

Care Control September 2020

CC Windows and Pocket

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Introduction by Matt Luckham

A small update of CC Windows and CC Pocket to support One Time Codes and laying the foundation for the Supervision Release later this month.

Systems Versions

After this update you need to be using CC Windows 3.33 and CC Pocket 2.09 .

Release Timetable

Your Cloud Database is being updated on Wednesday 16th September. CC Windows will automatically update to version 3.33. You will then be able to download CC Pocket 2.09 to support One Time Codes.

Background

This release introduces the idea of One Time Codes. Up until this release, all devices need to be registered using a Site Code. This causes a problem if the device in question is not a company owned device e.g. a device owned by a staff member. One Time Codes allows your organisation to send a code to a staff member to allow them to set-up a device without disclosing your site code.

We have also added support for Single Custom Form monitoring with Pocket.

We have added a number of other new features and fixes into this release, with further work being completed on the Supervisions Module which has a targeted release of the end of September.

Summary of the Changes

The following forms a list of the changes included in this release: -

- **Single Custom Form Monitoring**
With this update we have added support for Single Custom Form monitoring into Pocket.
- **One Time Codes**
The ability for staff to set-up devices using a one time use code, stopping the site from having to share the site code.
- **Bulk Staff Notes**
The ability to record multiple notes for staff members at the same time e.g. if a number of staff have had COVID tests
- **Change Default Client Order**
The ability to change the client order shown within CC Windows, CC Pocket and CC Mobile.
- **Checklist Home Status Start and End Time**
The ability to restrict what time of day that a Check List is shown on the Home Status screen.
- **Device Management**
The ability to disable / enable any device on your system.
- **Care Note Analysis – Flexible Report Length**
A change to allow you to produce up to 9,999 of notes using this tool, instead of the current fix limit of 200.
- **Care Control Usage Indicator**
On the Admin Screens the Health Check Score is now shown.
- Various Bugs

Single Custom Form Monitoring

With this update we have added support for Single Custom Form monitoring within Pocket. Make sure you are using Pocket 2.09 and any Single Custom Form areas that you have created will now be accessible.

You will also note that these forms will load the previous saved data set, if that is an option that you had selected when creating the form.

Do find out more about Single Custom Form Monitoring read this help article: - <https://www.ccacademy.co.uk/knowledge-base/single-custom-form-monitoring/>

One Time Codes

With version 2.09 of Pocket (and a future update to Mobile) you can use a One Time Code.

A One Time Code takes the form of: -

ONE9323AA7B3

This code is generated within CC Windows.

The screenshot shows the 'Administration of Care Control' interface. At the top, there's a navigation bar with '0% Care Control Usage', a 'Need Help?' button, and a 'URGENT ISSUES' alert. The current user is identified as 'Johny Atlas'. Below the navigation bar are several menu categories: 'Common Options', 'Staff Area', 'Time & Attendance', 'Client Area', 'Income', 'Care Planning', 'Communication', and 'Advanced Staff'. The main content area is divided into four columns: 'Configuration & Setup', 'Key Information', 'Repair & Reset', and 'Legacy Access'. The 'One Time Codes' button is located in the 'Repair & Reset' column and is highlighted with a red border. At the bottom of the interface, there are several action buttons: 'Load Main System', 'Show Care Plans', 'Admin Dashboard', 'Record Information', 'Print Care Plan', 'View Handover', and 'Quit Care Control'.

This will load the One Time Codes screen: -

The screenshot shows the 'Send One Time Codes...' dialog box. It contains a text box with the instruction: 'Use the One Time Codes to allow staff to have access to the full version of Care Control on their own devices, without needing to provide those staff members with your site code.' Below this, there are two main sections: 'Available Staff / Groups' and 'Staff to receive one time code:'. The 'Available Staff / Groups' section has a dropdown menu set to '<< All Staff >>' and a list of staff members: Johny Atlas, Lorna Atlas, Laura Atlas, Stacy Atlas, Maria Cathro, Dawn Harris, Diana Harris, Julie Hughes, Ruby Hughes, Christina Hughes, Joan James, and Gail James. There are 'Add >', 'Add All >>', '< Remove', and '<< Remove All' buttons. The 'Staff to receive one time code:' section is currently empty. Below these sections, there is an 'Expiry Date' field set to '13/09/2020 11:43:34' with a calendar icon and the note: 'After this date, the issued code will no longer work.' There is also an 'Alternate Email' field with the note: 'You must provide an Alternate Email address that will be used for any staff who do not have an email addresses in their file.' At the bottom, there is a 'Force to Use Alternate Email' checkbox with the text: 'Force the use of the alternate email. All emails will go to this address.' The dialog box has a 'Historic Codes' button on the left and a 'Send' button on the right.

