CCQ Level 6 Part 1 – Care Control Auditing the System

Today we're going to talk about **Auditing the System** – how to get the information out of the system and how to look at what is outstanding.
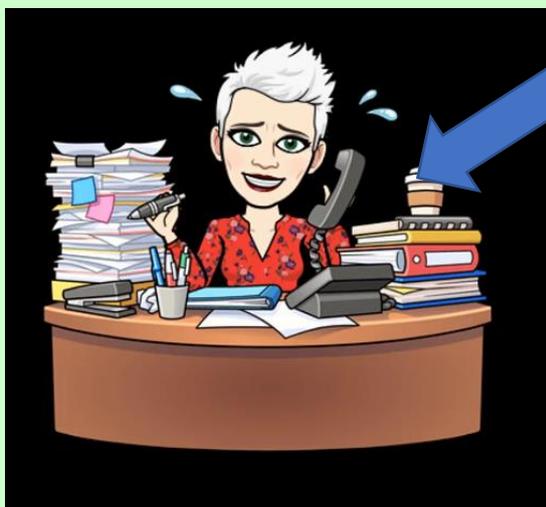
Using a paper system, your desk may have looked like this and auditing was a nightmare, having to go through reams and reams of paper, having to decipher people's writing and spelling. This would be an absolute nightmare for any manager!

Once you've deciphered the information, you need to compile it – again, another nightmare duplicating all the work that's been done already. With a few clicks of a button Care Control will be able to give you the information straight away.

Auditing the Home Status

Our first section is Auditing the "**Home Status**".

When you log onto the administration side of Care Control, this will be your dashboard that you see:
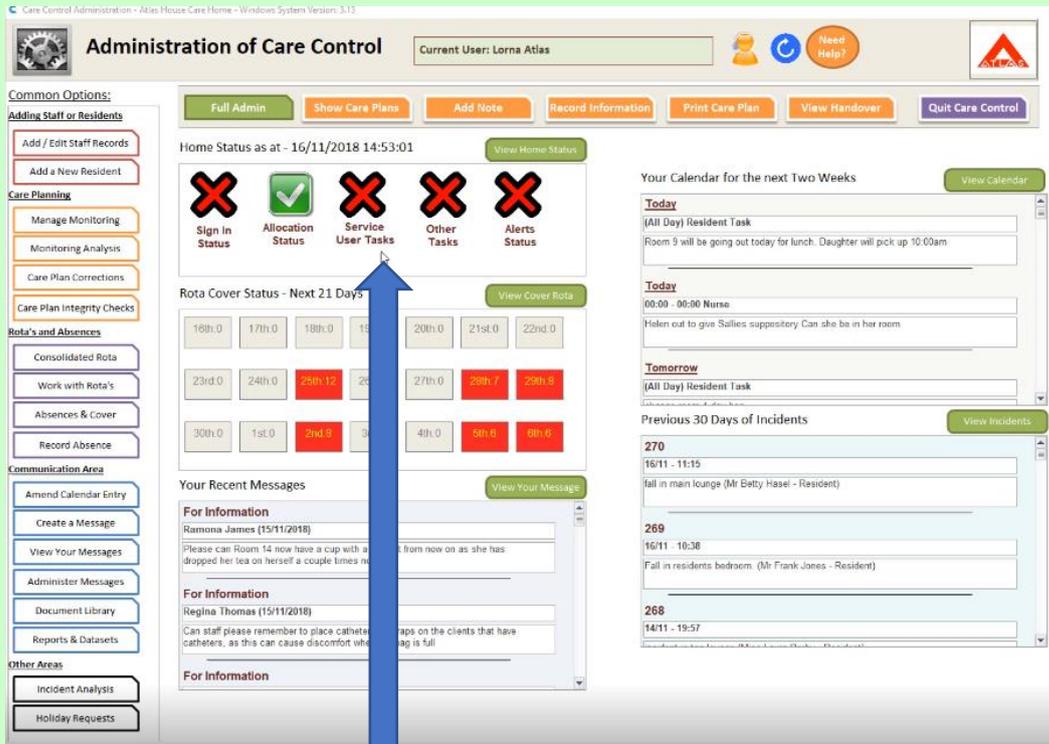
The **Home Status** box will give you a real-time picture of what's outstanding within your care home. To get a closer look, click on the green button called **View Home Status**:

