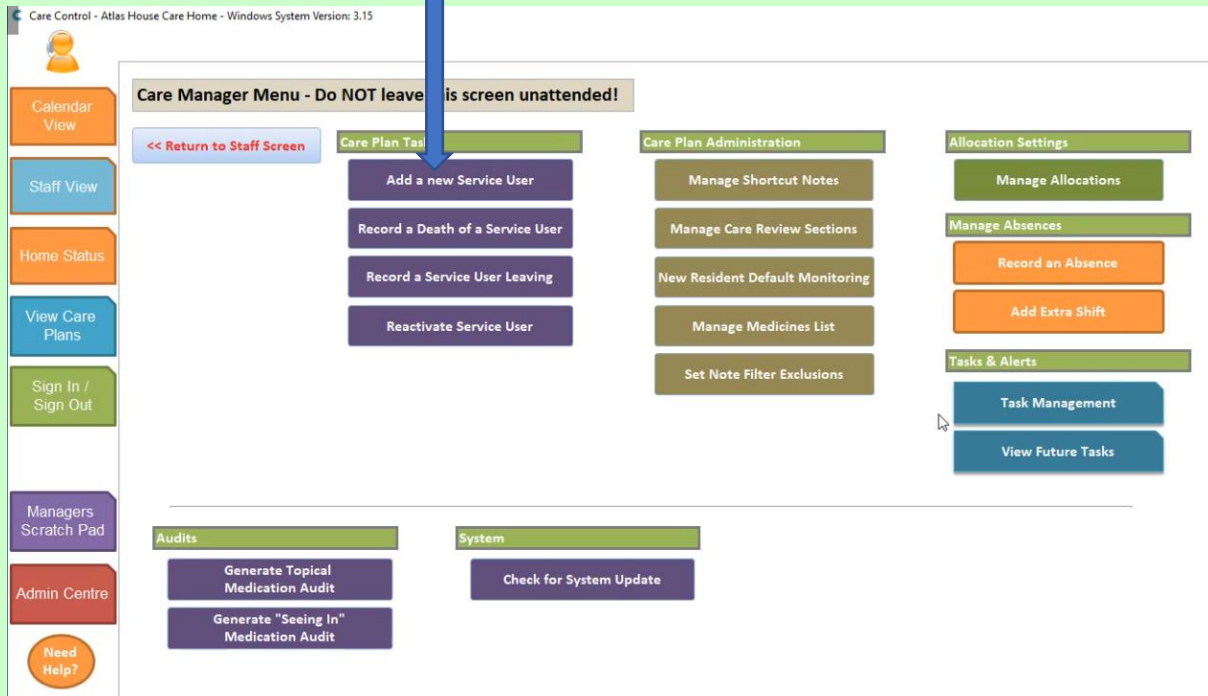




CCQ Level 5 Part 2 - Adding a new Service User/Resident using Care Control Windows

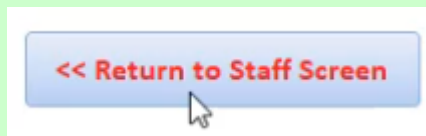


We're now going to add on a resident using Care Control Windows. Click on **Access Manager's Menu** and put in your PIN number. This opens up the menu for the Management Screen. Click on **Add a new Service User**.

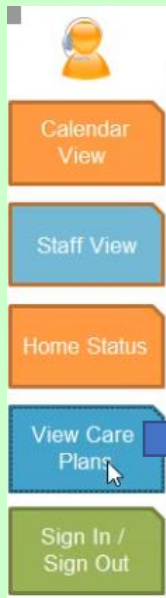


Enter the information in the drop-down lists and type in the information that is required:

Click **Add New Service User** and that service user has been entered into the system.



