Care Control September 2020
CC Windows and Pocket

Contents

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.

This will load the One Time Codes screen: -

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: -
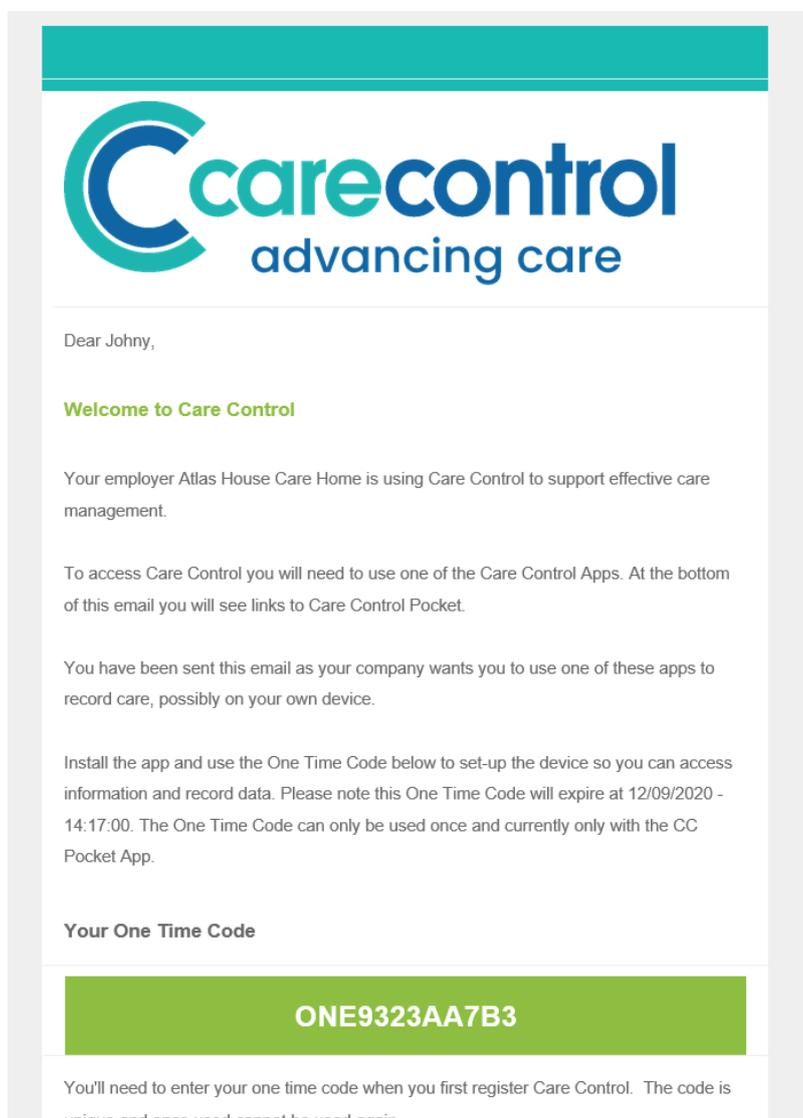
Using the One Time Code

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
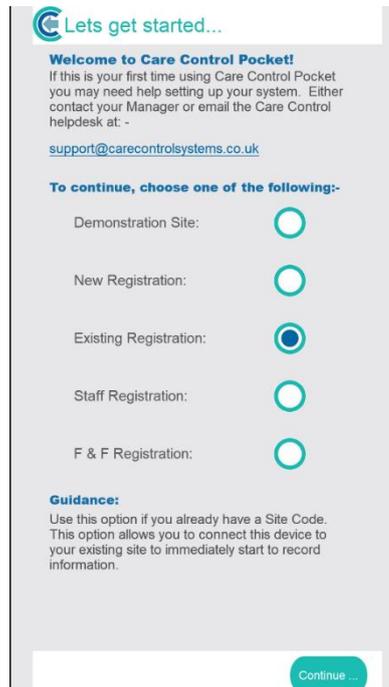
Enter your One Time Code: -
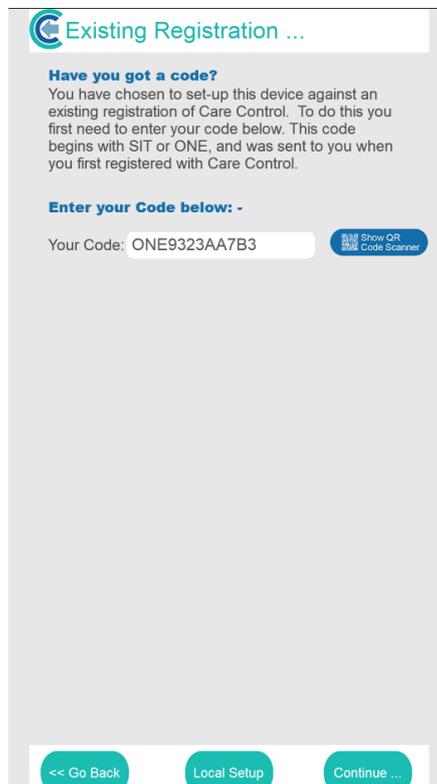
Viewing One Time Code Usage

