#">Next</a>	<a href="#">Submit</a>
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The mother's details will now be updated.

### **Next steps for parent/carers**

An automatic email and text message will now be sent to the Carer with a link to create their account. Once they've created their account and have logged in to Early Years, they don't need to take any further action at that stage. They will be sent an email when they're required to complete an assessment form.

### **Further help for parent/carers**

During the process of confirming the contact details with the Carer (either during the new birth visit or on the phone), you can email them the parent/carer PDF leaflet. The leaflet contains a web address where they can read more information about Early Years and view help guides on how to create their account and complete the online assessment forms.

Once parents/carers have access to the Early Years app they can get help in how to use the app by typing questions into a ChatBot. The ChatBot will provide them with answers from pre-programmed information. If they don't get the answer to their question they can choose to send a copy of their transcript to an expert. The transcript will be sent to the Level 2 Service Desk for them to investigate.

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## Suggested script to use if ringing carers to confirm their contact details

### Intro

- Hello, I'm ringing from [LOCALITY] health visiting team.
- You may not be aware yet, but we're changing the way that the developmental assessment forms for your child are completed.
- Instead of completing the forms on paper, they now need to be completed online - either on a web browser (which you can access on any device) or by downloading the Early Years App on a smartphone.

### Confirm contact details

- The reason I'm calling is that I need to confirm with you what your email address and mobile phone number are, so you can create your account and access the assessment forms for your child.

**(ASK CARER TO CONFIRM MOBILE PHONE NUMBER AND EMAIL ADDRESS; ADD/UPDATE THOSE DETAILS TO THE CARER PROFILE; SELECT 'CONTACT DETAILS CONFIRMED WITH CARER DURING VISIT' CHECKBOX; CLICK ON 'SAVE' AT THE BOTTOM OF THE CARER PROFILE)**

### Next steps

- Thank you for confirming your contact details. You'll receive an email and text message shortly containing a link to create your account (*email entitled 'Early Years – Account Activation'; sent from 'GM Digital Platform'*).
- Please try and create your account as soon as possible so you're ready to complete the online assessment forms when required.
- I'll email you a leaflet which contains more information about the Early Years project.

It also contains a link to a web page where you can:

- download help guides on how to create your account and complete the digital assessment forms
- read the privacy policy to find out more about how we protect you and your child's privacy and process your personal information safely and securely
- how to opt out if you don't want you or your child's information shared with other providers of health and care services for research and planning

**(EMAIL THEM THE 'EARLY YEARS PARENT LEAFLET')**

End - Thank you; goodbye.

### Additional information for staff members)

#### Benefits of the Early Years app (mention benefits if they'd like more information)

- Makes it easy to access and complete forms on your mobile, tablet or computer – you'll no

longer need to worry about losing or forgetting the paper forms.

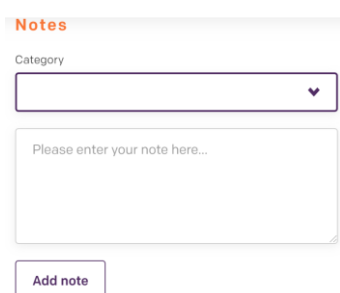
- Provides videos and other guidance to support your child's development.
- Gives you online access to your child's development records whenever you need them.
- Enables your health visitor to share documents with you through the App
- It will help to ensure children are developing as expected and are provided with additional support when needed.

N.B

- It's not possible for a parent/carer to create an Early Years account without an email address AND mobile phone number.
  - If parents/carers don't have an email address and mobile phone number, or they're unable to use the app (e.g. for language/technology reasons), it's likely they'll need to continue using the paper forms (check what the local processes are in your team and what to do in this circumstance)
  - The Early Years project is a partnership between the NHS in Greater Manchester, the Greater Manchester Combined Authority (GMCA) and Local Authorities across the city-Region.
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## Adding case notes to a child profile

- If you want to make a note on the child's profile in Early Years with any details e.g to mention difficulties in contacting the Carer or if the Carer doesn't have an email address for example so cannot create their account.
  - Notes will not be visible to Carers
  - A Health Visitor will receive a notification if a Health Visitor Manager or another Health Visitor adds a case note to a child in their caseload (although they will not be able to respond to the note on the application).
- ➔ In the Children menu search for the child and open their profile
- ➔ In the Notes section (located at the bottom of the child's profile page) select **General** from the **Category** drop down list, type your note in the main notes field and select **Add note**



Notes

Category

Please enter your note here...

Add note

All case notes will appear at the bottom of the child's profile page in date order.

At the top of the profile page it will now say 'Notes Available' under the Child Details heading so you're aware that notes have been added.

### Child details

NOTES AVAILABLE

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