CCQ Level 5 Part 1 – Senior Care on Care Control Mobile – Adding a new Service User or Resident
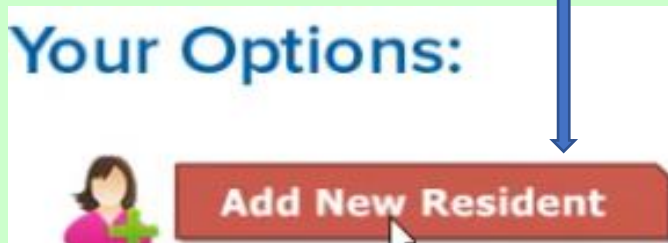
Today we're going to look at **Working on the System as a Senior Carer**.

In this section we're going to look at **Adding a new Service User or Resident**.

We're going to look at adding a resident on using the Mobile system:

- Sign on to the **Mobile** app on your tablet
- Click on **Your Staff Menu**
- Select **Care Management** and
- Click on **Add New Resident**
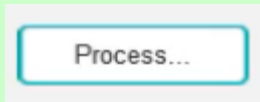
Using the drop-down list enter the type of resident you have. Put in their:

- Title
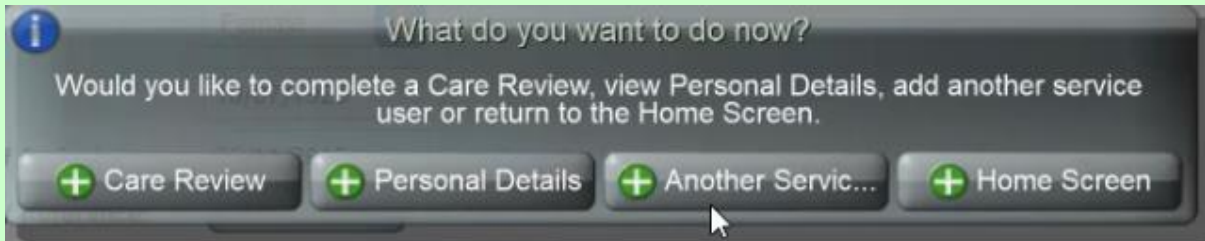- Their forename
- Their surname
- Their gender
- Their date of birth
- Their date of arrival

- Their room number
- Their location

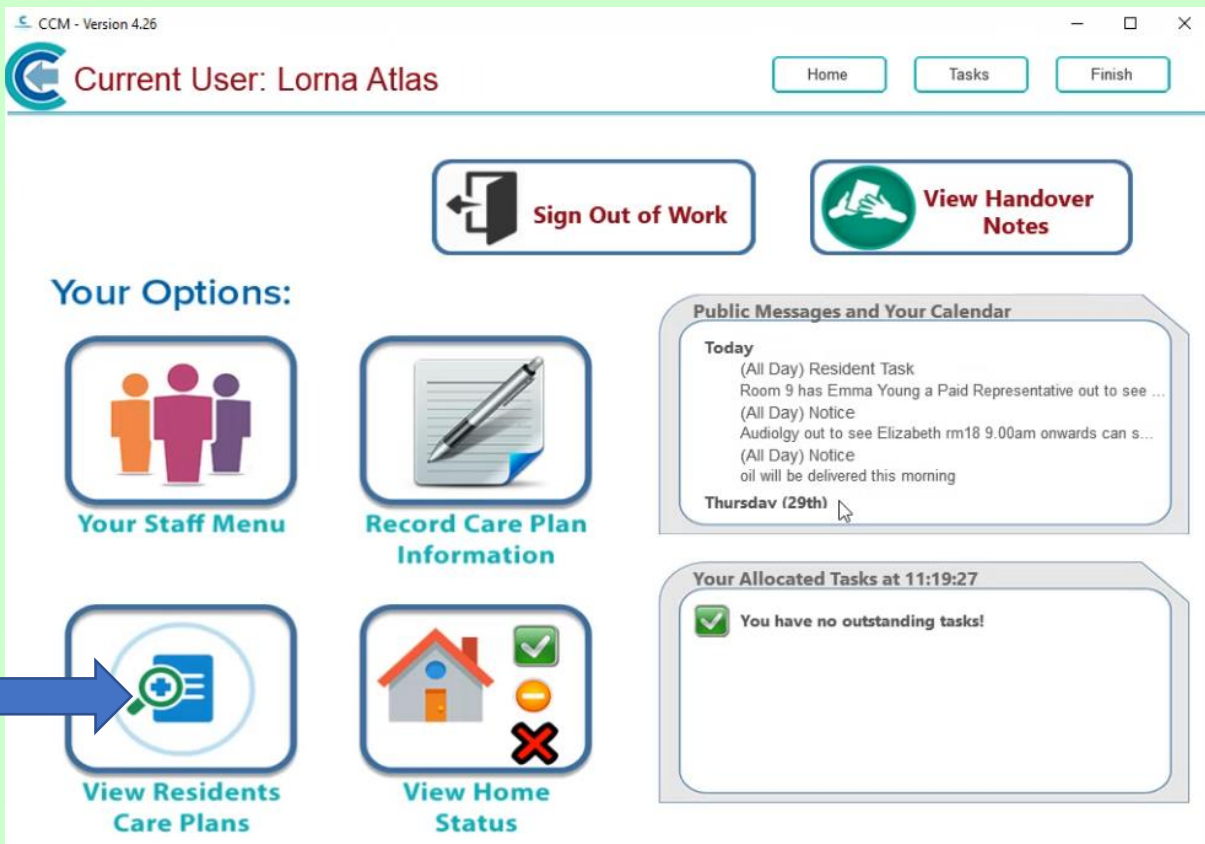- A room suffix if you have it and
- What group they are in

