

# Care Control October 2020

## CC Windows, Pocket & Mobile

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## Contents

Introduction by Matt Luckham .....	3
Systems Versions .....	3
Release Timetable .....	3
Background.....	3
Summary of the Changes .....	4
Care Service Group – Allocation Support.....	5
Example Care Service Group Allocation.....	5
Using CSG in the Roster System.....	9
Using CSG within Pocket.....	14
Add CSG Filtering .....	14
Changing Home Screen.....	17
Bradford Factor Updated.....	19
Mental Capacity Modified .....	20
Payroll – Unpaid Breaks.....	22
Visibility of Breaks .....	24
Payroll Salary.....	25
Payroll Pensions .....	27
Payroll Calculation.....	28
Settings Pension Levels for Staff .....	29
Seeing Pension Payments.....	29
Staff Filter on Pocket.....	30
Messages to CSG Group Members .....	32
Attachments on Messages .....	33
Viewing Attachments .....	34
Viewing Attachments Again .....	34
Administer Messages .....	35
New Look CC Mobile .....	36

## Introduction by Matt Luckham

The regular monthly update of Care Control. In this update we have broadened support for CSG's (Care Service Groups), introduced more payroll features and added extra support for complex Roster configurations.

## Systems Versions

After this update you need to be using CC Windows 3.35, CC Pocket 2.12 and CC Mobile 4.45.

## Release Timetable

Your Cloud Database is being updated on Thursday 15<sup>th</sup> October. CC Windows will automatically update to version 3.35. You will then be able to download CC Pocket 2.12 and CC Mobile 4.45.

## Background

This update includes some key changes to Payroll and Roster. We need to add more sophisticated support for our customers who have complicated business structures. By using the Care Service Groups, organisations can split access to the system without having to create a separate site.

There are also other nice changes in this update including support for attachments on messages, something that has been asked for by a number of clients.

We will be having another large update in November with further enhancements. If you want to know where your enhancement request is in our development process, please speak to our support team.

## Summary of the Changes

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

- **Care Service Group Allocation Support**  
We have added specific support for CSG Allocations on our Roster System which links to features added to Pocket.
- **Bradford Factor Updated**  
We have added features to allow you to modify absences within the Bradford Factor.
- **Mental Capacity Modified**  
We have added a clearer Best Interest Decision box within the Mental Capacity Form.
- **Payroll Settings**  
You can now access the settings associated with payroll.
- **Payroll Breaks**  
We have added support for Payroll Breaks at a Company Level.
- **Payroll Salary**  
We have added support for salary to be entered within the Payroll System.
- **Payroll Pensions**  
We have added support for auto-enrolment and automatic pension calculation for staff members.
- **Messages to CSG Group Members**  
We have added support so you can send a message to staff members who are only part of a specific CSG.
- **Attachments on Messages**  
You can now send attachments on messages or internet links for staff members to press.
- **Staff Filter on Pocket**  
We have added a filter facility on Pocket to allow managers to quickly find staff records.
- **New Look CC Mobile**  
We have started the process of updating the look of CC Mobile. This update includes a number of new-look pages.
- Various Bugs

## Care Service Group – Allocation Support

In this updated we have added further support and features surrounding Care Service Groups. To recap a Care Service Group is a way of grouping service users or clients. A Client can only be in one Care Service Group – staff members can be in multiple groups.

In this update we have added support to allow you to assign a shift on your roster to a Care Service Group and this to feed through into Pocket to enable staff who are working that shift to only see the service users they need to support for that shift. 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.

