Care Control December 2018 Release Note

Care Control Windows 3.16+

Care Control Mobile 4.27+

Contents

Foreword by Matt Luckham, Creator of Care Control

My Care Home, Spring House, had our CQC inspection in November of this year. This was the first time I have not directly been involved (my manager and her deputy took the lead), so for myself it was particularly nerve racking.

We have not yet had our result, but the message from the inspector was very positive so I am hopeful. What was key during the inspection was how on top of the home we appeared to be! Of course we have some great staff, but in reality it is about process, auditing and policing to ensure we maintain care standards.

I appreciate that I may sound like a broken record, but our key focus has been and remains that we must keep those red crosses off the home status. That is our care standard and we (myself, the business partners and my manager) are relentless in ensuring that is the message. If you can get to that point, and I know it is hard, it really will help!

Regarding this release, following on from the update in November, I wanted to get another important update before the end of the year. This update really tidies up a number of key areas including some important tweaks to the Financial Module. But really this update is all about Videos!

We are all using powerful devices which can take great pictures and record videos. A video of a service user, either enjoying an activity or showing a specific behaviour, can really help describe great care! With this update we have included video support within Care Control Mobile as well as a host of features with regards advanced image manipulation.

We hope you like this update.

Our focus going forward is all about the new rota update which is going to be amazing if not a little daunting. This future update covers Rotas, Payroll, Allocations and HR Features. More details in the New Year.

All I have left to say is thank you for being a Care Control Customer. I hope you all have a trouble-free Christmas and a very positive 2019!

Introduction

This is a major system update with many changes affecting several core Care Control systems.

System Versions Covered

This release covers changes to your Care Control Database, Care Control Windows and Care Control Mobile.

After this update you should be using CC Windows 3.16 and CC Mobile 4.27.

Advanced Images and Videos

With this release of Care Control we have added a new feature called Advanced Images and Videos. This new feature is available with CC Mobile 4.27.

Advanced Images

All devices that run Care Control Mobile have a camera that can take great pictures. With this release, we have included advanced image functionality to allow you to maximise what you can do with these fantastic devices.

Access Advanced Images

We have included this new functionality in three areas: -

1. General Note
2. Activities
3. Health Issues

On the General Note screen you can access the advanced images screen by touching the following icon: -

On the Activities screen you can access the advanced images screen by touching this icon: -
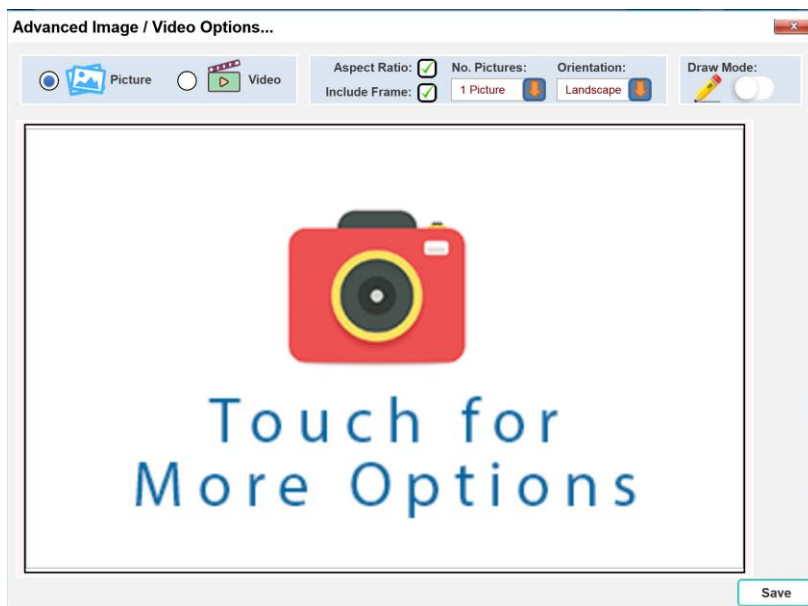

On the Health Issue Screen, touch an image and then select Advanced: -

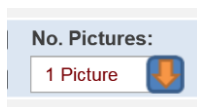The advanced images screen will now load.