Click **Process** and this adds the resident onto the system automatically.

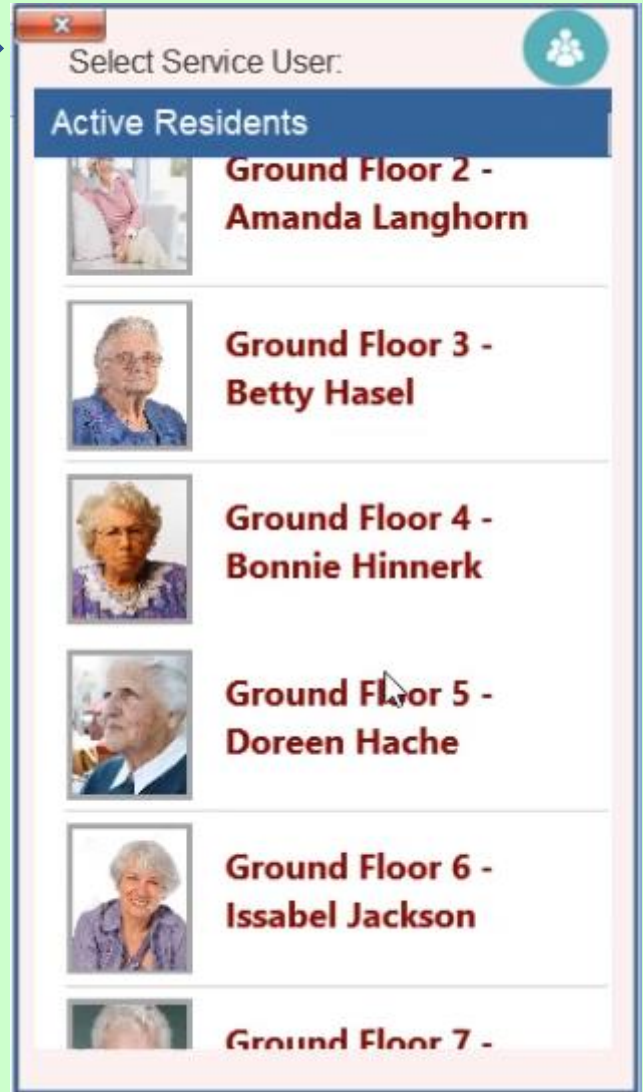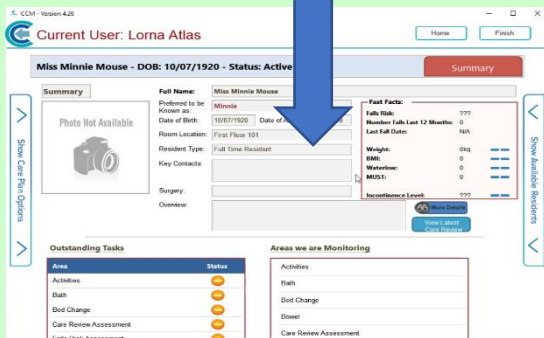It will come up asking you if you'd like to go onto additional screens.