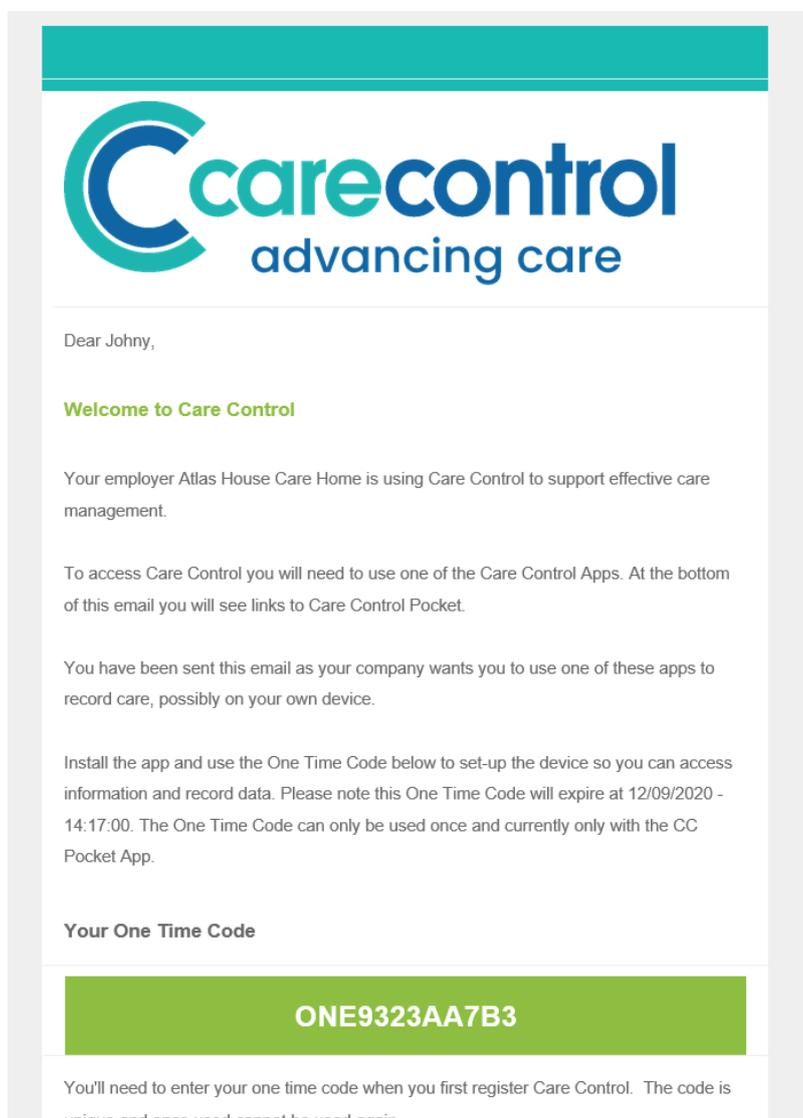
On this screen you must: -

- Select the staff you want to receive one time codes
- An expiry date (defaulted to 48 hours in the future)
- Alternate Email Address (in case the staff member does not have an email)
- Choose to force the Alternate Email Address to be used

When you click Send each staff member listed will receive a One Time Code email.

One Time Code Email

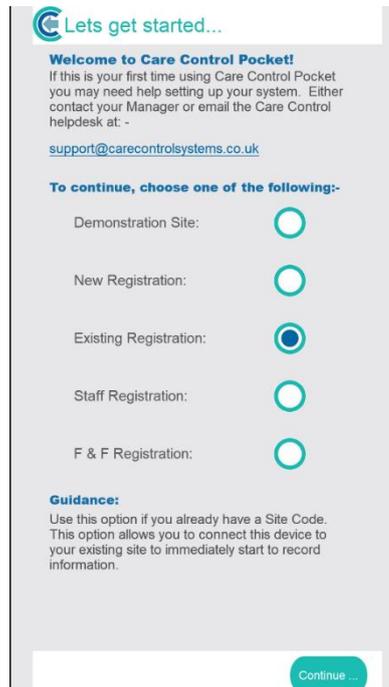
The following is an example of the email that is sent to a staff member: -