Advanced Image Screen

The advanced image screen looks as follows: -
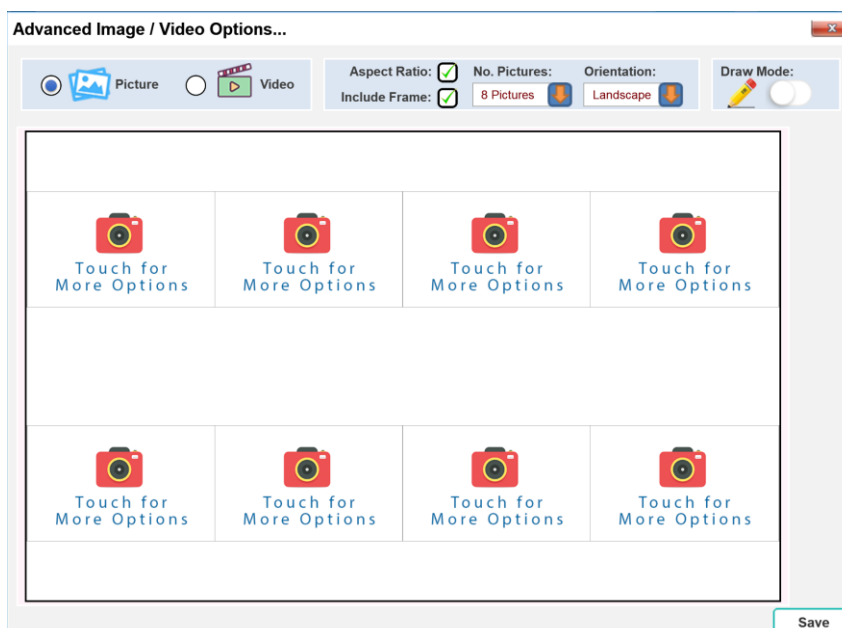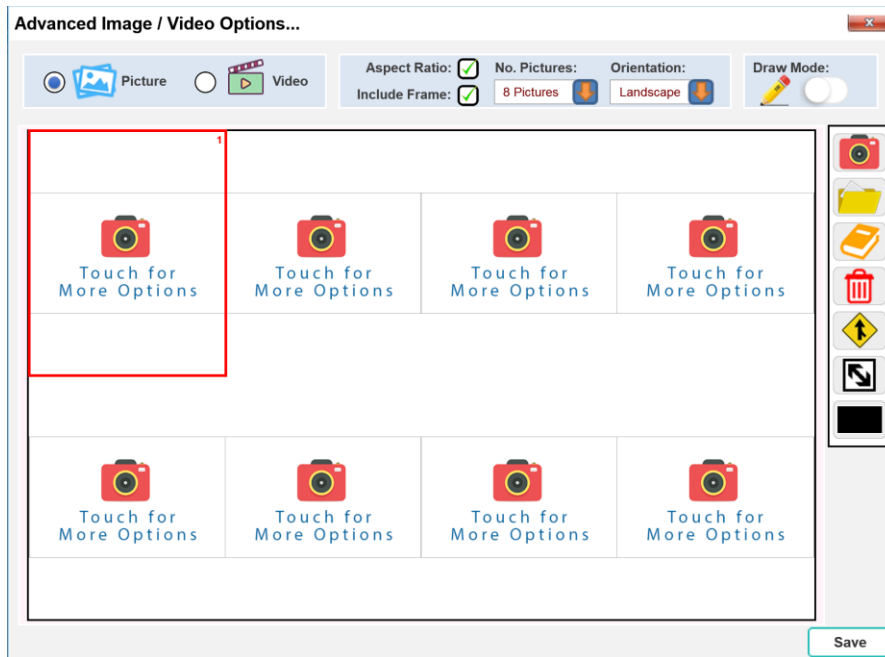

Multiple Pictures

The default is to have just one picture, however you can have up to 16 pictures in a composite view. To change the number of pictures you use this option: -

If you select 8 pictures the screen would look like this: -

Each camera icon can be touched and an image can then be loaded: -

Picture Toolbar

To load an image you use the tool bar on the right: -

	Select the Camera Icon when you have 1 or more images selected and you can then take a picture. The picture you take will be loaded into ALL selected images.
	Use the folder option to load a picture that is already stored on the device. Again, the picture you choose will be loaded into all selected images.
	The book icon allows you to access our library of images. This include body maps, body parts, tooth charts, pain scales etc.
	The delete icon simply removes the image. It will replace the image with a blank background with the current background colour (see below). Press it again and it will reset the image square.
	The merge icon allows you to merge a group of selected images together. Your selected images have to form a rectangle and you can't merge an already merged image.
	Aspect ratio button allows you to stretch images to the size of the containing rectangle. Pressed again and it will revert the image to the correct dimensions without losing aspect.
	The colour option icon allows you to set the background of the selected image to a set colour from the colour pallet. Useful when using draw mode (see below).