We're just going to click onto the **Home Screen**:

View Residents Care Plans

We're now going to set up the monitoring for this resident:

- Click on **View Resident Care Plans**
- Scroll down until you get to the new resident
- Click onto them and this takes you into the **Summary** Screen:

We will want to adjust the monitoring to suit that individual resident.

Select Service User:

Active Residents

Ground Floor 2 - Amanda Langhorn

Ground Floor 3 - Betty Hasel

Ground Floor 4 - Bonnie Hinnerk

Ground Floor 5 - Doreen Hache

Ground Floor 6 - Issabel Jackson

Ground Floor 7 -

Areas we are Monitoring

Movement Risk Assessment

MUST Assessment

PEEPs Assessment

Personal Care

Resident Observations

Resident Transfer

Add New   View / Edit   Bulk Start / Stop

In this box it indicates the areas that we are currently monitoring for this resident. This is the default monitoring which is automatically set up for any new residents.

Click onto any of the care that you wish to personalise or remove, this one is bowels and we're going to change this

Areas we are Monitoring

Bowel

Care Review Assessment

Creams

Falls Risk Assessment

General Risk Assessment

Movement Risk Assessment

Add New | View / Edit | Bulk Start / Stop

Define frequency of monitoring:

In Days   Monitor Every: Never

In Hours

By Time(s)

from **Never** to every **2 Days** as this person can suffer from constipation and we want to ensure that the resident has had a bowel movement at least once every 2 days:

Select a value from the below list:

1 Day

2 Days

3 Days

4 Days

5 Days

6 Days

7 Days

Click **Update Monitoring** and Yes and Okay to confirm.

Update Monitoring

Areas we are Monitoring

Activities

Bath

Bed Change

Bowel

Care Review Assessment

Creams

Add New | View / Edit | Bulk Start / Stop

Work through any of the other **Monitoring** and change the frequency of that **Monitoring** to suit that resident's personal requirements – this one we're

Define frequency of monitoring:

In Days   Monitor Every: 3 Days

In Hours

By Time(s)

changing the frequency from 3 days to 2 days.

You may want to add on additional monitoring by clicking **Add New**:

**Add New**   View / Edit   Bulk Start / Stop

Add New Monitoring Area...

Select Monitoring Area: Continue...

Care Review Assessment

Select a value from the below list:

ABC Behaviour

Air Mattress Settings

Arranging flowers Risk/A

Bed Rail Risk Assessment

Behaviour

Braden Assessment

Burns Scolds Risk Assessment

Add Monitoring: ABC Behaviour - Client Name: Miss Minnie Mouse

Start Date: 26/11/2018

Reason for starting this monitoring

Associate Monitoring with a Health Issue:
If you associate this monitoring with a health issue, when the health issue is closed, the monitoring will also be closed.

This one is **ABC Behaviour**. We're going to set this up as if the resident has got a behaviour issue, but it's not severe and we only want to record as and when it happens. You are required to put in the reason why you are starting this care.

Click on the **Edit** Button and type in the information and when you've finished click OK.
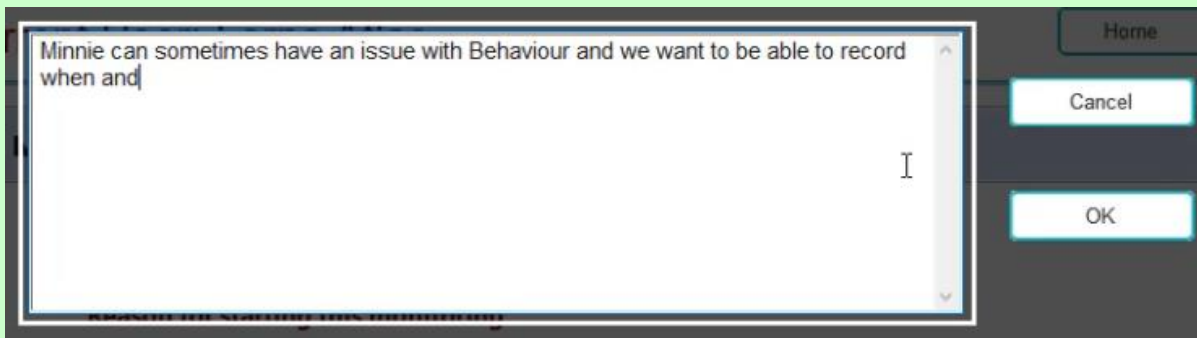

You need to set up how frequently the monitoring has to be carried out. In this instance we're actually going to set it up as **Never** because we're only going to record the information if a behavioural issue arises.

