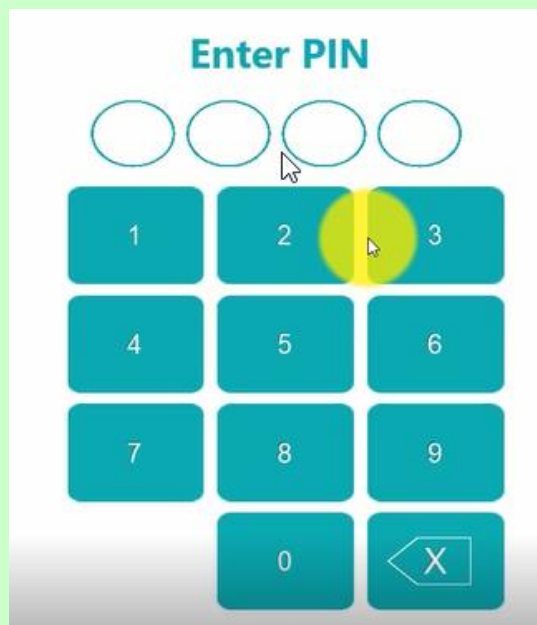




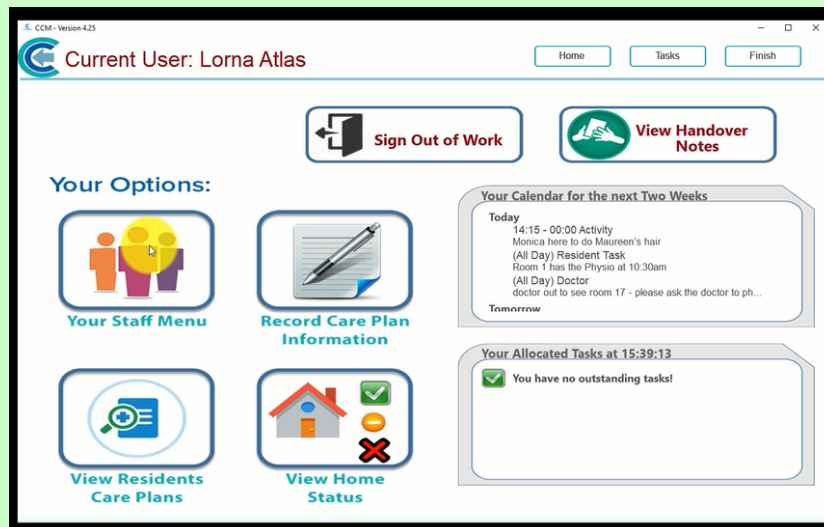
## CCQ Level 2 Part 1 - Care Control Mobile Home Screen

Today's training is all about Care Control **Mobile Home Screen**.

Let's take a look...



- This is your start-up page with a confidentiality statement. Click OK and enter your 4-digit pin number to get into the home screen.
- This is your home screen and as you can see you have your options:
  - **Your Staff Menu**
  - **Record Care Plan Information**
  - **View Residents Care Plans and**
  - **View Home Status**



We're going to look at **Your Staff Menu** first.