Orientation, Frame and Aspect Ratio Options

There are three options at the top of the screen that affect all the images on the screen: -

- Aspect Ratio

  Checking or unchecking this box will affect the aspect ratio for ALL images. You can change the aspect ratio for individual images by using the picture toolbar. An example of Aspect Ratio is as follows: -
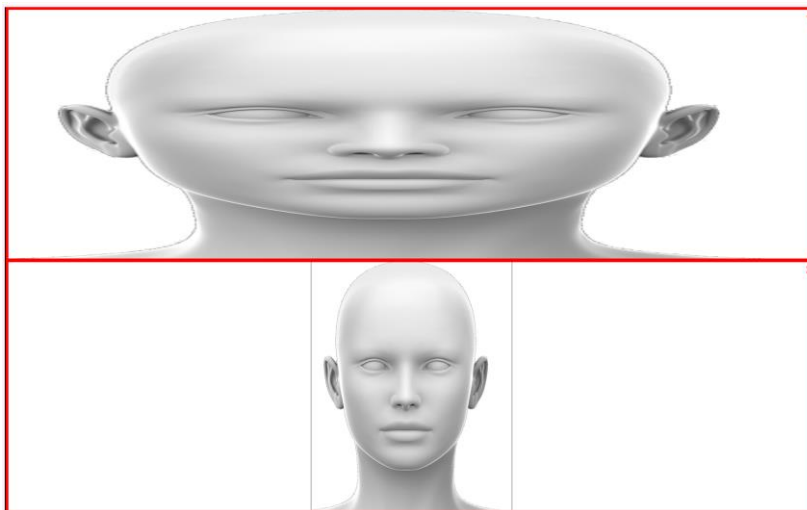

  Image 1 does not have aspect ratio set. It appears stretched.

  Image 2 does have aspect ratio set. It appears in proportion.

- Include Frame

  This turns off or turns on the frame surrounding each image square.
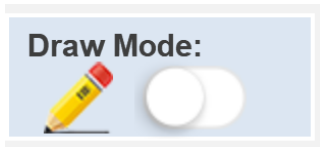
- Orientation

  For certain sets of images (2, 6, 8 and 12) the image squares are orientated in a specific way.

Draw Mode

You can also add a layer of drawing to your image. This can be useful if you want to mark an image, add a label or point out an issue.

To turn on drawing mode you touch the following switch: -

When you turn the draw mode on, you will see the drawing toolbar: -

	The Drawing Icon allows you to draw free-hand on top of your image. The colour and width of the line is set using the icons below.
	The Line Icon allows you to draw straight lines. The colour and width of the line is set using the icons below.
	The Arrow Icon allows you to draw arrows. The colour and width of the line is set using the icons below.
	The Label Icon enables you to create a label. Once created the label editor will show (see below).
	The Colour Icon shows the colour pallet to enable you to select a colour.
	The Line Width Icon allows you to select a width.
	The Undo Icon allows you to take one step back on your drawing just in case you have made a mistake.

When you turn off the drawing mode any drawing that you have made will be hidden. This allows you to then work on the image layer.

Turn the drawing mode back on will show your current drawing.

