Care Control Academy – CCQ Level 4 Part 5

Care Control Pocket offline – Allocated Tasks, Record Something and working Off/Online, Recording Fluids, Activities and Additional Care/Ad Hoc Care Tasks

In today's lesson we're going to talk about working offline and online on **Care Control Pocket**.

Open up your app and type in your 4-digit PIN number. The **Pocket** app will now prepare the files to work in the offline mode. Please allow the device to run through this procedure as this is downloading files for when you need to use it in the offline mode.
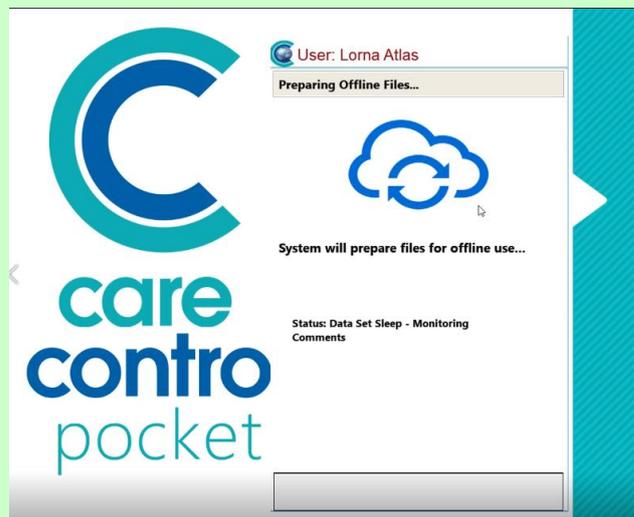
When you're signing in it will show you any **Allocated Tasks** that you have been given. Click the Blue Button in the top right hand corner to go into your menu screen.
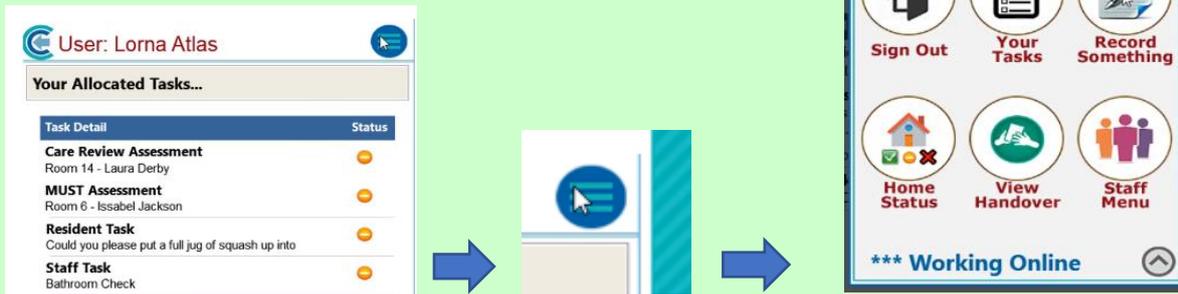
Click on **Record Something** to record any care.

This screen shows you photographs of your residents. Click on the one that you want to give the care to and click **Continue.** This will bring you into the **Profile Screen.** Click **Action Needed** (or **Action Overdue** if tasks have not been done and are late) and this will show any of the care that needs to be done today:

- Click on **Bath**
- Click on **Build**
- Click the **resident response** and
- Click the care that you've actually given and click **Save**

If you lose WiFi the device will change automatically to working offline. Or, you can force it to work offline. To do this click **Working Online** - this opens up the **Manage Offline / Online Working** screen:

- Click **Go Offline** and as you can see at the top of the screen next to the Blue Button we have a circle with a dash through it - this means we are **Working Offline**

- This means that even if you are **Working Offline** you can still record information