What am I looking at? What do the circles, ticks and crosses mean?
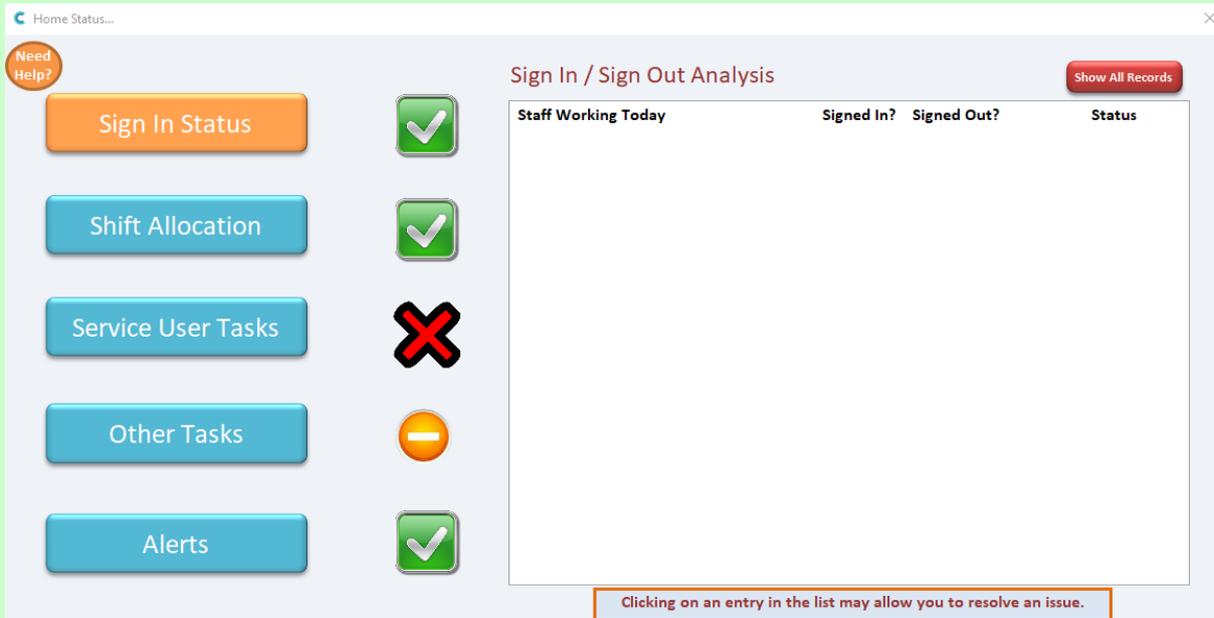
In an ideal world, you should only see green ticks. This means that everything has been completed:

In a realistic world, however, it will be an orange circle. ⊖ The orange circle means that the care is due now.

Staff need to record real time (as you do the care) when they've completed the task or the care.

Most importantly, what we don't want to see is the red cross - this means that either the task hasn't been completed or we have failed to meet the minimum care for our resident.
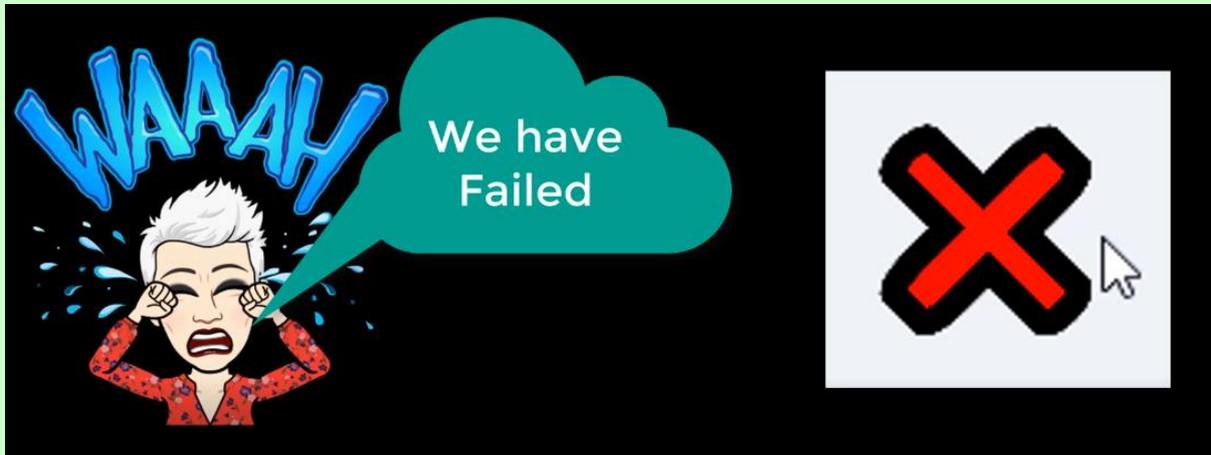
There should be a zero tolerance on any red crosses – you will need to investigate why you have a red cross. It could be that you have a shortage of staff, or there is an influx in the amount of tasks that have to be done that day. It could be that staff are not recording the information real time – it should be made clear to staff that this is NOT acceptable.