Label Editor

When you place a label on your drawing, the label editor will be shown: -
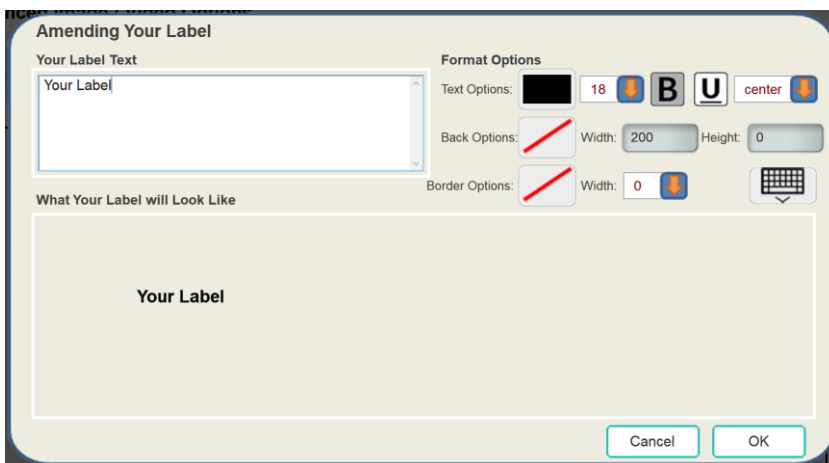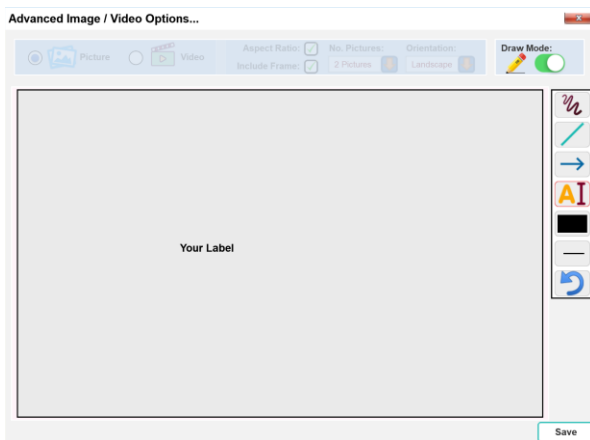
On this screen you are able to enter label text, select the text colour, font size, bold, underline and alignment. You can also set the back colour, width, height, border options and border width.
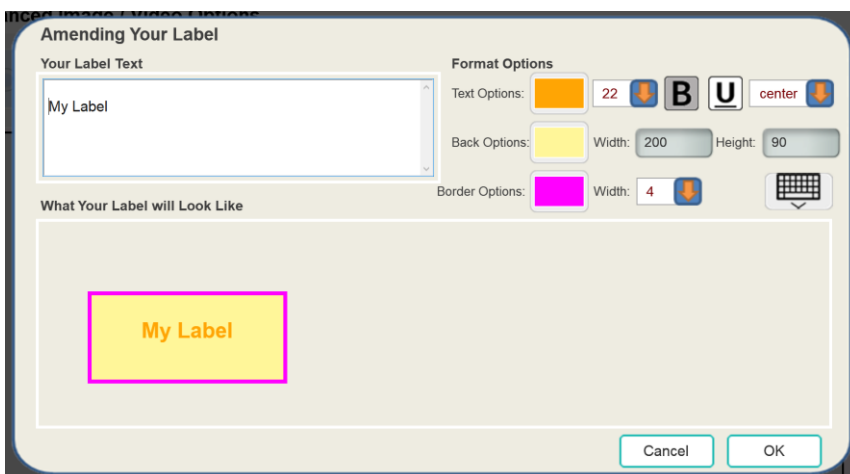
When you have finished editing your label touch OK.
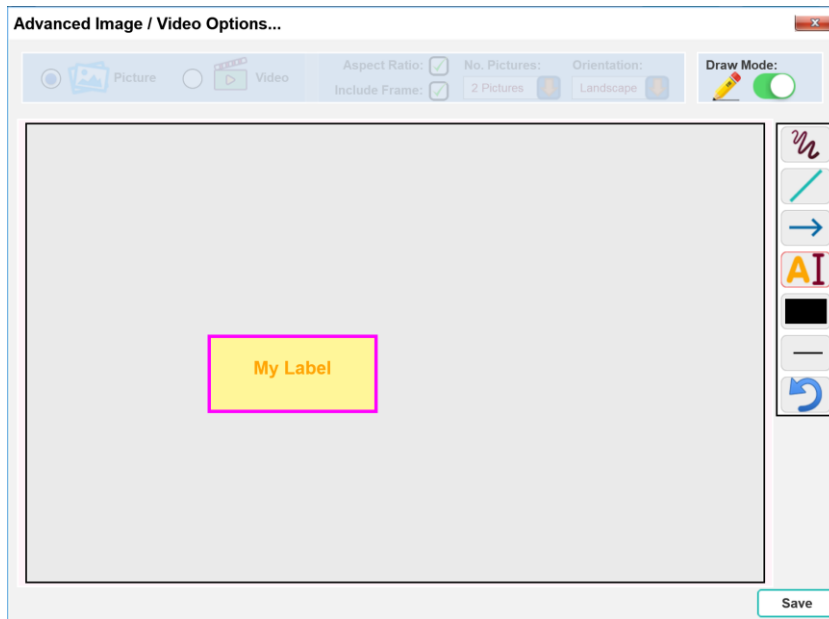
You can then move the label around the screen to any location by touching the label.

Videos

Using CC Mobile 4.27 you can now record and upload videos into your Care Control database.

Allocated Space

We have provided 10 megabytes of video storage space for each active service user. If you require more space please contact the Care Control Team.