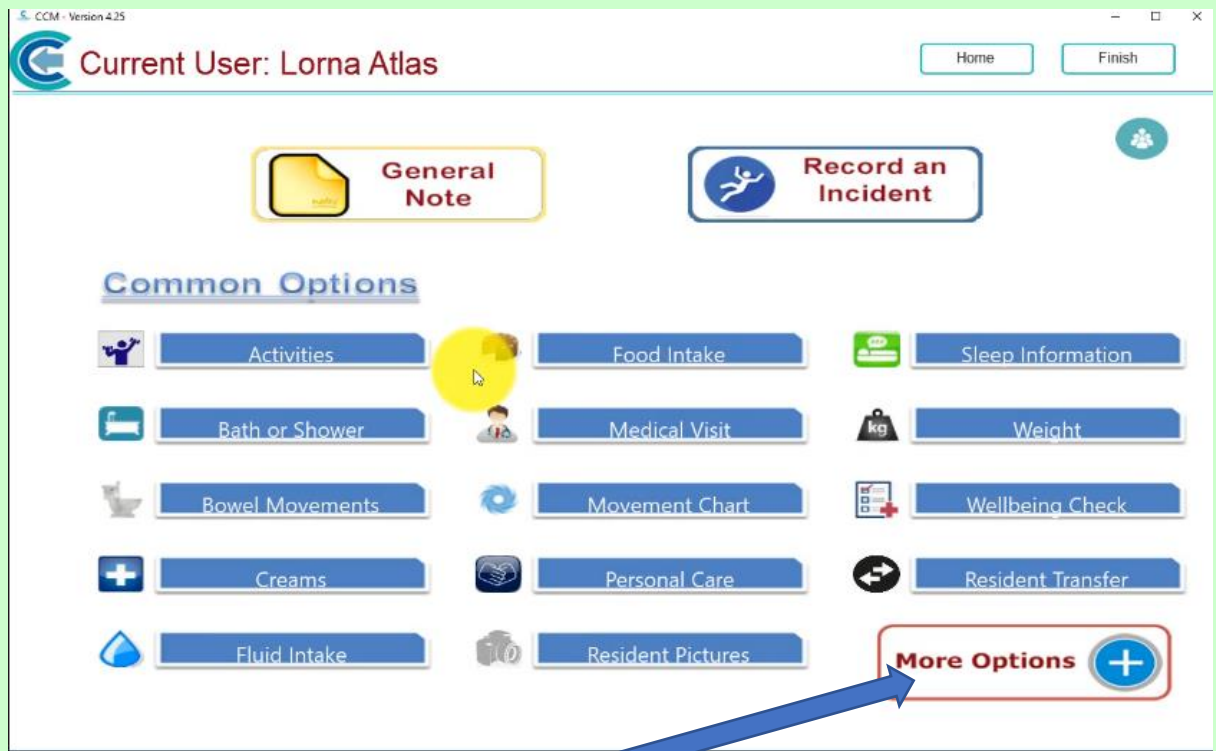
- click on **Your Staff Menu**
- you have **Your Staff Record**
- **Your Training Record**
- **Work with Messages**
- **View Your Rota**
- you can **Book a Holiday**
- **View Contacts**
- **View Calendar**
- **Document Library** - where you can open up documents
- **Your Check Lists**
- **Care Management**
- and **Kitchen Management** if you have security access
- click on the **Home** button to go back to the **Home** page



For any care that needs to be entered into the system, click on **Record Care Plan Information**. In this screen you can:



- record a **General Note**
- **Record an Incident**
- or record any of the **Common Options**



On this screen (**More Options**), it will give you any care that you want to record, either as **Core Monitoring Areas** or **Customised Monitoring Areas**. We can help you with customising monitoring - speak to your Account Manager or the Support Team.

Click on the Back Button (top left hand corner) to move back to the previous page, click on this button to get to your **Allocated Residents** or **All Active Residents**:



(right hand side near top of screen)

On each of the pictures of your residents you see the orange circles are any care that is due to be given. The red crosses mean that we haven't given the minimum care to that resident and it should be done as soon as possible.

Question 1 - Which of the following statements is FALSE?

- A - On the home screen you can see your calendar for the next 2 weeks.
- B - On the home screen you can see your allocated tasks.
- C - On the home screen you can change the weekly menus.
- D - On the home screen you can gain access to residents' care plans.

Question 2 - Which of the following is NOT possible for EVERYONE to do on Your Staff Menu?