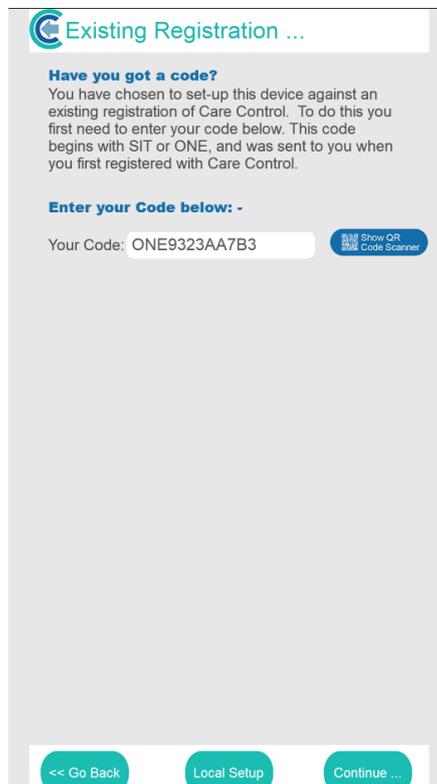
Using the One Time Code

The One Time Code can currently only be used in CC Pocket 2.09. Make sure you are using CC Pocket 2.09.

Select Existing Registration



Enter your One Time Code: -



Viewing One Time Code Usage

You can view the One Time Codes that have been issued by clicking on the Historic Codes option: -

Send One Time Codes...

Use the One Time Codes to allow staff to have access to the full version of Care Control on their own devices, without needing to provide those staff members with your site code.

Available Staff / Groups: << All Staff >>

- Johnny Atlas
- Lorna Atlas
- Laura Atlas
- Stacy Atlas
- Maria Cathro
- Dawn Harris
- Diana Harris
- Julie Hughes
- Ruby Hughes
- Christina Hughes
- Joan James
- Gail James

Staff to receive one time code:

Expiry Date: 13/09/2020 11:43:34
After this date, the issued code will no longer work.

Alternate Email:
You must provide an Alternate Email address that will be used for any staff who do not have an email addresses in their file.

Force to Use Alternate Email: Force the use of the alternate email. All emails will go to this address.

Historic Codes (highlighted with a red box) Send

From here you can view the codes that have been issued, and toggle if that code is available or blocked: -

One Time Code	Staff / Email Address	Expiry Date	Active Date	Deactivated Info
ONEC82741C5B	Johnny Atlas matt@carecontrolsystems.co.uk	13/09 - 11:43		Johnny Atlas 11/09 - 11:54

Record: 1 of 1 | No filters | Search

Bulk Staff Notes

We want to make it easier for you to create notes that are held within staff records. Up until this release you can only create one note at a time.

On the staff records screen you have a new button: -

The screenshot shows the 'Manage Staff Records...' window for Mrs Lorna Atlas. The 'Active Staff Members' section displays navigation arrows, a 'Need Help?' button, and a 'Click for full staff list...' link. The 'Other Functions' section contains buttons for 'Add New Staff Member', 'Process Staff Leaver', 'View Historic Staff Records', and 'Create Staff Notes', with the latter highlighted by a red box. Below this is a tabbed interface with 'Personal 1' selected. The form fields include: Name (Mrs Lorna Atlas), Address (22 Atlas House, West Devon Business Park, Tavistock, Devon), Post Code (PL19 9DP), Initials (JH), Primary Tel No (01822 738100), Date of Birth (01/04/1976), Secondary Tel No, Start Date (02/08/1993), Third Tel No, NI Number (JE-19-05-96-A), and Email Address. A 'Change Image...' button is located to the right of the form. At the bottom are 'Cancel Changes' and 'Save Changes' buttons.