The default maximum size of any one video is 20mb. This can be increased in your System Settings.

Uploading Videos

There are two locations that you can load videos: -

1. General Note

2. Activities

You access the Video Option through the following buttons: -

Touch this new button to access advanced options.

Advanced Image and Video Screen

When you touch the "More Options" button you will see the following screen: -
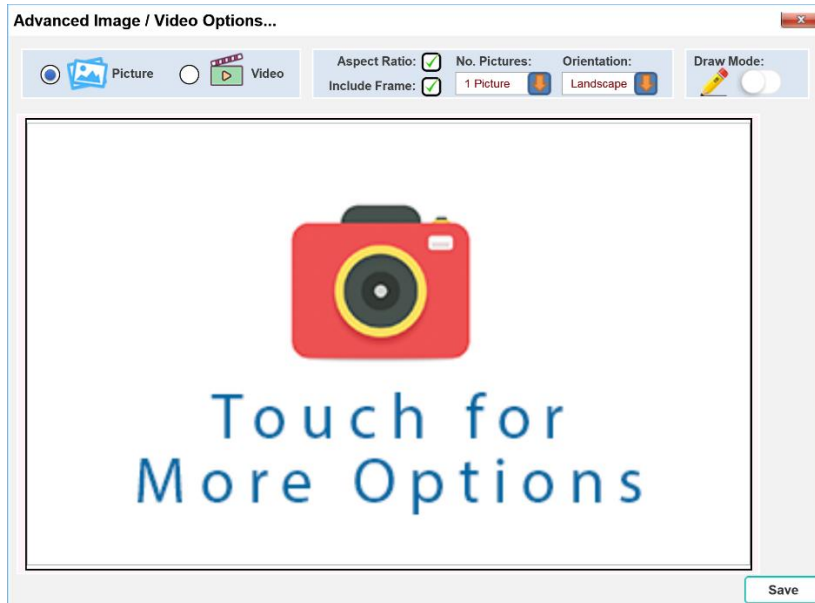
If your organisation has given permission to load videos, you will see the following option: -

If you touch this option, the video screen will load: -
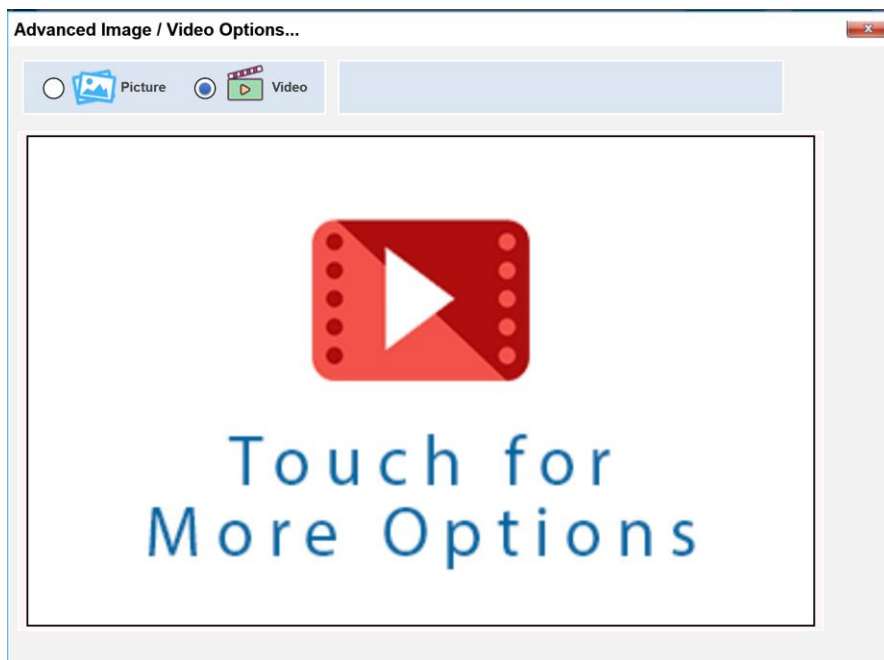
Touch the middle of the screen to access the video loading options: -
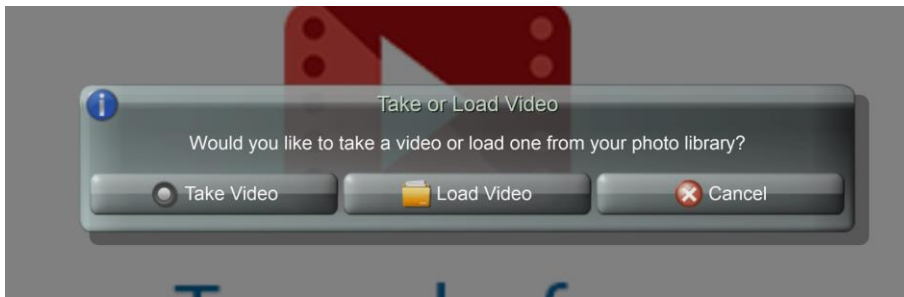
If you select Take Video, the system will allow you to start to record a video.