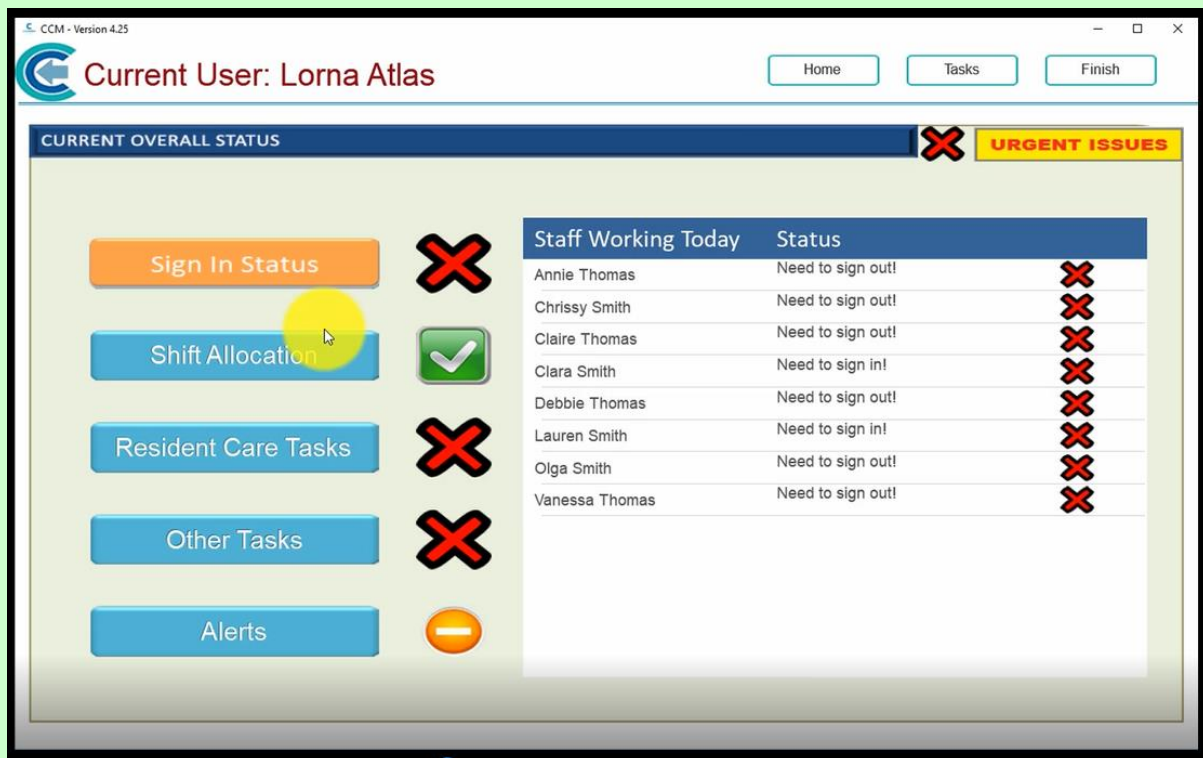
- A - Change the weekly menus.
- B - View your rota.
- C - Book holiday time off.
- D - View your staff record.

Question 3 - Which of the following statements is true?

- A - Orange circles indicate that care has been given.
- B - You can customise the monitoring required in your care home.
- C - Red crosses mean that the care is not required and has been done.
- D - You cannot record an incident on Record Care Plan Information.

## Care Control Mobile Home Screen - View Home Status

We're now going to have a look at the **View Home Status** button.



In this part of the software you will be able to see:

- **Signing In and Out Status**
- the **Shift Allocation**
- your **Resident Care Tasks**:

- you have your orange circles which means that care is due
- you have your yellow triangles with numbers in them which means that it is due, but we have missed it the number of times it is showing

- and the red crosses which means that we have failed to meet the minimum care requirements for that resident

Area	Service User	
Bath	First Floor 15 - Polly Drake	—
Bed Change	Ground Floor 3 - Betty Hasel	—
Bed Change	First Floor 10 - Esther Goulding	—
Behaviour	First Floor 11 - Leah Gallyon	✗
Care Review Assessment	Ground Floor 1 - Alice Lauks	—
Care Review Assessment	First Floor 11 - Leah Gallyon	—
Catheter Output	Ground Floor 1 - Alice Lauks	4
Catheter Output	Ground Floor 4 - Bonnie Hinnerk	5
Creams	Ground Floor 1 - Alice Lauks	✗
Creams	Ground Floor 2 - Amanda Langhorn	✗
Creams	Ground Floor 4 - Bonnie Hinnerk	✗
Creams	Ground Floor 5 - Doreen Hache	✗
Creams	Ground Floor 6 - Issabel Jackson	✗

- any **Other** non-care **Tasks** that need to be done

CCM - Version 4.25

Current User: Lorna Atlas

Home Tasks Finish

CURRENT OVERALL STATUS

URGENT ISSUES

Sign In Status	✗	Type	Description	
Shift Allocation	✓	Kitchen Task	Calibrate Probe	—
Resident Care Tasks	✗	Kitchen Task	Deep Clean Kitchen	—
Other Tasks	✗	Maintenance	Cleaning oxygen concentrator in Room 22	—
Alerts	—	Medication Task	Audit Medication Stock, Rooms 13 - 23	—
		Notice	Care planning weekly check	—
		Notice	Care Review Meeting	—
		Notice	please weigh room 20	✗
		Resident Task	Could you please put a full jug of squash up into Bathroom Check	—
		Staff Task	Bottom Laundry	—
		Staff Task	Daily Bed Check	—
		Staff Task	Top Laundry	—