This opens the following screen: -

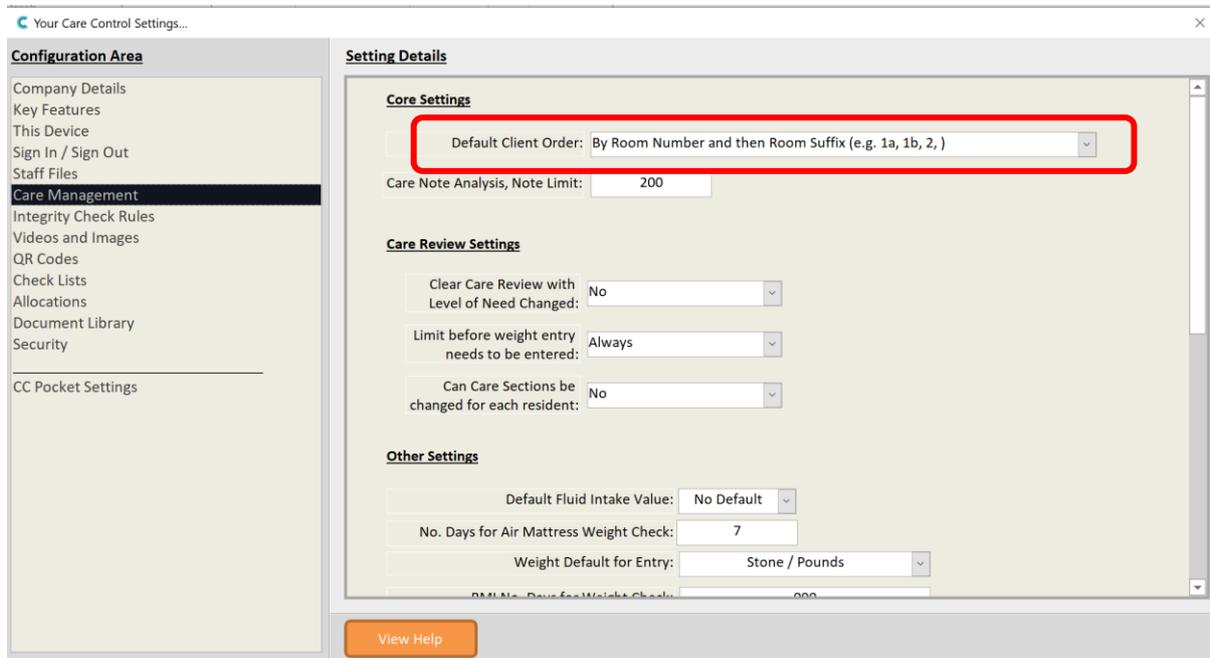
The 'Create a Staff Note...' dialog box features a list of 'Available Staff / Message Groups' including Lorna Atlas, Laura Atlas, Johnny Atlas, Stacy Atlas, Maria Cathro, Dawn Harris, Diana Harris, Ruby Hughes, and Christina Hughes. To the right, the 'Send Note to Staff:' section has a large empty text area and buttons for 'Add >', 'Add All >>', '< Remove', and '<< Remove All'. Below the text area is a 'Check Spelling' button. At the bottom are 'Cancel' and 'Send' buttons.

On this screen you can select any number of staff to create a note which will then be saved against their staff notes area.

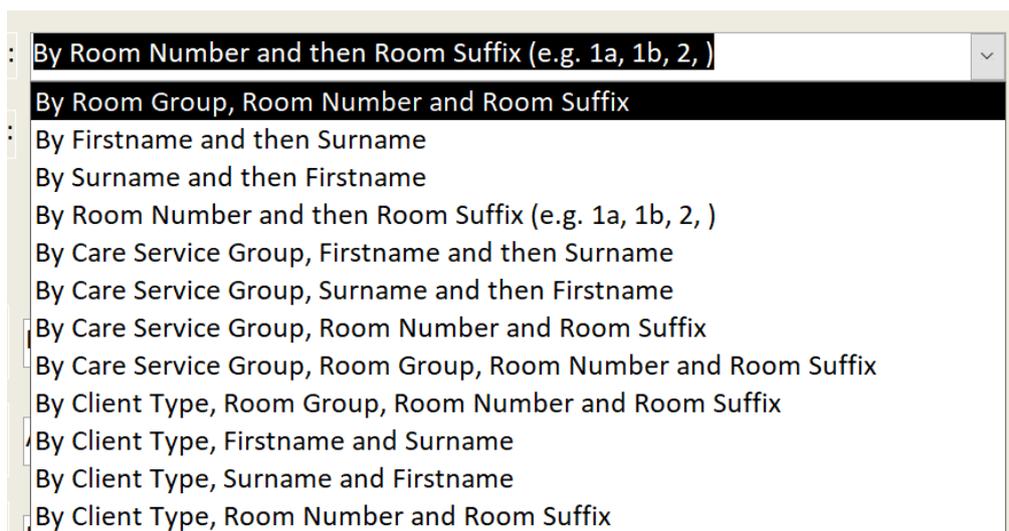
Change Default Client Order

We have added the ability for you to modify the order in which your client lists are shown. On this release we have modified the core lists within CC Windows, Pocket and Mobile, but we hope to update further areas using this new order feature.

