

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:

Admini	stration of Care Control	rent User: Lorna Atlas	📃 🙎 🙆 (Need)	-
nmon Options:				
ng Staff or Residents	Full Admin Show Care Plans	Add Note Record Info	Print Care Plan View Handover Quit Care Cont	
dd / Edit Staff Records	Home Status as at - 16/11/2018 14:53:01	View Home Status		
Add a New Resident			Your Calendar for the next Two Weeks	nda
Planning		X X	Today	1000
Manage Monitoring			(All Dav) Resident Task	
Monitoring Analysis	Sign in Allocation Service On Status Status User Tasks Ti	ther Alerts asks Status	Room 9 will be going out today for lunch. Daughter will pick up 10:00am	
				-1
are Plan Corrections	Rota Cover Status - Next 21 Days	View Cover Rota	Today 00:00 - 00:00 Nurse	
s and Absences	16b.0 17th.0 18b.0 15 20th	0 21st.0 22nd.0	Helen out to give Sallies suppository Can she be in her room	
Consolidated Rota				_
	2240 246 0 200 22		Tomorrow	
Work with Rota's	230.0 240.0 7230172 20 270	20017 2001.0	(All Day) Resident Task	
Absences & Cover			Previous 30 Days of Incidents View Inci	der
Record Absence	30th 0 1st.0 2nd.8 3 4th	D 5th.6 6th.6	270	
unication Area			16/11 - 11:15	
end Calendar Entry	Your Recent Messages	View Your Message	fall in main lounge (Mr Betty Hasel - Resident)	
Create a Message	For Information	-	260	
	Remote san Brow 10 new here a sup with a	w on an aba ban	16/11 - 10:38	
lew Your Messages	dropped her tea on herself a couple times no	won as she has	Fall in residents bedroom. (Mr Frank Jones - Resident)	
Iminister Messages	For Information			
Document Library	Regina Thomas (15/11/2018)		268	
teports & Datasets	Can staff please remember to place catheter raps on the catheters, as this can cause discomfort when ago is full	he clients that have	14/11 - 19:57	_
Areas				
Incident Analysis	For Information			
Holiday Requests				

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?

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C Home Status			×
Need Help?	Sign In / Sign Out Analy	ysis	Show All Records
Sign In Status	Staff Working Today	Signed In? Signed Out?	Status
Shift Allocation			
Service User Tasks			
Other Tasks			
Alerts	Clicking on an an	nter in the list may allow you to recolve a	listue
	clicking on an en	in y in the list may allow you to resolve al	i issue.



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. circle means that the care is due now.

The orange

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

2 Aunin	istration of Care C	Current User: Lorna At	las	2 0(		
on Options:						
Staff or Residents	C Home	Status				
/ Edit Staff Records	Home Status as at Head			Shift Allocation Issues		
dd a New Resident				Allevation Data Shift Area	Datal	<b>6</b> 1.1
anning		Sign In Status	$\mathbf{\sim}$	Anotation Date Shift Area	Detail	Status
anage Monitoring	Sign In Alls		_			
onitoring Analysis	Status S	Shift Allocation				
re Plan Corrections		Shint Anocation				
Plan Integrity Checks	Rota Cover Status					
and Absences	16th:0 17th:0	Service User Tasks	$\mathbf{\mathbf{v}}$			
onsolidated Rota			$\sim$			
	23rd.0 24th.0					
Nork with Rota's		and the second				
Work with Rota's		Other Tasks				
Work with Rota's	30th-0 1st.0	Other Tasks	-			
Work with Rota's	30th.0 1st.0	Other Tasks	•			
Work with Rota's Absences & Cover Record Absence unication Area	30th.0 1st0	Other Tasks Alerts				
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Nork with Rota's bsences & Cover Record Absence mication Area end Calendar Entry reate a Message	30th 0 1st 0 Your Recent Mess For Information Ramona James (15)	Other Tasks Alerts	•	Clicking on an entry in	s the list may allow you to resolve an issue.	
Work with Rota's Absences & Cover Record Absence unication Area enend Calendar Entry Create a Message ew Your Messages	30h:0 1st0 Your Recent Mess For Information Ramona James (15) Pieses can Room 14 row have a	Other Tasks Alerts Opports of on it from now on as she has the management of the second of the secon	0	Clicking on an entry in 16/11 - 10:38	the list may allow you to resolve an issue.	
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ionk with Rota's seences & Cover lecord Absence Indation Area and Calendar Entry reate a Message w Your Messages innister Messages ocument Library ports & Datasets	Vour Recent Mess For Information Reasons James (157 Press can Bosons James (157 Press can Bosons (15712011) Ge st dif piaza ensembler to piaz Registra Themasan (15712011) Cas st dif piaza ensembler to piaz chatteria, as by the cas case deb	Other Tasks Alerts cop with a lid on it from now on as the has the times move control the high space on the clients that have control when the high shill	•	Clicking on an entry it 16/11: 16:38 Fail in reactions bedroom, (Mr Frank Jone 268 16/11: 19:57	s the list may allow you to resolve an issue a - Resident)	-
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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...