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

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

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: -

This opens the following screen: -

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: -
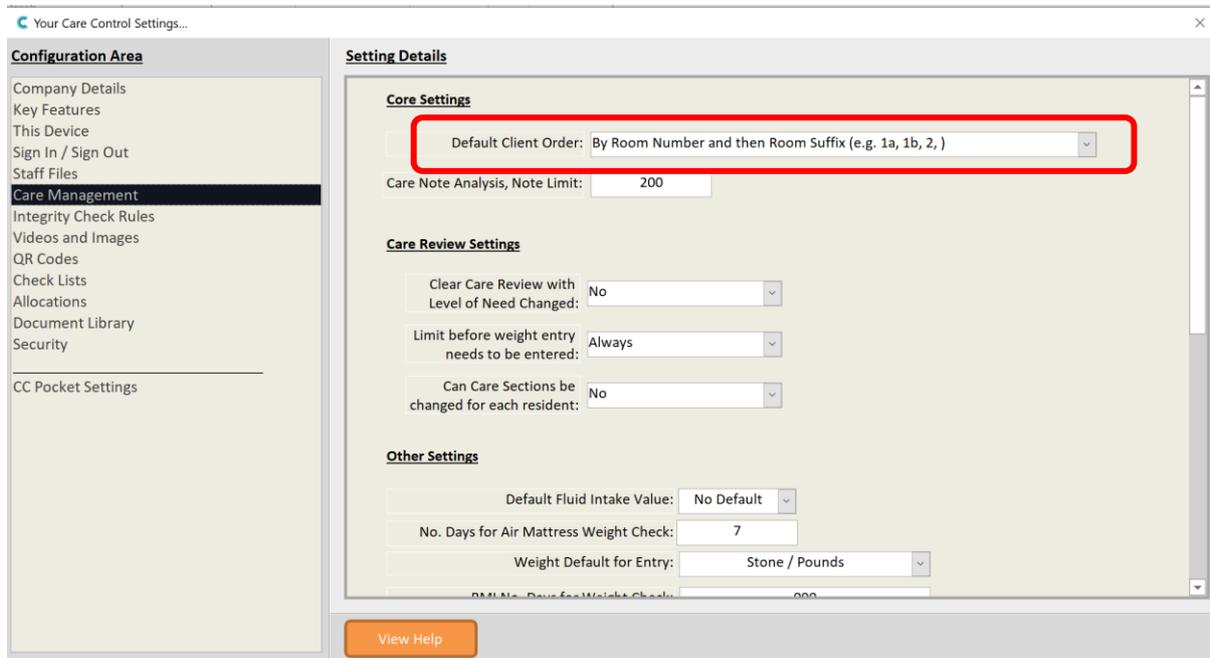
The options you have are: -
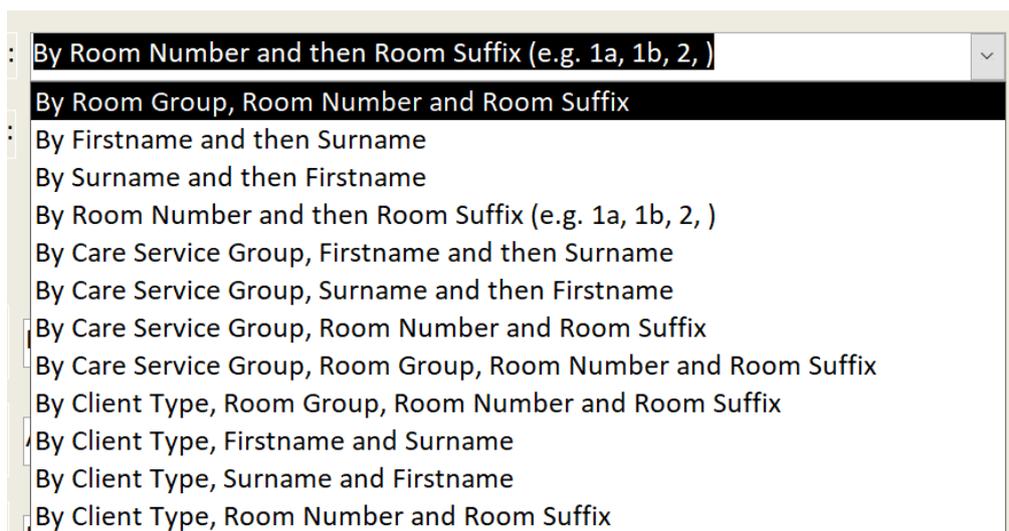
When this option is changed it will affect ALL systems connected to that site.

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: 11/09/2020

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

○ By Staff Name

Selection List:
Activities
Agency
Care
Cook
Domestic

Add >

Add All

Your Selection:

Save Changes

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: -

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

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: -

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 Inidicator. 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.ccacademy.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