- Click **Bed Change**

- Click **Save** and that means you've actually done the **Bed Change**
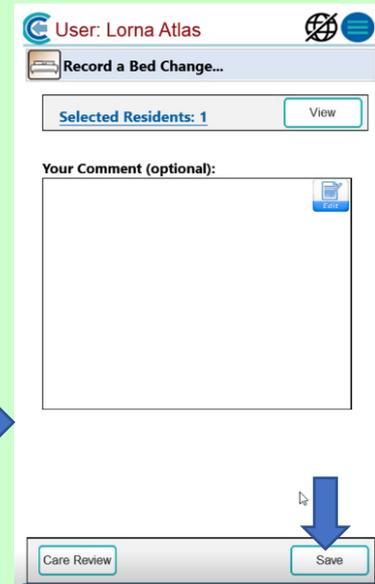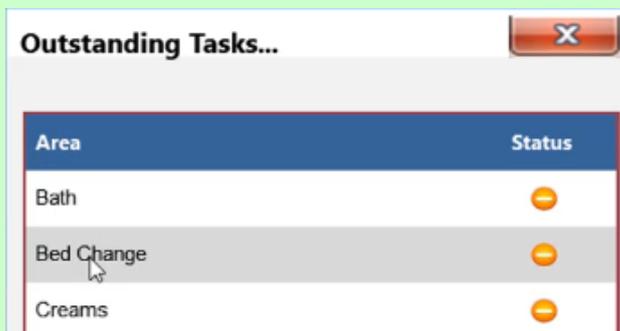
We're now going to record some further information – this one is creams:

- Select the resident
- Click the **Comment**
- And click Save **Record**

Work your way through any of the care that you want to record on the system.

Question 1 – Which statement is TRUE?

A) When you open it up, the Pocket app instantly prepares the files to work offline.

B) When you open it up, the Pocket app needs prompting by you to prepare files to work offline.

C) When you open it up, the Pocket app reminds you to sync all files.

D) When you open it up, the Pocket app instantly goes offline.

Question 2 – Which statement is FALSE?

A) If you lose WiFi the device will change automatically to working offline.

B) Even if you are offline you can still record information.

C) Clicking Action Needed will show the care that needs to be done today.

D) You cannot force your device to work offline as this only happens when it can't connect to the internet.

We're now going to look at fluids. Click on **Fluid,** enter the data and click **Save Record**. Continue entering the data until you're happy with the information you've put on the system for this resident and all other residents who you are providing care for.

Once you reach a WiFi zone click on the circle with a line through it – this will take you back into the **Manage Offline / Online Working** and it will give you the information of the current status and any data that needs to be uploaded. To upload the data click **Save Data**. This will put any of the care onto the system
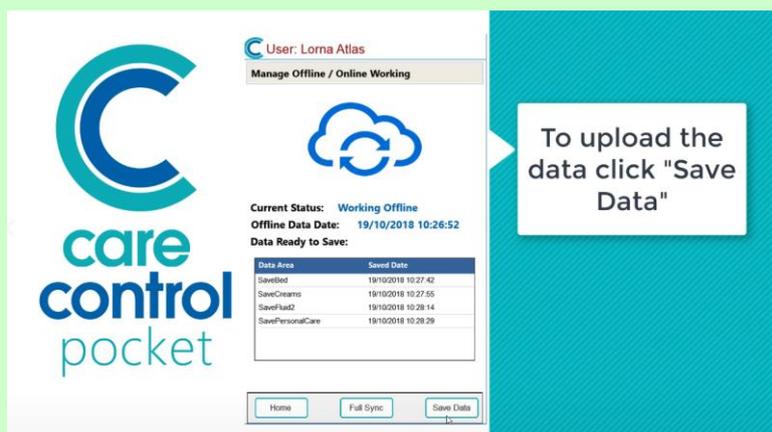
at the time and the date that you did the care. It will also tell you when you've successfully saved the data.
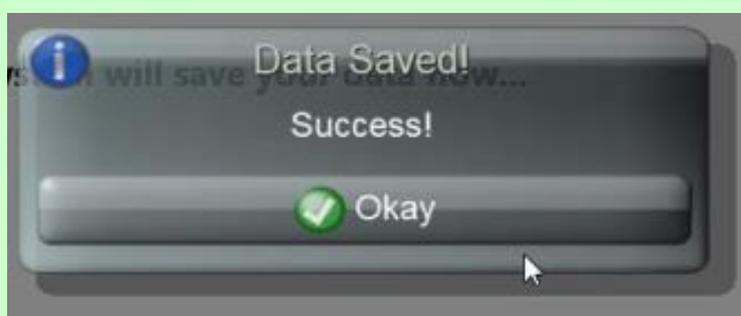
The device is now marked as **Working Online**.
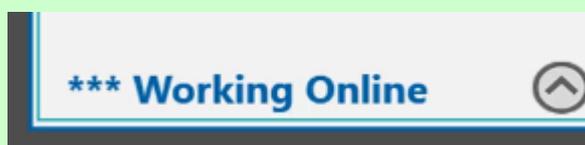
If you wanted to check that you've provided all the care that you need to give to a resident you can click onto the resident's details and click on **Action Needed**:

