

Care Control April 2020 COVID-19 Checking Tool

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Introduction by Matt Luckham

We have introduced a COVID-19 checking tool as part of the system to try and support homes in monitoring staff and service user.

Systems Versions

After this update you need to be using CC Mobile 4.38 to access the checking screen.

Background

In response to the ever-developing situation surrounding COVID-19, Care Control has created a monitoring area for residents and staff to help manage an outbreak in the home. The monitoring has been based on recent information released by the government about how care homes should be responding, you can find this article linked below.

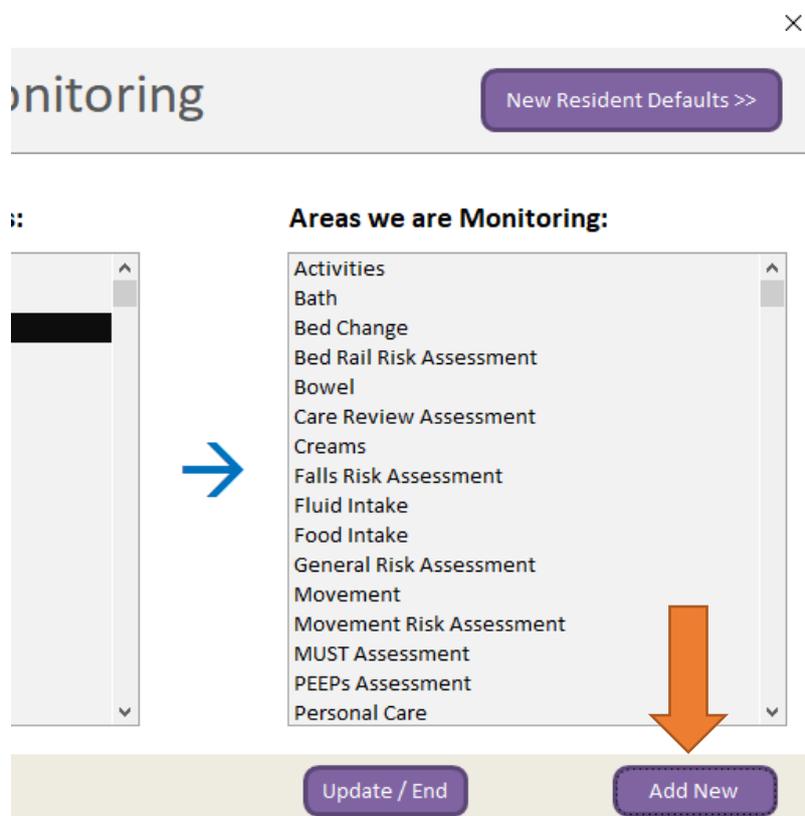
The monitoring is a simple temperature and cough status check. This should help you spot developing symptoms and allow time to take precautionary measures.

The monitoring is available for both residents and staff. The COVID-19 Check works the same as every other monitoring area on the system for the residents. For staff there is a new menu option to complete checks. More information on accessing and recording the checks can be found below.

Accessing & Assigning the Monitoring

The monitoring will need to be assigned on the Main System (CC Windows) or via the admin side of Care Control Mobile. The steps below are for assigning the monitoring on CC Windows.

- First head to the *'Full Admin'* menu.
- Next go to the *'Care Planning'* tab and select *'Manage Monitoring'*.
- Select the resident and press *'Add New'*
- Select COVID-19 Check from the list.
- Here you can set a frequency and a reason for the monitoring.



Note: The default for this monitoring frequency is every 4 hours during the day shift.

Completing the Check

For Service Users

For residents who have the monitoring assigned, there are 2 ways to complete a check. Both will result in a note being generated on their Care Plan, as well as add to the analysis information available in Monitoring Analysis.

As with every other monitoring area, reminders will appear on the Home Status, from here you can complete the check.