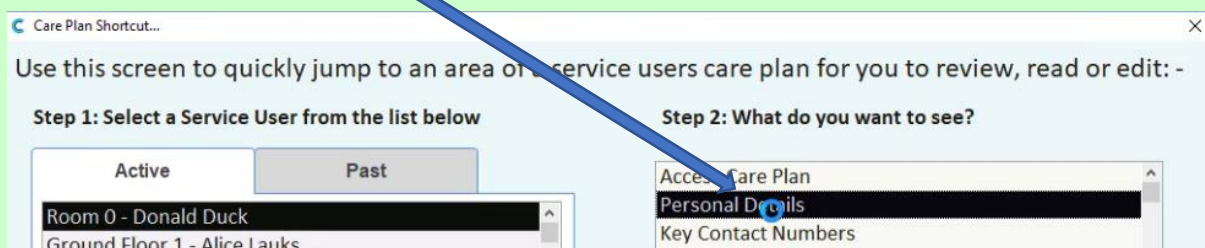
Click **Return to Staff Screen** to get into the **Home Screen** that you normally are in.



We're now going to view the **Care Plan**. Click on **View Care Plans** and enter your PIN number.



Select the name of the resident that you're going to look at. To enter the **Care Plan**, click **Personal Details ...**



...and this will open up the **Personal Details** screen. To amend any information on this screen, click on **Click to Edit Care Plan** at the top of the screen and pop in your PIN number.

The screenshot shows the 'Personal Details' screen for a resident named Donald Duck in Room 0. The header includes navigation buttons, the resident's name, room number, and date of birth (27/05/1924). A prominent orange button labeled 'Click to Edit Care Plan' is highlighted with a blue arrow. The main content area is divided into several sections: 'Core Details' (Type: Full Time Resident, Title: Mr, Gender: Male, Forename: Donald, Surname: Duck, Date of Birth: 27/05/1924), 'Personal Appearance' (Height, Eye Colour, Hair Colour, Build, Hair Length, Eye Wear, Hearing Aid, Weight on Admission), 'Treatment Escalation Plan' (Treatment Guide: Not Applicable), and 'Historical Details' (Maiden Name, Admitted From, Admitted By, Previous Occupation). A vertical sidebar on the left contains the text 'Show Care Plan Options'.

Click on **Click to Change Record** again because you cannot change it until you get to the yellow screen.

This screenshot is similar to the previous one, showing the 'Personal Details' screen. The 'Click to Edit Care Plan' button is now highlighted in red and labeled 'Click to Change Record'. A blue arrow points to this button. The rest of the screen content remains the same.

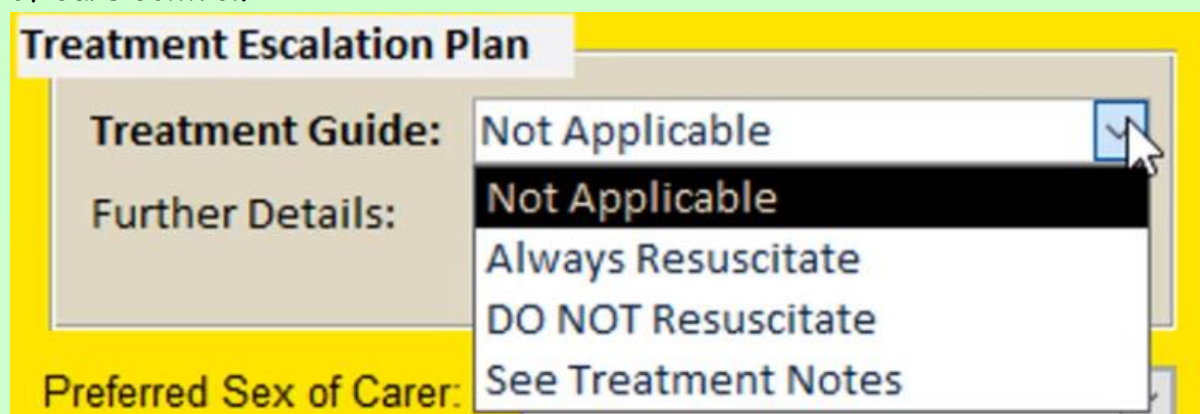
Now we are in the yellow screen we can add on the extra information. If there is already information in the drop-down box, use the drop-down box. If not, then you can add on extra information. Type in the box and the information will

be there the next time you go to use it. Better to put something in than nothing in any of the boxes, so here we've got **Allergies** as None Known, **Special Dietary Needs** - this is None for this resident, however it could be that they're on a vegetarian diet, a low calorie diet etc.