Look at the **Home Status** during the course of the shift – several times – to
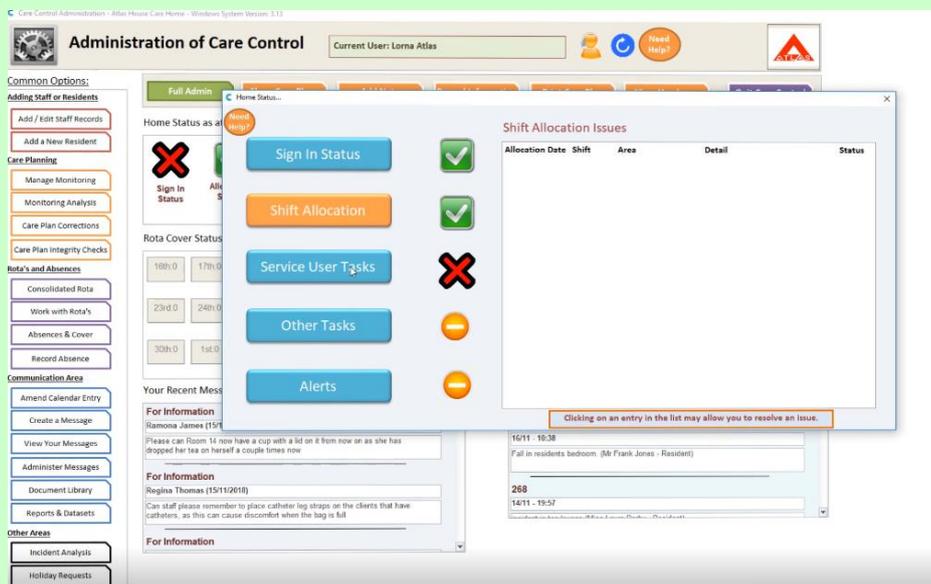
ensure that the staff are on the ball and are recording the care accordingly. As soon as you see a red cross have a look straight away to find out what the issue is…
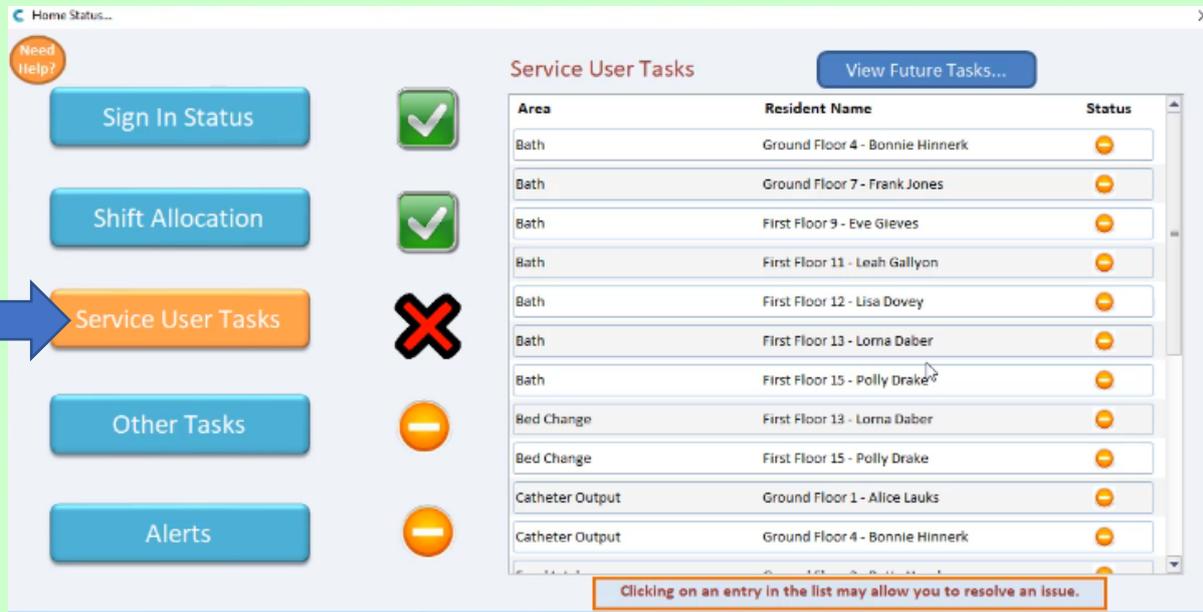
and resolve it as soon as you can.