You can set your client order setting within CC Windows -> System Setting: -



The options you have are: -



When this option is changed it will affect ALL systems connected to that site.

Checklist Home Status Start and End Time

Within the Checklist you can now specify the time of the day which you would like the checklist to be displayed on the Home Status screen: -

Create New Checklist

Stage 1 - Describe Your Checklist
Active?:

Checklist Name:

Description (Optional):

Start Date:

Created By:

Target Shift: Day Shift Night Shift

Display Checklist on Home Status:

Start Time:

EndTime:

Stage 2 - Who is it for?
Select which members of staff can complete tasks added to this checklist.

Options	Selection List:	Your Selection:
<input type="radio"/> By Staff Name	Activities Agency Care Cook Domestic	<input type="text"/>

This allows you to create a Checklist for Morning Tasks or Evening Tasks etc. The Checklist will only show for the time specified. The default is that checklists are shown throughout the day.

Device Management

With this release you can now manage other devices on your system. In the Administration Area you can access Device Management: -

The screenshot shows the 'Administration of Care Control' dashboard. At the top, there's a header with '0% Care Control Usage', a 'Need Help?' button, and a 'URGENT ISSUES' alert. Below the header is a navigation bar with tabs for 'Common Options', 'Staff Area', 'Time & Attendance', 'Client Area', 'Income', 'Care Planning', 'Communication', and 'Advanced Staff'. The main content area is divided into four columns: 'Configuration & Setup', 'Key Information', 'Repair & Reset', and 'Legacy Access'. The 'Device Management' button is located in the 'Repair & Reset' column and is highlighted with a red box. At the bottom, there's a row of buttons: 'Load Main System', 'Show Care Plans', 'Admin Dashboard', 'Record Information', 'Print Care Plan', 'View Handover', and 'Quit Care Control'.

You then get a screen that shows you all the devices on your site: -

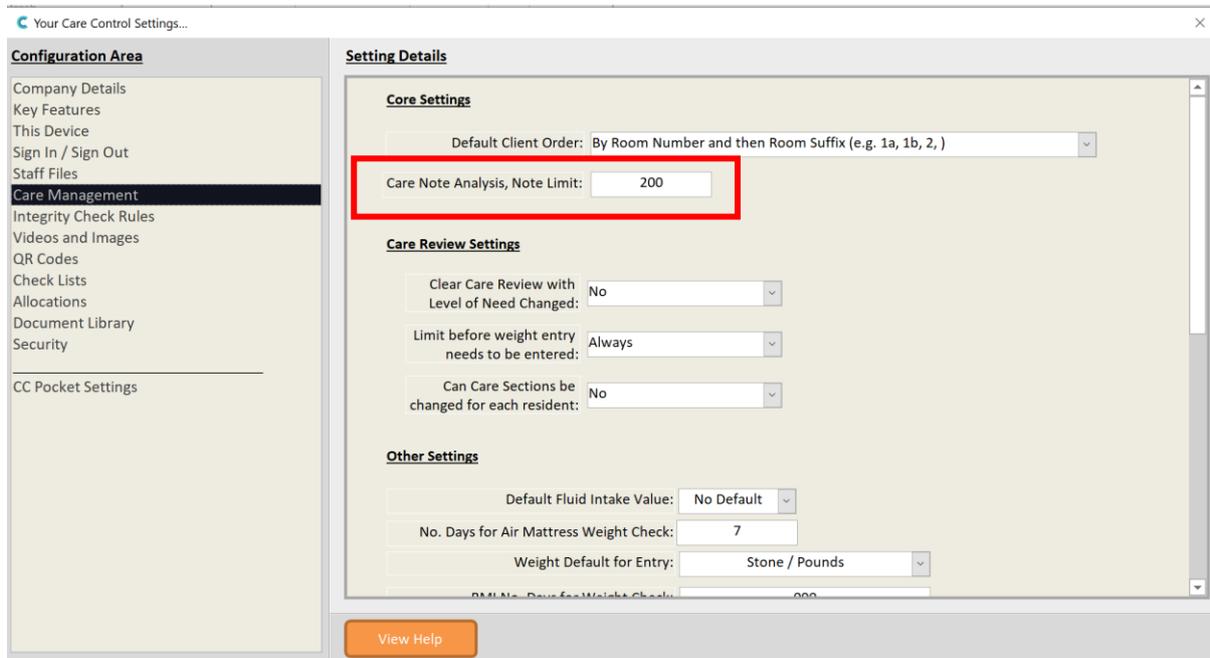
System Used	Device Name / ID	Device Model	Platform and Reg Date	Active?	Deactivated Info	Last Used
CCPoc	CCPETE110920	H81M-S2H	win32	No	11/09/2020 13:21:20	Gail James
	d21b15f99055001b28cc2e495189a0d8		11/09/2020 13:06:58		Stacy Atlas	11/09/2020 13:19:41
CCPoc	CCPETE	H81M-S2H	win32	No	11/09/2020 13:06:58	Gail James
	d21b15f99055001b28cc2e495189a0d8		11/09/2020 12:56:40		The System	11/09/2020 13:04:47
CCMed	CCLSUPPORT090920	System Product Name	win32	Yes		Stacy Atlas
	15befd67d25e0fb58f685cbb233bd249		09/09/2020 09:14:48			09/09/2020 09:16:00
CCMed	KEYBOARDIPAD	iPad	ios	Yes		Carol Mulford
	f7a13a70436e6b22baa164099012cf8		17/09/2019 09:58:08			08/09/2020 21:44:04
CCPoc	CHARLOTTE	SM-G960F	android	Yes		Charlotte Richards
	30fb08f30c8d14f7		03/09/2020 13:14:20			08/09/2020 16:12:34
CCMed	CHARLOTTE'S LAPTOP	HP ProBook 640 G1	win32	Yes		Charlotte Richards
	2e147b448be816ddc2a726521559c46d		18/07/2019 11:52:58			08/09/2020 15:44:41
CCMed	SHMAINPC	Vostro 230	win32	Yes		Grace Wearing
	b45706c293408688b283a8e6eda46d67		27/11/2017 15:10:01			08/09/2020 09:27:33
CCPoc	MATTPHONE2	SM-G988B	android	Yes		Matt Luckham
	0bb7a556806bb1c6		03/09/2020 12:51:20			08/09/2020 09:22:50
CCPoc	SPRINGPRO2	Armor 7E	android	Yes		Matt Luckham
	b0a497f85c26c0c2		23/07/2020 11:20:40			08/09/2020 09:14:15
CCMed	CCLSUPPORT020920	H81M-S2H	win32	Yes		Vanessa Crawford