Remember, you must be using CC Mobile for this to work: -

| Area | Service User |
|------------------------|-------------------|
| Care Review Assessment | |
| Catheter Output | Ground Floor 1 |
| Catheter Output | Ground Floor 4 |
| Catheter Output | First Floor 11 - |
| Catheter Output | First Floor 16 - |
| COVID-19 Check | Ground Floor 1 |
| Creams | Ground Floor 1 |
| Creams | Ground Floor 3 |
| Creams | Ground Floor 4 |
| Creams | Ground Floor 5 |
| Creams | Ground Floor 6 |
| Creams | First Floor 8 - B |
| Creams | First Floor 9 - J |
| Creams | First Floor 10 - |

This then loads the COVID-19 Checking screen: -

Current User: Matt Luckham [Get Help] [Home] [Finish]

Record COVID 19 Record for Mr Frank Jones

Recorded Time: 14:51

You must answer all questions:

Current Temperature: °C

Any Associated Cough:

[Save Record]

You need to record the temperature of the service user. If you record a temperature greater than 37.8 you are asked to record a second temperature: -

Current User: Matt Luckham Get Help Home Finish

Record COVID 19 Record for Mr Frank Jones

Recorded Time: 14:51

You must answer all questions:

Current Temperature: 37.9 oC

Any Associated Cough:

Recheck Temperature: oC

If you can, use a different temperature measuring device. Be sure of your measurement.

Please consult with the manager for advice as you have recorded one high temperature. You should try and record another temperature to confirm this recording. Check the recording device is working and calibrate it if possible.

Save Record

For Staff Members

This feature can be turned off. By default the check is in place so that everyone who signs in, a prompt is shown on the Home Status – Other Tasks screen: -

Current User: Matt Luckham Get Help Home Tasks Finish

CURRENT OVERALL STATUS URGENT ISSUES

Sign In Status ✗

Shift Allocation ✗

Resident Care Tasks ✗

Other Tasks ✗

Alerts ✗

| Type | Description | Status |
|-------------------|-----------------------------------|--------|
| COVID Check | Kerrie Biram | ✗ |
| COVID Check | Vanessa Crawford | ✗ |
| COVID Check | Matt Luckham | ✗ |
| Audit Task | Audit of Controlled Drug Book | ⚠ |
| Domestic Task | Clean Bottom Laundry | ✗ |
| Domestic Task | Deep Clean Kitchen | ✗ |
| Health and Safety | Check Window Restraints | ⚠ |
| Health and Safety | Fire Alarm Test and Door Closures | ✗ |
| Kitchen Task | Calibrate Probe | ✗ |
| Kitchen Task | Clean Main Fridge | ⚠ |
| Kitchen Task | Deep Clean Kitchen | ✗ |
| Kitchen Task | Deep Clean Kitchen | ✗ |
| Maintenance | Clean Rods on Boilersw | ✗ |

Again, by touching these prompts you will be taken to the checking screen: -

Record COVID 19 Record for Matt Luckham



Recorded Time:

You must answer all questions:

Current Temperature: °C

Any Associated Cough: 

Recording a Check – Adhoc

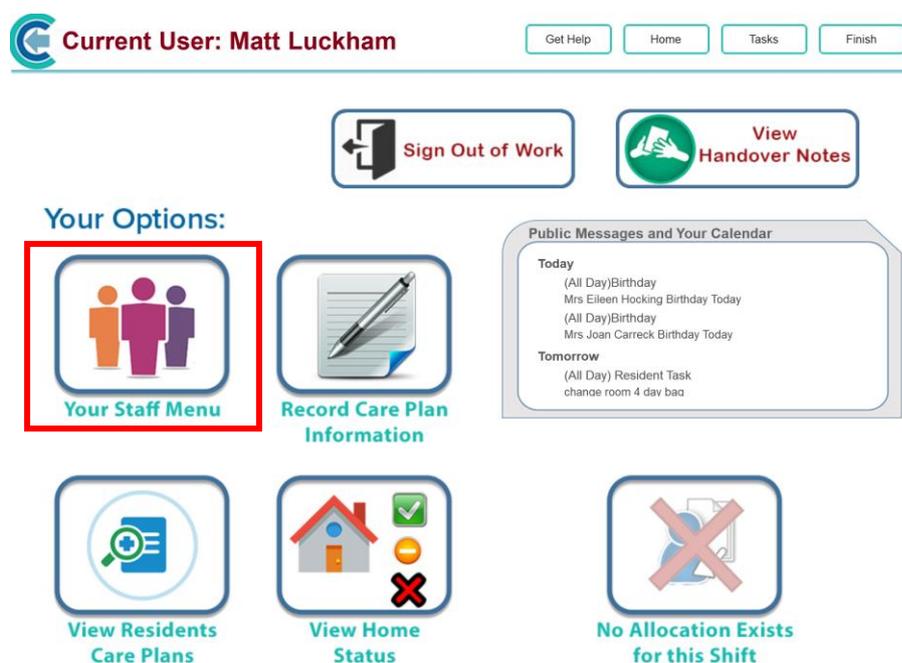
For Service Users

The other way of completing a check is via the 'Record Care Plan Information' button. The COVID-19 Check will appear in the 'More Options' area alongside all the other monitoring areas on the system.