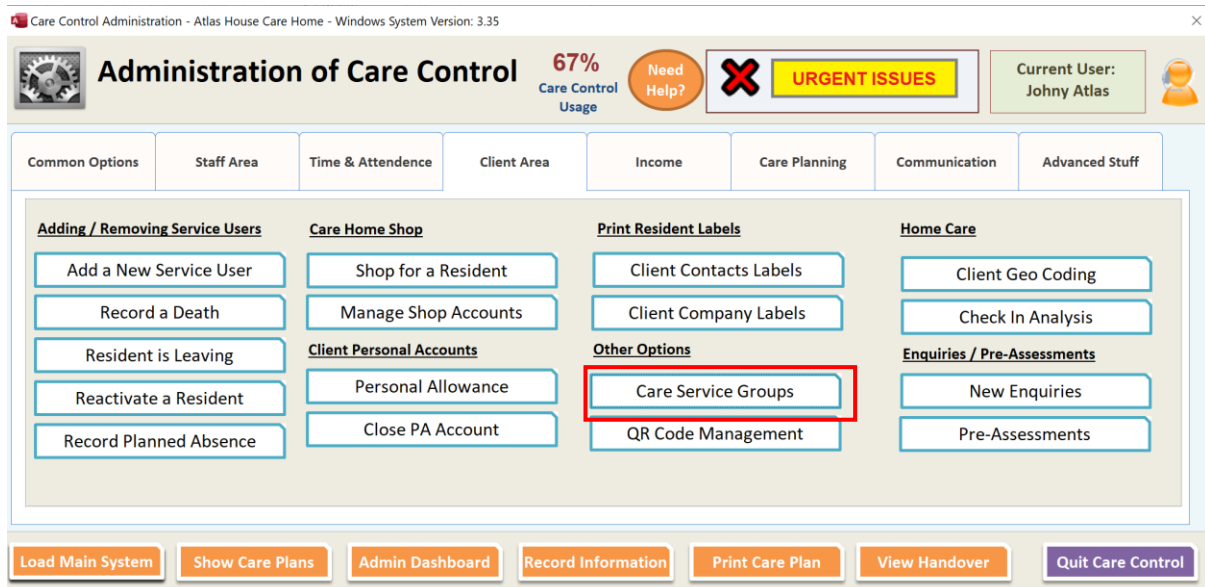
The best way to explain this functionality is to work through an example.

### Example Care Service Group Allocation

Atlas House Care Home has a new supportive living annex, called Atlas Care. Within Atlas Care we have 4 service users. They require a staff member to attend Atlas Care each day between 9am until 5pm.

#### Setting up the CSG

The configuring of a new CSG has not changed in this update: -



Care Service Groups...

×

☒ Active Only
 ☐ Deactive Only

CSG	No Serv Usrs	No Staff	Def Client	Def Staff
Default CSG Group	14	56	Yes	Yes

Double Click a CSG to Amend

Add CSG

Enter CSG Name:

OK

Cancel

Atlas Care

Care Service Groups...

×

☒ Active Only
 ☐ Deactive Only

CSG	No Serv Usrs	No Staff	Def Client	Def Staff
Atlas Care	0	0	No	No
Default CSG Group	14	56	Yes	Yes

Double Click a CSG to Amend

Add CSG

Double Click the new Care Service Group to amend it: -

Edit Care Service Group...

×

Care Service Group:

Atlas Care

New Client Default:

No

Set as Default

New Staff Default:

Yes

Clear Default

Assigned Clients:

0

Change

Assigned Staff:

0

Change

Deactivate

Save Changes

The first thing I did was to set the New Staff Default option. This means that any new staff added will automatically be added to this group. At Atlas House ALL staff members could be assigned to the new Annex building.

Next, we assign all active staff and the service users that we want to include in this Care Service Group: -

Edit Care Service Group...

×

Care Service Group:

Atlas Care

New Client Default:

No

Set as Default

New Staff Default:

Yes

Clear Default

Assigned Clients:

0

Change

Assigned Staff:

0

Change

Deactivate

Save Changes

**Available Staff Members:**

- Annie Thomas
- Brittany Stephens
- Christina Hughes
- Cindy Jones
- Claire Thomas
- Clara Smith
- Dawn Harris
- Debbie Thomas
- Diana Harris
- Doris Thomas
- Gail James
- Geraldine Jones
- Jean Smith
- Jim Simons
- Joan James
- Johnny Atlas
- Judith Thomas
- Julie Hughes