Ensure that your senior team are working with you to resolve any issues.

Also check any alerts that have come up:
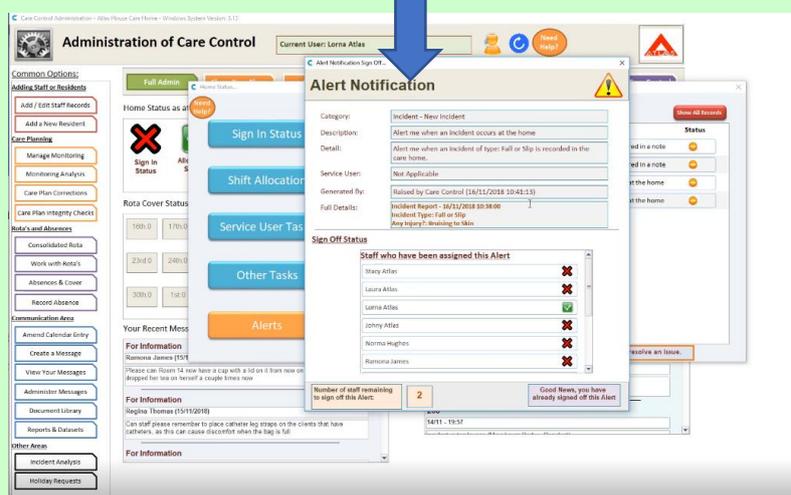
Look at the information and if your name is on the list at the bottom, ensure that you sign it off:

Sign Off Status

Staff who have been assigned this Alert

Stacy Atlas	✖
Laura Atlas	✖
Lorna Atlas	✅
Johny Atlas	✖
Norma Hughes	✖
Ramona James	✖

| Number of staff remaining to sign off this Alert: | **2** | Good News, you have already signed off this Alert |

More than one person may have to **Sign Off** on the alert – this is indicated by the number in the box. You may wish to act on the information that has been provided, i.e. go into an incident and have a look at the incident form itself and perhaps do a post-incident log. Work through the list of alerts and sign off on any that you can sign off on, having read the information. Here is an example of someone working through the list:

C Alert Notification Sign Off...   ✕

Alert Notification ⚠

Category:	Incident - New Incident
Description:	Alert me when an incident occurs at the home
Detail:	Alert me when an Incident of type: Fall or Slip Is recorded In the care home.
Service User:	Not Applicable
Generated By:	Raised by Care Control (16/11/2018 11:32:43)
Full Details:	Incident Report - 16/11/2018 11:15:00 Incident Type: Fall or Slip Any Injury?: Cut to Skin

Sign Off Status

Staff who have been assigned this Alert

Ramona James	✖
Geraldine Jones	✖
Lauren Smith	✖
Chrissy Smith	✖
Brittany Stephens	✖
Regina Thomas	✖

Record: 6 of 11

| Number of staff remaining to sign off this Alert: | **3** | Click Here to Sign Off this Alert |

Ensure you click on the **Blue Button** to **Sign Off** on each **Alert**:

Once you've checked these, there is nothing more you can do. Somebody else has to read the alerts and **Sign Off** on them.