If you select Load Video, the system will access your devices photo library and show you all previously saved videos.

PLEASE NOTE

There is an issue loading videos on IOS (Apple) devices. The bug is outside of the Care Control System. We have reported the issue to the software vendor who are looking at it. The issue is that if you Load a Video using an IOS (Apple) device, the quality is very poor. The best option for IOS (Apple) devices is to select "Take Video".

Once you have Taken or Loaded your video you can save it.

Please note, videos can be large and the save process can take time. Let it complete before you continue.

Tip: Keep your videos to below 20 seconds in length to avoid using too much space.

System Settings Associated with Advanced Images & Videos

The new advanced Images and Videos screen also has an associated system settings page

which is accessible from CC Windows: -
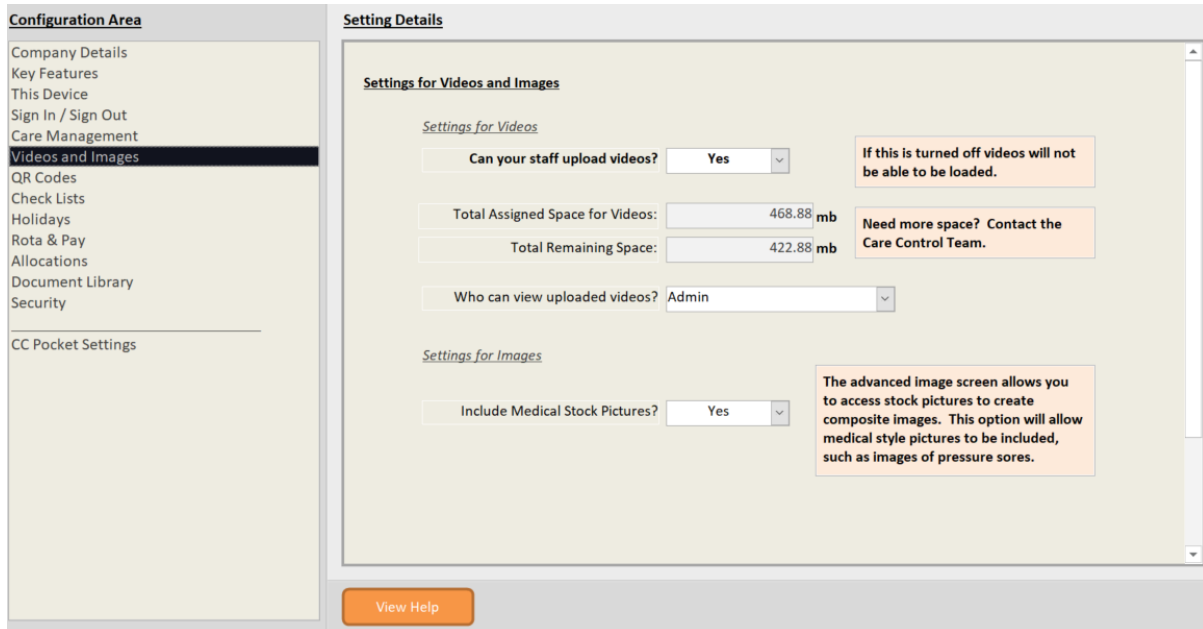
The settings include: -

Settings Name	Description
Can your staff upload videos?	If this is set to No, then staff will not be able to load videos from Care Control Mobile.
Total Assigned Space for Videos	This is a read-only setting which tells you the total amount of space assigned to your organisation. As a default this is 10mb per active service user. **If you need more space please contact Care Control.**
Total Remaining Space	This is a read-only setting which tells you how much space you have left.
Who can view uploaded videos?	Videos are attached to notes and so can be viewed from any note screen. However, if you want to you can restrict who can watch videos. The options are: - Admin, Care Managers, All Care Staff, All Staff. The default is All Care Staff.
Include Medical Stock Pictures	The Advanced Image feature contains some medical stock images that you can. These include pressure sore images which are very medical and graphic in nature. By default these medical stock images are not shown. If you do want to show and use them this setting needs to be set to Yes.