- and your **Alerts**

The screenshot shows the CCM software interface. At the top, it says 'Current User: Lorna Atlas' with buttons for 'Home', 'Tasks', and 'Finish'. Below this is a 'CURRENT OVERALL STATUS' bar with a red 'X' icon and a yellow 'URGENT ISSUES' button. On the left, there's a vertical list of buttons: 'Sign In Status' (with a red 'X'), 'Shift Allocation' (with a green checkmark), 'Resident Care Tasks' (with a red 'X'), 'Other Tasks' (with a red 'X'), and 'Alerts' (with a yellow minus sign and a blue arrow pointing to it). To the right of the 'Alerts' button is a table with two columns: 'Category' and 'Alert Description'. The table has two rows: 'Care Planning - Notes' with the description 'Alert when a specific word is entered in a note' and 'Incident - New Incident' with the description 'Alert me when an incident occurs at the home'. Both rows have a yellow minus sign icon in the right margin.

The screenshot shows two sections. The top section is titled 'Your Calendar for the next Two Weeks' and has a 'Today' section with a list of activities: '14:15 - 00:00 Activity', 'Monica here to do Maureen's hair', '(All Day) Resident Task', 'Room 1 has the Physio at 10.30am', '(All Day) Doctor', and 'doctor out to see room 17 - please ask the doctor to ph...'. There is a yellow circle with a mouse cursor over the text 'in a note'. The bottom section is titled 'Your Allocated Tasks at 15:41:31' and shows a green checkmark icon with the text 'You have no outstanding tasks!'. A blue arrow points from the text 'You have an overview of your Calendar for the next Two Weeks' to the top section, and another blue arrow points from the text 'and you will also be able to see Your Allocated Tasks' to the bottom section.

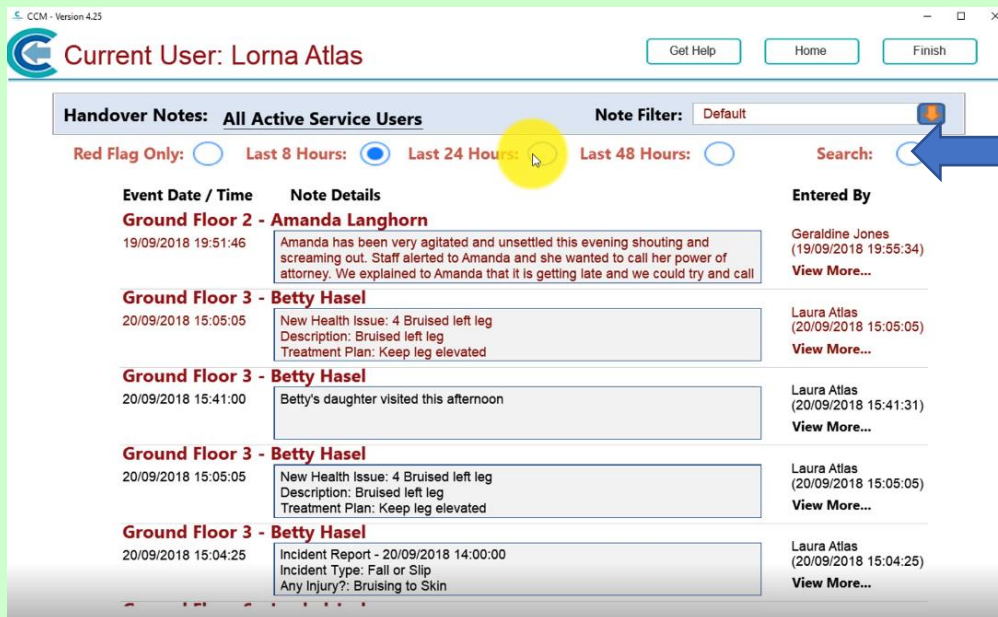
You have an overview of your **Calendar for the next Two Weeks** and you will also be able to see **Your Allocated Tasks** - on this occasion we haven't got any.

➤ We're now going to have a look at our **Handover Notes**.