For Staff Members

You can complete ad-hoc recording through the Staff Menu: -



And then...

Your Options:

 **Your Staff Record**

 **Your Training Record**

 **Work with Messages**

 **View Your Rota**

 **Book a Holiday**

 **View Contacts**

 **View Calendar**

 **Document Library**

Important Documents

Death of a Service User Procedure

Disciplinary Policy and Procedure

Resident Information Sheet Template

Whistle Blowing / Safeguarding Policy

 **Check Lists**

Shortcut Checklists

Domestic List

Marks maintenance list

Referral Scheme



Care Management



Kitchen Management

 **COVID 19 Record**

Alerting COVID-19 Check

We have built in a new alert for this check which will fire if an abnormal temperature is recorded for either staff or service user: -

Create / Amend Alert...

Step 1 - Select Your Alert Template

Select Category: COVID 19

Select Sub Category: Check

Alert Detail: Alert when COVID 19 Check results in abnormal reading

Alert Wording: Alert me a COVID 19 check is completed which results in any abnormal reading.

Step 2 - Fill in Alert Parameters

Parameters for this Alert

| Name | Value |
|------|-------|
|------|-------|

Step 3 - Who is getting the Alert?

Message Group: Management

Show on Home Status: How many staff members are required to sign off the Home Status Alert?: One Staff Member

Delete Alert Save

You can also use the Home Status alert to check the Other Tasks area to enforce staff taking temperatures: -

Create / Amend Alert...

Step 1 - Select Your Alert Template

Select Category: Management

Select Sub Category: Home Status

Alert Detail: Alert me if a red cross is generated in the Home Status

Alert Wording: Alert me if the Home Status Area: Other Tasls is generating a red cross at the schedule time

Step 2 - Fill in Alert Parameters

Parameters for this Alert

| Name | Value |
|-------------|-------------|
| Home Status | Other Tasls |

Step 3 - Who is getting the Alert?

Message Group: Management

Show on Home Status: How many staff members are required to sign off the Home Status Alert?: One Staff Member

Schedule Time: 17:00 *This is the time that this alert will run e.g. 08:00*

Delete Alert Save

Analysing the Results

Analysis availability is as follows:

- Care Control Mobile – Resident Monitoring Analysis
- Care Control Windows – Resident/Staff List Analysis

Resident records create a note on the care plan, as well as adding to the analysis available in the 'Monitoring Analysis' section of the care plan on Care Control Mobile.

- View Resident Care Plans
- Select the resident
- Show Care Plan Options
- Monitoring Analysis > COVID-19 Checks

The screenshot shows the 'Current User: Matt Luckham' interface. On the left, a 'Care Plan Sections' menu is visible, with 'Monitoring Analysis' highlighted by a red box. The main area displays resident information for '1938 - Status: Active'. The resident's name is 'Mr Frank Jones', born '28/03/1938', arriving '03/03/2018'. A 'Fast Facts' section shows 'Falls Risk: High', 'Number Falls Last 12 Months: 2', and 'Last Fall Date: 16/04/2020'. Other facts include 'Weight: 85kg', 'BMI: 26', 'Waterlow: 13', and 'MUST: 0'. A note mentions a stroke affecting the right side. The 'Areas we are Monitoring' section lists 'Activities', 'Air Mattress Settings', 'Bath', 'Bed Change', and 'Rail Rail Risk Assessment'. A 'COVID-19 Check' is listed in the 'Medical' section.

The screenshot shows the 'Monitoring Analysis' section for 'Ground Floor 1 - Frank Jones - DOB: 28/03/1938 - Status: Active'. The 'Monitoring Type' is 'COVID-19 Check', starting on '15/04/2020' with an 'Ongoing' duration. The 'Start Reason' is 'All service users need to be checked for COVID-19'. The 'Frequency' is 'Record monitoring information at least every 4 hours during the Day Shift only'. The 'Associated Health Issue' is 'None'. A table titled 'Analysis of COVID-19 Checks' shows records for '15/04 - 15:57' and '15/04 - 15:56'. The second record shows a high temperature of 38.3 and a note: 'You have recorded two high temperatures for this service user. You should assume that the service user has COVID-19 and taken immediate action to isolate the'.

| Check Date | Temp 1 | Temp 2 | Has Cough | Actions |
|---------------|--------|--------|-----------|---|
| 15/04 - 15:57 | 37.0 | 0 | No | |
| 15/04 - 15:56 | 38.0 | 38.3 | No | You have recorded two high temperatures for this service user. You should assume that the service user has COVID-19 and taken immediate action to isolate the |

On Care Control Windows, staff checks can be found in a report showing all recorded checks on the site.