New and Updated Alerts

Alerts remain the most powerful feature of Care Control. Think of alerts as your automated audit tool which always runs and never forgets!

With this update we have created new alerts and updated existing alerts: -

Alert Title	New or Existing?	Description of Change
Alert when a resident does not drink enough.	Existing	At present this alert is sent one per service user. The alert has been changed so that all service users are now included in one email.
Alert me if the target monitoring time was missed by x minutes.	Existing	The alert has been changed into one email with all service users included. We have also changed the wording and what is displayed so it is easier to understand. Key Alert!
Alert me if a red cross is generated in the Home Status.	Existing	Changed the form of this alert to make it more readable. Remember, we do not want any red crosses!
Alert me if a personal allowance balance goes below a set figure.	New	Allows you to set a target and if the personal allowance for any service user goes below that figure the Alert will email you with all affected service users with their current balances.
Alert me if the petty cash balance goes below a set figure.	New	Allows you to set a target. If the Petty Cash balance goes below that figure the alert will email you and include the last 10 Petty Cash transactions.
Alert me if there is an aged balance over a set number of weeks.	New	New financial alert. You can set the number of weeks of the age of the balance. If there are unreconciled transactions over that age the alert will email you with the service user and the balance.
Alert me to low frequency care tasks that are going to be due.	New	You can have an alert that will look into the future and let you know which low frequency tasks (monitoring set in days) are going to be due. The alert will let you know the task and the date it will become due. You can look up to 30 days into the future.

Financial Module Changes

The financial module was released last month (November) and inevitably there have been some tweaks. The following summarises the changes that have been made: -

New Features

- **Delete Schedule**

  You can now delete an inactive schedule or an active schedule that has never run.

- **Define Schedule Invoice Contact**

  When you create a schedule you can now define the contact that will be used for the invoice that is being created, including the service user.

- **Select Service User for an Invoice or Credit**

  You can now select that an invoice or credit is raised for a service user. The default details are the service user's name and the care organisation's address.
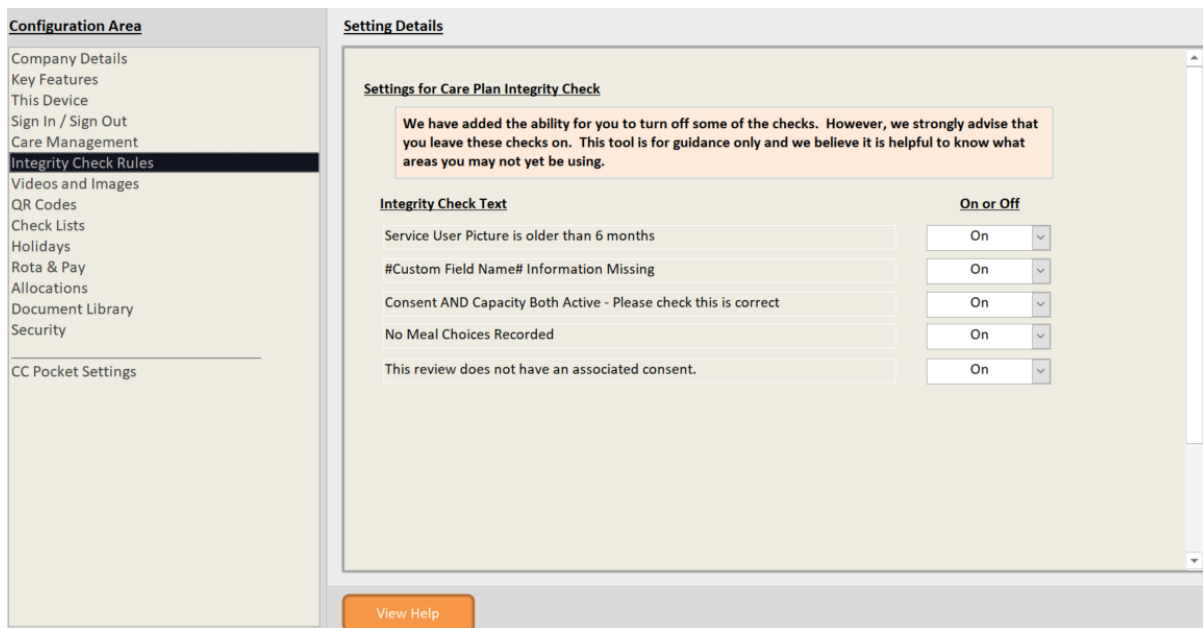
- **Set an Active Schedule End Date**

  You can now set the end date of an active schedule to the start date minus 1 day. This will result in all of the invoices created by that schedule to be credited to the service user account and the schedule deactivated.