You can select a record and Disable / Enable that device.

Care Note Analysis – Flexible Report Length

The Care Note Analysis is a critical tool within Care Control. However, the current version fixes that maximum number of notes returned to 200. With this update you can now change this to a new limit of up to 9,999.

Go to System Settings: -



The screenshot displays the 'Your Care Control Settings...' application window. On the left is a 'Configuration Area' sidebar with a tree view containing: Company Details, Key Features, This Device, Sign In / Sign Out, Staff Files, Care Management (highlighted), Integrity Check Rules, Videos and Images, QR Codes, Check Lists, Allocations, Document Library, Security, and CC Pocket Settings. The main area is titled 'Setting Details' and is divided into three sections: 'Core Settings', 'Care Review Settings', and 'Other Settings'. In the 'Core Settings' section, the 'Default Client Order' is set to 'By Room Number and then Room Suffix (e.g. 1a, 1b, 2,)'. The 'Care Note Analysis, Note Limit' is a text input field containing the number '200', which is highlighted with a red rectangular box. The 'Care Review Settings' section includes: 'Clear Care Review with Level of Need Changed:' set to 'No', 'Limit before weight entry needs to be entered:' set to 'Always', and 'Can Care Sections be changed for each resident:' set to 'No'. The 'Other Settings' section includes: 'Default Fluid Intake Value:' set to 'No Default', 'No. Days for Air Mattress Weight Check:' set to '7', and 'Weight Default for Entry:' set to 'Stone / Pounds'. A 'View Help' button is located at the bottom center of the window.

Whatever number you set here will be used on the Care Note Analysis on any system.

Care Control Usage Indicator

On both the Admin Dashboard and Admin Main Screen, we have brought forward the Health Check Usage Indicator. This is a useful tool that provides insight into how well you are using Care Control: -

Read more about Health Check Scores here: - <https://www.ccademy.co.uk/knowledge-base/care-control-your-usage-health-check-2/>

Various Bugs

The following bugs with the system have been addressed: -

- Behaviour Chart – overlapping dates
- Health Issue – Adding above 99 issues
- Staff Record – issues occasionally loading holiday record