Select the **Religious Preference** from the drop-down list - again if it's not in there you can type it into the box and it will be there the next time you need to use it. The same with **After Death Preferences**.

In the **Marital Status** type in what their marital status is and if you know the date they're going to arrive you can put that information in there.

We're now going to talk about **Treatment Escalation Plan** because this is key - this is shown on all the summary screens throughout all the different formats of Care Control.



There are 4 options within the **Treatment Escalation Plan**:

- **Not Applicable**
- **Always Resuscitate**
- **DO NOT Resuscitate** or
- **See Treatment Notes**

Select the relevant outcome for that particular resident. Of course you may still have the **Treatment Escalation Plan** in writing. If that's the case, ensure that you have a copy of that **Treatment Escalation Plan** saved onto the system for that particular resident.

Select:

- the **Preferred Sex of Carer**, whether it's **Male**, **Female** or **No Preference**
- who the **Primary Carer** is or **Key Worker**

From the drop-down list select:

- the **Doctors Surgery** and
- select the **GP**

A screenshot of a form in the Care Control system. The form has a yellow background and contains several dropdown menus. The fields are: 'Preferred Sex of Carer:' (No Preference), 'Primary Carer:' (Laura Atlas - Care Manager), 'Doctors Surgery:' (Tavyside Health Centre), 'GP:' (Doctor Eggleton), 'Mental Health Doctor:', 'Funeral Director:', 'Nationality:', and 'Allocation Group:' (Resident Not In A Group). There are telephone icons next to the 'Doctors Surgery:', 'GP:', and 'Funeral Director:' fields.

Any boxes with the telephone to the side of them can open up and you can get the telephone information. However, you will need to add them on as a contact first.

Select the **Mental Health Doctor** if appropriate and select the

Funeral Director if known. Also select the **Nationality**. If the nationality is not in there, simply type it in and it will be available for the next time you use the system. If you have an **Allocation Group**, set up the allocation and then we're going to have a look at height.

A screenshot of a form with a yellow background. It contains several dropdown menus with the following labels and values: Preferred Sex of Carer: No Preference; Primary Carer: Laura Atlas - Care Manager; Doctors Surgery: Tavyside Health Centre; GP: Doctor Eggleton; Mental Health Doctor: Doctor Stephen Pearson; Funeral Director: Bros, Morris; Nationality: British. Below these is an orange-bordered box containing 'Allocation Group: Doubles (D)'. To the right of the dropdown menus are blue telephone icons.

If you know what the height is in cm, add it in. If you don't, click on **By Ulna**

A screenshot of a height measurement section. At the top left is a diagram of an arm with a red line indicating the measurement from the elbow to the wrist. To the right of the diagram is the text: 'Measure between the point of the elbow (olecranon process) and the mid-point of the prominent bone of the wrist (styloid process) (left side if possible)'. Below this is a dropdown menu labeled 'Select Nearest Ulna Length:'. Underneath is a field for 'Estimated Height: [] metres'. At the bottom right is a 'Save Height' button. At the bottom left, there is a 'Height: [] (in centimetres)' field and a 'By Ulna...' button. A blue arrow points from the 'By Ulna...' button to the diagram.

and this will tell you how to actually measure from the elbow to the wrist, and enter the cm into the system and it will calculate a height for you. **Save** the **Height** and the information is entered onto the system.

We're now going to work through the other drop-downs, so:

- **Eye Colour**
- **Hair Colour**

- **Build**
- **Hair Length**
- If they wear glasses or not (**Eye Wear**)
- If they have a **Hearing Aid** or not and whether it's one ear or both ears and
- What their **Weight is on Admission**

Enter their previous address. If they are domiciliary you will enter the address that they live in. If you are a domiciliary care company, the system will give you a map to show where the actual property is.