Once we're happy with the information, click **Start Monitoring**, click **Yes** and click **Okay**. It now appears in the **Areas we are Monitoring** Box.


We can confirm that we've actually made these amendments by scrolling down and having a look at the notes. Every time you change any **Monitoring** a note will be put onto the **Care Plan**.

Click onto the **Home** screen and we're now just going to check that we've added the resident on and everything is on the **Home Status** – here you can see that Minnie is on the **Home Status** for Bed Changes.
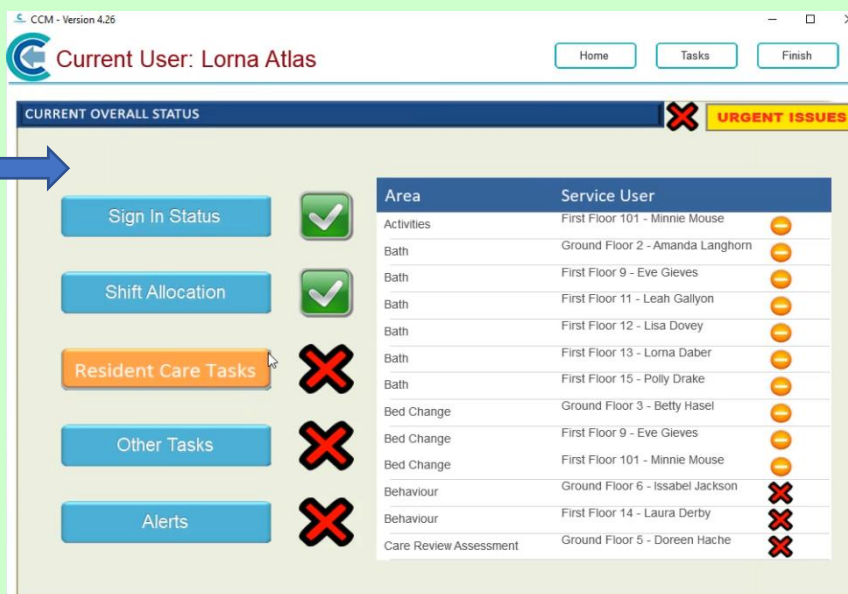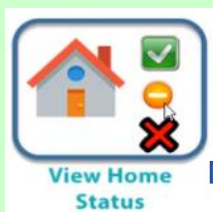
Question 1 – In order to add a new service user/resident using the Mobile system, which option on the home screen would you click on?

A – Record Care Plan Information

B – Your Staff Menu

C – View Residents Care Plans

D – View Home Status
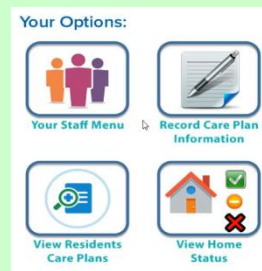
Question 2 – To set up the monitoring for a resident/service user, what would you click on?

A – View Home Status

B – Record Care Plan Information

C – Your Staff Menu

D – View Resident Care Plans
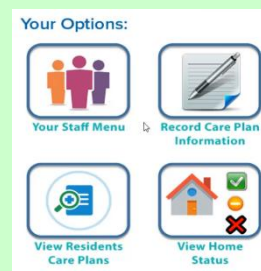
Question 3 – If you wish to add a new area of monitoring to the box of Areas we are Monitoring, what would you click on when on the Summary page?

A – Add Care Plan Note

B – Bulk Start/Stop

C – Add New

D – View/Edit

<u>Question 4 – Which of the following statements is FALSE?</u>

A – In the Areas we are Monitoring Box you will find the default monitoring areas for each resident.

B – You are not required to enter a reason <u>*why*</u> you are starting any new monitoring, but just need to say what the monitoring is.

C – The Areas we are Monitoring Box can be found on the resident's/service user's Summary screen.

D – Looking at the Home Status is a good way to check that the resident/service user has been successfully added onto the system.