Add All >>

Add >

< Remove

<< Remove All

**Assigned Staff Members:**

Save Changes

**Care Service Group:**

**New Client Default:**


Set as Default

**New Staff Default:**


Clear Default

**Assigned Clients:**


Change

**Assigned Staff:**


Change

Deactivate

Save Changes

We now add the service users who live in the Annex: -



Care Service Groups - Assignment

**Available Service Users:**

Lorna Daber - First Floor 13  
Laura Derby - First Floor 14  
Lisa Dovey - First Floor 12  
Polly Drake - First Floor 15  
Leah Gallyon - First Floor 11  
Eve Gieves - First Floor 9  
Doreen Hache - Ground Floor 5  
**Betty Hasel - Ground Floor 3**  
Bonnie Hinnerk - Ground Floor 4  
Issabel Jackson - Ground Floor 6  
Frank Jones - Ground Floor 7  
Amanda Langhorn - Ground Floor 2  
Jim Simons - Ground Floor 1  
Emma Smith - First Floor 8

Add All >>  
Add >

**Assigned Service Users:**

Jim Simons - Ground Floor 1  
Amanda Langhorn - Ground Floor 2  
Betty Hasel - Ground Floor 3

Save Changes

And save our changes.

## Using CSG in the Roster System

If you only have one CSG on your system then by default that will be the CSG that is used for any Roster Cells unless you have assigned that cell to a Service User.

If we look at the Atlas House Roster Screen, you will see a busy rota for the current week: -

Your Live Rota...

Filter Used: No Filter Set

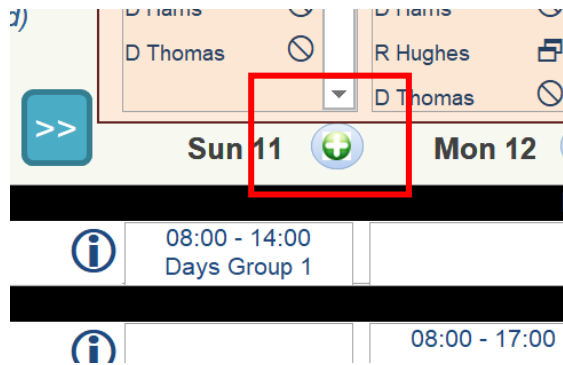
Change...

Change View

Included Service Users: 14 (0 Excluded), Included Staff Members: 56 (0 Excluded)

	Sun 11	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16	Sat 17
<b>Roles for: Managing Partner</b>							
J Atlas (Managing Partner) Role: Managing Partner	08:00 - 14:00 Days Group 1		08:00 - 14:00 Days Group 2	08:00 - 14:00 Days Group 2	08:00 - 14:00 Days Group 1	08:00 - 14:00 Days Group 2	
<b>Roles for: Cook</b>							
G Hughes (Cook) Role: Cook		08:00 - 17:00	08:00 - 17:00		08:00 - 17:00	08:00 - 17:00	
J Smith (Cook) Role: Cook				08:00 - 17:00			08:00 - 17:00
L Smith (Cook) Role: Cook	08:00 - 16:00						
<b>Roles for: Care Manager</b>							
L Atlas (Care Manager) Role: Care Manager		08:00 - 16:00	16:00 - 22:00	08:00 - 16:00	08:00 - 16:00		
K Smith (Care Manager) Role: Care Manager		16:00 - 20:00 Evening Mixed (B) 4	09:00 - 17:00		09:00 - 17:00	08:00 - 16:00	08:00 - 14:00 Days Group 2
R Youle (Care Manager) Role: Care Manager	08:00 - 16:00	16:00 - 22:00	08:00 - 16:00	16:00 - 22:00	16:00 - 22:00S Evening Mixed (B) 4	16:00 - 22:00	08:00 - 16:00
	16:00 - 22:00		16:00 - 20:00S Evening Mixed (B) 4				16:00 - 22:00S Evening Mixed (B) 4
<b>Roles for: Care Assistant(S)</b>							
G Jones (Care Assistant(S)) Role: Care Assistant(S)	08:00 - 16:00 Days Group 1	08:00 - 16:00 Days Group 1	08:00 - 16:00 Days Group 2			08:00 - 14:00 Days Group 2	
R Thomas (Care Assistant(S)) Role: Care Assistant(S)				08:00 - 14:00 Days Group 1	16:00 - 22:00I		16:00 - 22:00I
<b>Roles for: Care Assistant</b>							
L Atlas (Care Assistant) Role: Care Assistant	16:00 - 20:00 Evening Mixed (B) 4	15:00 - 21:30 Evening Mixed (A) 4	08:00 - 14:00 Days Group 1	14:00 - 20:00 Evening Mixed (B) 4	08:00 - 14:00 Days Group 1	15:00 - 21:30 Evening Mixed (A) 4	08:00 - 16:00 Days Group 1
K Smith (Care Assistant) Role: Care Assistant	22:00 - 08:00N				22:00 - 08:00N		16:00 - 21:30 Evening Mixed (A) 4