The screenshot shows a button with a green circular icon containing a white hand holding a document. To the right of the icon, the text 'View Handover Notes' is displayed. A yellow circle with a mouse cursor is over the text 'Notes'.

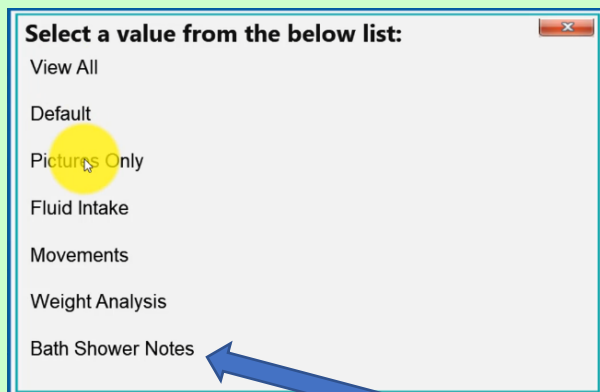
Click on **View Handover Notes** and on here you will be able to see any red flags which gives you key information or any changes.





- Notes for **8 hours**
- Notes for **24 hours**
- and Notes for **48 hours**
- If you'd like to search for a key word on any of the notes for any of the clients over any period of time you can click on the **Search** button.

We have already filtered the notes to default notes, however you can:



- **View All notes**
- you can view **Pictures**
- **Fluid Intake**
- **Movements**
- **Weight Analysis**

You can add onto this list and as you can see we've added on:

Bath Shower Notes

Once you've finished with the **Handover Notes**, click on the Back Button and it will take you back into the **Home** Page and we're going to **View Resident Care Plans**.



Question 4 - Which of the following will NOT appear when you click on View Home Status?

- A - Shift Allocation
- B - Alerts
- C - Sign out of Work
- D - Other Tasks

Question 5 - Which of the following statements is false?

- A - On the Handover Notes you can view notes from the last 6, 24 and 48 hours.
- B - Orange circles mean that care is due.
- C - Red crosses mean that minimum care standards have not been met.
- D - The numbers in the yellow triangles indicate how many times that care task has been missed.

## Care Control Mobile Home Screen - View Resident Care Plans

Because we want you to be able to easily access the **Care Plans**, click onto the service user that you want to have a look at - on this occasion we're going to have a look at Betty. The initial screen will give you Betty's summary information. As you can see it gives you a lot of information on here and it will give you an overview of what she is like as a resident. And that comes from the **Care Plan**.

We have the **Fast Facts** and you can see the **Falls Risk** and the number of falls she has had within 12 months. What her - **Weight**

- **BMI**
- **Waterlow**
- **MUST** score is

5 - CCM - Version 4.25

Current User: Lorna Atlas

Home Finish

Mrs Betty Hasel - DOB: 17/02/1925 - Status: Active

Summary

Full Name: Mrs Betty Hasel

Preferred to be Known as:

Date of Birth: 17/02/1925 Date of Arrival: 30/03/2009

Room Location: Ground Floor 3

Resident Type: Full Time Resident

Key Contacts: Mrs Jill Smith ()

Surgery: Abbey Surgery (01822 612247)

Overview: Betty requires full support in all aspects of daily living due to a decline in her dementia and also her mobility. Betty has suffered from an ongoing pressure sore on the side of her left foot which required regular visits to the podiatrist.

Fast Facts:

Falls Risk: High

Number Falls Last 12 Months: 1

Last Fall Date: 20/09/2018

Weight: 48kg

BMI: 23

Waterlow: 21

MUST: 0

Fluid Intake (since 7am): 210ml

DO NOT RESUSCITATE

Outstanding Tasks

Area	Status
Bed Change	—
Food Intake	—
Movement	—

Areas we are Monitoring

Activities
Bath
Bed Change
Bed Rail Risk Assessment
Bowel

Show Care Plan Options

Show Available Residents

More Details

View Latest Care Review

Including - her **Fluid Intake** since 7 o'clock this morning, 24 hours and average intake

- When **Food** was **Last Recorded**
- **Last Movement**
- and when **Last Sleep Check** was done