This will also show up any additional care tasks that have been assigned to that resident for the current time frame.

You can also use the device to record any care that's ad hoc, even in the offline mode.

Here is an example:

We're going to record Activities for a group of residents or service users.

Please note, if you're working offline you will be unable to take any images.

You can continue to record any of the ad hoc care.

We're now going to go back online and this time we're going to do a **Full Sync**.
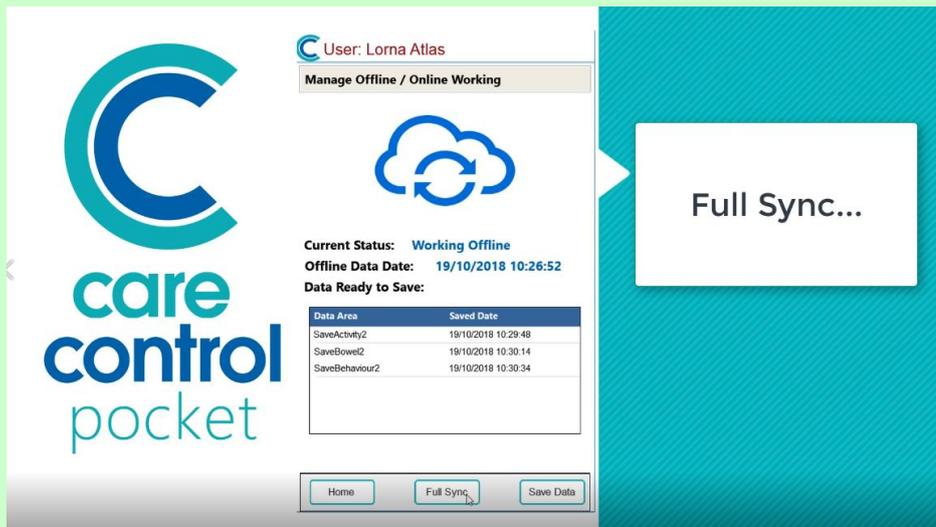
This means the device is going to be updated with all the latest information from other users. Please let the device run through this procedure. This will bring you back into your **Allocated Tasks** screen, or if you have no **Allocated Tasks** you will be taken straight into the Resident area.

If you have finished your shift click on the **Menu** Button and click **Sign Out**. The device will remind you that you still have outstanding **Allocated Tasks**.

If you're happy to do so, continue to **Sign Out** as this will free the device for the next member of staff to use it.

Question 3 – If you want to check that you've provided all the care that you need to give to a resident, what would you need to click on?

A) Home Status

B) View Handover

C) Action Needed/Action Overdue

D) Full Sync

Question 4 – When you finish your shift, what will the device remind you about?

A) If you need to record ad hoc care.

B) If you need to do a full sync as soon as possible.

C) Whether or not you're online or offline.

D) Any outstanding tasks you still have.