- Full Admin
- Common Options
- Analysis Reports
- Report Name: Covid-19 Checks: Full Extract

This report can then be exported to Excel for editing or printing.

Report Analysis... X

Report Category: << All Categories >> Report Name: COVID-19 Checks - Full Extract Run Report

Description: This report shows a full extract of the COVID-19 Checks that have been recorded so far. Further Options
Get Help

| CovidCheck | UserType | UserDetails | CheckDate | CheckTime | RecordedBy | Temperatur | Temperatur | HasCough | Action |
|------------|-------------|-------------|------------|-----------|------------|------------|------------|----------|--------|
| 1 | StaffMember | | 16/04/2020 | 11:38:19 | | 36.7 | 0 | No | |
| 2 | StaffMember | | 16/04/2020 | 11:38:58 | | 36.6 | 0 | No | |
| 3 | StaffMember | | 16/04/2020 | 11:39:28 | | 36.6 | 0 | No | |
| 4 | StaffMember | | 16/04/2020 | 11:40:02 | | 36.6 | 0 | No | |
| 5 | StaffMember | | 16/04/2020 | 11:41:13 | | 36.5 | 0 | No | |
| 6 | StaffMember | | 16/04/2020 | 11:41:52 | | 36.8 | 0 | No | |
| 7 | StaffMember | | 16/04/2020 | 11:42:32 | | 36.7 | 0 | No | |
| 8 | StaffMember | | 16/04/2020 | 11:42:57 | | 36.8 | 0 | No | |
| 9 | StaffMember | | 16/04/2020 | 11:43:30 | | 36.7 | 0 | No | |
| 10 | StaffMember | | 16/04/2020 | 11:44:40 | | 36.8 | 0 | No | |
| 11 | StaffMember | | 16/04/2020 | 11:45:14 | | 37.2 | 0 | No | |
| 12 | ServiceUser | | 16/04/2020 | 13:35:26 | | 36.6 | 0 | No | |
| 13 | ServiceUser | | 16/04/2020 | 13:35:59 | | 36.7 | 0 | No | |
| 14 | ServiceUser | | 16/04/2020 | 13:36:51 | | 36.7 | 0 | No | |
| 15 | ServiceUser | | 16/04/2020 | 13:37:40 | | 36.5 | 0 | No | |
| 16 | ServiceUser | | 16/04/2020 | 13:39:07 | | 36.5 | 0 | No | |
| 17 | ServiceUser | | 16/04/2020 | 13:39:49 | | 36.7 | 0 | No | |
| 18 | ServiceUser | | 16/04/2020 | 13:41:02 | | 36.8 | 0 | No | |
| 19 | ServiceUser | | 16/04/2020 | 13:41:49 | | 36.7 | 0 | No | |
| 20 | ServiceUser | | 16/04/2020 | 13:42:59 | | 36.7 | 0 | No | |
| 21 | ServiceUser | | 16/04/2020 | 13:43:58 | | 36.6 | 0 | No | |
| 22 | ServiceUser | | 16/04/2020 | 13:45:32 | | 36.8 | 0 | No | |
| 23 | ServiceUser | | 16/04/2020 | 13:46:25 | | 36.7 | 0 | No | |
| 24 | ServiceUser | | 16/04/2020 | 13:47:29 | | 36.6 | 0 | No | |
| 25 | ServiceUser | | 16/04/2020 | 13:48:50 | | 36.5 | 0 | No | |

Record: 1 of 149 No Filter Search

You are not able to edit this report.

Useful Links

The Government report:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878099/Admission and Care of Residents during COVID-19 Incident in a Care Home.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878099/Admission_and_Care_of_Residents_during_COVID-19_Incident_in_a_Care_Home.pdf)

Care Control Downloads:

<https://carecontrolsystems.co.uk/downloads/>