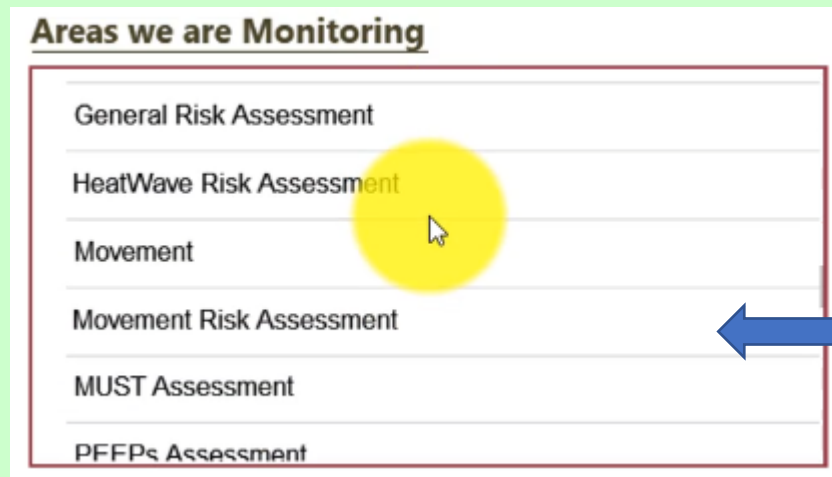
It displays her - **Incontinence Level**

- **Mobility Needs**
- **Mental Health Needs**



Area	Status
Bed Change	
Food Intake	
Movement	

Once we scroll down on the screen you will be able to see the **Outstanding Tasks**.



Areas we are Monitoring
General Risk Assessment
HeatWave Risk Assessment
Movement
Movement Risk Assessment
MUST Assessment
PFFPs Assessment

The **Areas that we are Monitoring** can be found in this box.



You can - **Add a Care Plan Note**

- **Add a New** monitoring type
- **View** or **Edit** a monitoring and
- **Bulk Start/Stop** - this is particularly useful when a resident leaves to go into hospital or leaves the care home as this will suspend the care for that resident

You also have your last 3 days of notes.

Last 3 Days of Notes			Add Care Plan Note	Add New	View / Edit	Bulk Start / Stop
Event Date / Time	Note Details	Entered By				
20/09/2018 15:41:00	Betty's daughter visited this afternoon	(20/09/2018 15:41:31)				
		<a href="#">View More...</a>				
20/09/2018 15:05:05	New Health Issue: 4 Bruised left leg Description: Bruised left leg Treatment Plan: Keep leg elevated	Laura Atlas (20/09/2018 15:05:05)				
		<a href="#">View More...</a>				

To look at the **Care Plan** in more detail click on **Show Care Plan Options** (Far left of screen). Here you can access:

- **Personal Details**
- **Key Contacts**
- **Care Notes**
- **Care Reviews**
- **Risk Assessments**
- **Food and Nutrition**
- **Monitoring Analysis**
- **Incident Analysis**
- **Medical History and Diagnosis**
- **Medication Profile**
- **Electronic MAR sheet**
- **Health Issues**
- **Medical Visits**
- **Linked documents**
- **and Life History**

Importantly, when you've finished adding on any information onto the **Mobile** system you need to click **Finish**. This will free up the device for your colleague coming along to enter the next lot of information.

Question 6 - If you wanted to view a summary of a resident's information, what would you click on?

- A - Record Care Plan Information
- B - View Handover Notes
- C - View Home Status
- D - View Resident Care Plans

Question 7 - Which of the following information would you NOT find in the Fast Facts section?

- A - Fluid intake over 48 hours
- B - Fluid intake over 24 hours
- C - BMI
- D - Waterlow

Question 8 - Which function would be useful if a resident were to go into hospital for a while?

- A - View/Edit
- B - Add Care Plan Note
- C - Bulk Start/Stop
- D - Add New

Question 9 - Which of the following statements would NOT be true if you were to click on "Show Care Plan Options" on the left hand side of the screen?

- A - You can access Food and Nutrition and Health Issues.
- B - You can access Medical Visits and Life History.
- C - You can access Electronic MAR sheet and Bulk Start/Stop.
- D - You can access Medication Profile and Risk Assessments.

Question 10 – When you have finished adding on any information onto the mobile system, what do you need to click on and why?

A – You need to click on “Finish” in order to free up the device for other members of staff.

B – You need to click on “Home” in order to free up the device for other members of staff.

C – You need to click on “Tasks” in order to free up the device for other members of staff.

D – You need to click on “Sign Out of Work” in order to free up the device for other members of staff.