Care Plan Integrity Switches

The Care Plan Integrity is an essential tool that managers of your Care Organisations can use to ensure that the care plan quality is being maintained. This is a confidential check and you don't have to disclose it to any regulator, however, we understand how some of our clients want to be able to switch off some of the alerts as they may not yet be using that feature.

We have added a new system setting screen on CC Windows which you can use to switch off 5 different integrity checks that we have had requests about: -

WE STRONGLY ADVISE THAT YOU KEEP THESE CHECKS SWITCHED ON.

Bug Fixes & Minor Enhancements

Along with the above major enhancements, the support team have been recording bugs and errors in the software. Some of these bugs have been fixed and are listed below: -

Minor Enhancements

Type	Summary	Description
Enhancement	Historic Residents on Personal Allowance	D at FG has requested if the historic residents can be removed from the dropdown on personal allowance. The list is getting unmanageable.
Enhancement	Process Payment with no Transaction question	When you process a payment, the system should stop and ask if you really want to process a payment without a transaction.
Enhancement	Alert viewing	G from S would like to know if there would be any way alerts could be separated by line breaks as at the moment it can be a bit difficult to read.
Enhancement	New Historic Staff Area	I have replaced the historic staff area so that it uses the existing staff edit screen. This was because the previous historic staff area did not hold all of the fields.

Bugs Fixed

Type	Summary	Description
Bug	Audit of Changes Locked	If you're on the Audit of Changes page of a care plan and press Click to Edit, Click to Change Record and then either Save or Cancel Changes, the page locks so you can't change the duration of your search
Bug	Graphical Issue in Care Plans	Minor issue with dates being cut-off at the top of the screen when viewing care plan pages.
Bug	Cannot process payment in the past	If you try and process a payment in the past (which you should be able to do) the system stops you and says you can't do that.
Bug	Date Time Field not showing on Account Detail	On some Windows Computers the transaction date time field shows as hashes. I think this is caused by font and regional settings. The fix is to reduce the font size down a bit.
Bug	Order By Room Number on Screens	NL have got their Service User Overview screen set to order by room number, however the screen is still showing in order of number of red crosses.
Bug	Spelling error	L have noticed a spelling error when recording Urine/ catheter output. It is missing the d in recorded (recored)

Bug	Uploading Company Logo	You currently can't upload a company logo. When you try you get a message telling you to save or cancel changes. Even if you make a change and then save it you still get the message
Bug	System Settings Save Button	The save button is not appearing when you change the library path for internet.
Bug	Reduction in fees	I have been able to increase the fees, however, if I wanted to give a reduction it will not let me, in Apply Fee Adjustment, i.e. roll back a mistake on the increase .
Bug	Key contacts on Mobile	On resident contacts on CC mobile- if you select Edit to edit an existing contact, the button doesn't disappear like it normally does. If you click the Edit button again it crashes the app.
Bug	Monitoring type	G have noticed if you have a staff PC and access the monitoring types by going into admin centre all of the options come up as Assigned Residents 0. If you click Manage Monitoring then to check if the monitoring is set up and then back into Monitoring Types, it corrects itself.
Bug	A couple of issues at ML	When they try to view Custom Task Analysis in Reports and Datasets it crashes. They have also created a handover group on mobile that isn't showing in the handover (this one is on both M and G).
Bug	Missing ABC Monitoring	Clicked on to mobile and there is no ABC Monitoring on the mobile site for them.
Bug	Multiple Drugs Trolleys	If you have more than 5 drugs trolleys it causes eMar to crash every time you try to select any of the trolleys. The issue is at South west independence where they have multiple homes that might mean more than one person will need to administer meds at the same time so they need drugs trolleys. I've recreated on demo.
Bug	Postponing Monitoring in Staff View	If you try to postpone a task by going into a care plan and selecting the task in Outstanding Tasks, Care Control crashes. This only seems to happen in Staff View regardless of access level or site.
Bug	W Risk Assessments	W are having some issues with opening generic risk assessments. They've been working fine for a while but now there are runtime errors when they try to access some of them. In particular; Bedrooms Night Time Support Elopement / Wandering

This seems to apply to all residents. |