Enter the **Maiden Name** if applicable, if not put N/A. Where were they **Admitted From**? This could be from hospital or it could be directly from home. It could be from another care home. Enter who admitted them (**Admitted By**) and their **Previous Occupation**, if known.

The screenshot shows a form with two main sections. The left section contains fields for physical characteristics: Height (170 in centimetres), Eye Colour (Hazel), Hair Colour (White), Build (medium), Hair Length (Short), Eye Wear (none), Hearing Aid (None), and Weight on Admission (75 in Kilos). There is a 'By Ulna...' button next to the height field. The right section contains admission details: Previous Address (Hollywood), Post Code (DUCK), Historical Details (a dropdown menu), Maiden Name (N/A), Admitted From (Derriford Hospital), Admitted By (Lorna Atlas), and Previous Occupation (Cartoon Star). A 'Picture Last Updated:' field is at the bottom left.

We're now going to look at **Further Information**.

The screenshot shows a form titled 'Further Information' with five fields: NHS Number (123458), Police Notified (N/A), DOLS sent (N/A), TEP on File (Yes DNR), and Power of Attorney (Mick). A blue arrow points down to the form.

As a home or a business you will be able to set up this further information. There are 5 fields that you can use and you can put any information on that you deem necessary for your service user needs. This is something that is discussed at the initial implementation meeting.

Click to Save Any Changes

Once you're happy with the information, click to **Save the Changes**. This will lock the record up. As you can see the **Treatment Escalation Plan** has turned to red.

The screenshot shows the 'Active Care Plans' window for a resident named Donald Duck. The interface includes a navigation bar with a 'Click to Change Record' button. The main content area is divided into sections: 'Personal Details', 'Personal Appearance', and 'Historical Details'. The 'Treatment Escalation Plan' section is highlighted in red, indicating it is locked. A blue arrow points to the 'Click to Save Any Changes' button.

Personal Details	
Type:	Full Time Resident
Title:	Mr
Gender:	Male
Forename:	Donald
Forename 2:	
Surname:	Duck
Prefer to be Known As:	Don
Marital Status:	Single
Date of Arrival:	28/11/2018
Date of Birth:	27/05/1924
Room Location:	First Floor
Room Number:	102
Suffix:	
Allergies:	None Known
Special Dietary Needs:	None
Religious Preferences:	C of E
After Death Preferences:	Cremation
Treatment Guide:	DO NOT Resuscitate
Preferred Sex of Carer:	No Preference
Primary Carer:	Laura Atlas - Care Manager
Doctors Surgery:	Tavyside Health Centre
GP:	Doctor Eggleton
Mental Health Doctor:	Doctor Stephen Pearson
Funeral Director:	Bros, Morris
Nationality:	British
Allocation Group:	Doubles (D)

Personal Appearance	
Height:	170 (in centimetres)
Eye Colour:	Hazel
Hair Colour:	White
Build:	medium
Hair Length:	Short
Eye Wear:	none
Hearing Aid:	None
Weight on Admission:	75 (in Kilos)
Picture Last Updated:	

Historical Details	
Maiden Name:	N/A
Admitted From:	Derriford Hospital
Admitted By:	Lorna Atlas
Previous Occupation:	Cartoon Star

Question 1 - When you add on a resident/service user using Care Control Windows, what should you click on first?

- A - Admin Centre
- B - View Care Plans
- C - Access Managers Menu
- D - Record Care Plan Information

Question 2 - In order for you to be able to add information to the Personal Details page, what colour MUST the background on the page be?

- A - Green
- B - Red
- C - White
- D - Yellow

Question 3 - Which of the following statements is FALSE?

A - Completing the fields in the Further Information section is something that is discussed at the initial implementation meeting.

B - If the required information is not in a drop-down box you can just type in the information you need to add.

C - Telephone information is available by clicking on any blue boxes, but you need to make sure that any telephone numbers have been added as a contact first. 

D - The Weight that needs to be inputted needs to be done 10 to 14 days after the resident or service user has been added to the system.