Need Help?	Service User Task	View Future Tasks		
Sign In Status	Area	Resident Name	Status	
	Bath	Ground Floor 4 - Bonnie Hinnerk	0	
	Bath	Ground Floor 7 - Frank Jones	•	
Shift Allocation	Bath	First Floor 9 - Eve Gieves	0	]
	Bath	First Floor 11 - Leah Gallyon	0	
Somiso Usor Tasks	Bath	First Floor 12 - Lisa Dovey	0	]
Service Oser Tasks	Bath	First Floor 13 - Lorna Daber	0	]
·	Bath	First Floor 15 - Polly Drake	0	
Other Tasks	Bed Change	First Floor 13 - Lorna Daber	•	
	Bed Change	First Floor 15 - Polly Drake	0	J
	Catheter Output	Ground Floor 1 - Alice Lauks	•	]
Alerts	Catheter Output	Ground Floor 4 - Bonnie Hinnerk	0	]
	Clicking	o tot a put of to recolve an iso		

resolve it as soo	n as you can.	
	i naci toor 11 - Leon oonyon	
Food Intake	First Floor 14 - Laura Derby	
Food Intake	First Floor 15 - Polly Drake	
Personal Care	First Floor 15 - Polly Drake	×
Waterlow	لم Ground Floor 2 - Amanda Langhorn	
Waterlow	Ground Floor 7 - Frank Jones	A 1.9

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:

	Staff who have been assigned this A	Alert	-
	Stacy Atlas	×	
	Laura Atlas	×	-
	Lorna Atlas	9	
	Johny Atlas	×	
	Norma Hughes	×	
	Ramona James	×	*
imber o	f staff remaining	Good News, y	rou have

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:

	Incident - New Incident				
Description:	Alert me when an incident occurs at the home	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 Silp Any Injury?: Cut to Skin				
n Off Status					
St	iff who have been assigned this Alert	*			
R	amona James 🛛 🗶				
G	eraldine Jones 🗙	j			
0 1	eraldine Jones 🗱				
	eraldine Jones 🗱 Juren Smith 🗱				
	eraldine Jones X Furen Smith X Infissy Smith X Ittany Stephens X				

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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:

		Other Tasks	View Future Tasks	
Sign In Status		Туре	Task Description	Status
Sign in Status		Audit Task	Audit of Controlled Drug Book	•
		Notice	Audit checks	•
Shift Allocation		Resident Task	Could you please put a full jug of squash up into	0
		Staff Task	Bathroom Check	0
Service Liser Tasks		Staff Task	Bottom Laundry	•
Service Oser Tasks		Staff Task	Contact Family Member for Mr Betty Hasel	0
		Staff Task	Contact Family Member for Mr Frank Jones	0
Other Tasks		Staff Task	Daily Bed Check	0
		Staff Task	Please contact Management regarding Incident	0
	-	Staff Task	Top Laundry	0
Alerts		Clicking	on an entry in the y allow you to resolve an issue	c.
	C Action for a User Task		×	
	Your Task Details		_	
	Task Type: Sta	iff Task		
	Name of Task: Co	ntact Family Member for Mr Frank	Jones	
	Task Priority: Hig	jh		
	Further Details: Due con hele	e to an incident involving Mr Frank Jor stact family members to inform them, d in the residents care plan	res it has been flagged that you should More information about the incident is	
	-Your Options Are.			
		· · · · · · · · · · · · · · · · · · ·		

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:

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C Home Status			3
Need Help?	Other Tasks	View Future Tasks	
Sign In Status	Туре Т	ask Description	Status
Shift Allocation			
Service User Tasks			
Other Tasks			
Alerts	Clicking on an entr	ry in the list may allow you to resolve an issue	2.

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.