

# MVR in the Social Care Sector

**Front line Social Care staff often work face to face with clients with sensitive information and in high stress situations. Using MVR can help improve record keeping and reporting when dealing with external agencies and 3rd parties.**

As with many public service situations, providers often record land line calls initially, but are unable to provide a similar service once individual cases are being managed by field based front line staff using mobile devices. This can result in information gaps and delays when reviewing cases.

## Recording Mobile Calls

Mainstream MVR is an ideal recording solution to complement any existing land line recording solution that may already be in place. Calls to and from front line staff using mobile devices, with 3rd party support agencies or clients are securely recorded and stored, and can be searched, tagged, commented and audited for future reference.

## Samsung Knox Security

Mainstream MVR uses Samsung Knox security in the phone to keep recordings secure and encrypted before they are automatically transferred to the MVR data Centres.

This means Mainstream MVR is able to offer features that are not typically available in network based solutions including location reporting, device management, photo and video recording and interview or voice memo recording.

## Interviews and Voice Memos

A Social worker can record voice memos as reminders to themselves, or record a client interview or a face to face conversation in the home. This can be tagged and stored in the same highly secure environment as calls. As with calls, this file is stamped with location, time and date information, and cannot be tampered with.

Security around the recorded data is very important, due to the sensitive nature of the information. The security also means any recorded information is admissible as evidence in court and this is true for calls, texts, interviews and photos.

Recordings can later be reviewed and further commented, or a full transcript made. As with calls, the files remain encrypted on the datasever and can only be accessed by authorised staff.

## Location Monitoring

Device location monitoring can be used to help manage resources, reviewing traveling time, routes taken, distances covered and time spent at locations, providing information for better reporting.

Staff can feel more secure with devices set to report at regular client defined intervals, showing the most recently reported device locations.

As well as MVR location monitoring, selected devices also feature an alert system that can be enabled to discreetly request support, with a simple button press combination.

This could also be configured to send text and email messages via the MVR to pre-defined destinations, with information from the device, including user location, and images if available.