We're now going to look at **Other Tasks**. Here you can see a list of tasks that need to be done:
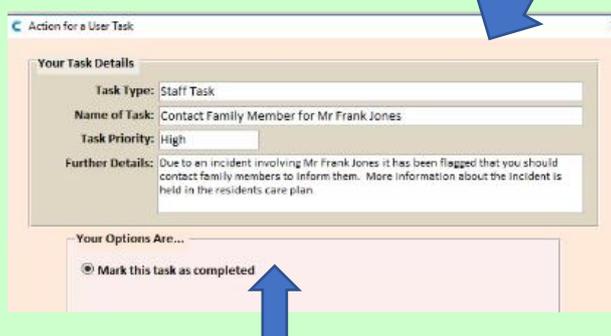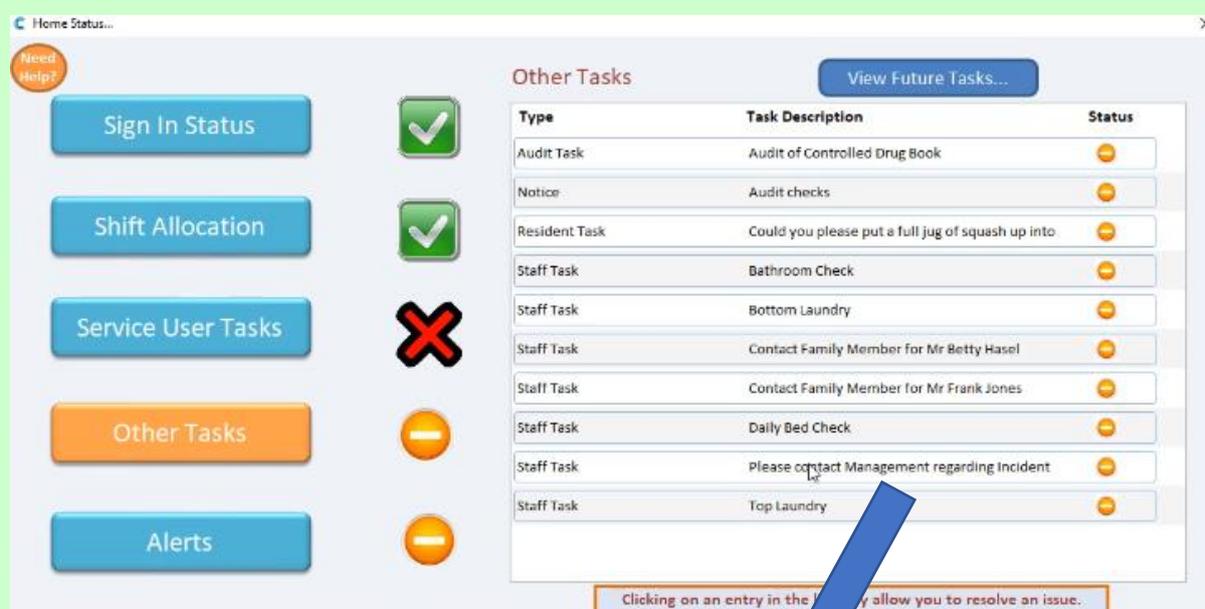
Here is an example of an **Incident Task**. If you've completed this particular task you can **Sign Off** on it. These are tasks that have been set up either automatically by the system or by a member of the admin or management team. The system is self-auditing, so if there is any task that is showing on this list it means that it has to be done or it has been failed. If everything is fine and everything has been completed, then you will have green ticks:
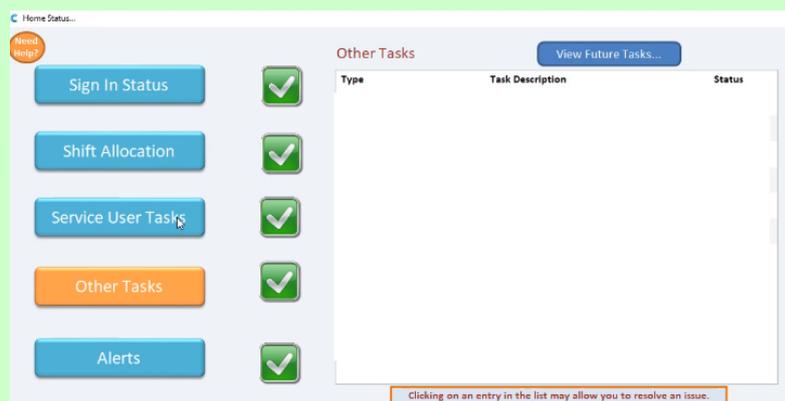
Question 1 – What does the Home Status Box show you?

A – An overview of your Staff Record.

B – Your Care Plans.

C – A real-time picture of what is outstanding within your care home.

D – A calendar view of the month.

Question 2 – Which of the following statements is true?

A – Only one person is ever needed to sign off on an alert.

B – A red cross means that the task has been done and is no longer outstanding.

C – Staff can go back into the system and say what time any specific care was given.

D – Staff need to record the care that they give as soon after providing that care as possible.

Question 3 – Which of the following statements is false?

A – If everything is fine and everything has been completed, then you will only see red crosses indicating no more outstanding tasks.

B – Orange circles indicate that the care is now due.

C – If everything is completed you will see green ticks.

D – Once an incident has been recorded you can also add information to a post-incident log.