In our example we want to add a set of Care Assistant Shifts to that week and assign them to our supportive living annex, Atlas Care. We do this like this: -



Select any Day Plus Symbol

Add Additional Hours

<< Process

Select Day:  
Sun 11

Selected Shift: No Change

Assignment: No Change

Allocation: No Change  
No Change

Assignment
Shift
Allocation

Clear Assignment

No Change

Assign by Role

Work with You

Role: (IC) Deputy Care Manager

Role: Activities Co-Ordinator

Role: Assistant Manager

Role: Bank Care Assistant

Role: Care Assistant

Role: Care Assistant (TP)

Role: Care Assistant(S)

Role: Care Manager

On the Add Additional Hours change the Select Day field to All Days: -

Add Additional Hours

<< Process

Select Day:  
All Days

Select Care Assistant: -

Role: Bank Care Assistant	<input checked="" type="checkbox"/>
Role: Care Assistant	<input checked="" type="checkbox"/>

Now add a User Defined Shift, in this case we want a 9am until 5pm shift: -

**Add Additional Hours** ✕

**Select Day:** All Days

**Selected Shift:** 09:00 - 17:00; (8)  
**Assignment:** Role: Care Assistant  
**Allocation:** Care Service Group  
Atlas Care

Assignment	Shift	Allocation
No Change		<input checked="" type="checkbox"/>
User Defined		<input checked="" type="checkbox"/>
<b>Predefined Shifts</b>		
	09:00 - 17:00; (8)	<input checked="" type="checkbox"/>

Select Allocation, Allocation Type, Care Service Group: -

**Add Additional Hours** ✕

**Select Day:** All Days

**Selected Shift:** No Change  
**Assignment:** Role: Care Assistant  
**Allocation:** No Change  
No Change

Assignment	Shift	Allocation
Clear Allocation		<input checked="" type="checkbox"/>
<b>Allocation Type</b>		<span>Allocation Group</span> <span>Care Service Group</span> <span>Service User</span>

Then select Atlas Care: -

### Add Additional Hours

**Select Day:**  
All Days

**Selected Shift:** No Change  
**Assignment:** Role: Care Assistant  
**Allocation:** Care Service Group  
Atlas Care

Assignment

Shift

Allocation

Clear Allocation

**Allocation Type** Care Service Group

No Change

Atlas Care

Default CSG Group

Your Add Additional Hours Screen should look like this: -

### Add Additional Hours

**Select Day:**  
All Days

**Selected Shift:** 09:00 - 17:00; (8)  
**Assignment:** Role: Care Assistant  
**Allocation:** Care Service Group  
Atlas Care

If not you can select Process to add these shifts: -

Your Live Rota...

Filter Used: No Filter Set

M Cathro  
D Harris  
D Thomas

M Cathro  
D Harris  
R Hughes  
D Thomas

M Cathro  
D Harris  
D Thomas

M Cathro  
D Harris  
G Jones  
D Thomas

M Cathro  
D Harris  
D Thomas

M Cathro  
D Harris  
D Thomas

L Atlas  
M Cathro  
D Harris  
D Thomas

Week 1  
11 to 17 Oct

Sun 11  
Mon 12  
Tue 13  
Wed 14  
Thu 15  
Fri 16  
Sat 17

Need: Care Assistant  
09:00 - 17:00  
Atlas Care

09:00 - 17:00  
Atlas Care

09:00 - 17:00  
Atlas Care

09:00 - 17:00  
Atlas Care

09:00 - 17:00  
Atlas Care

09:00 - 17:00  
Atlas Care

09:00 - 17:00  
Atlas Care

Roles for: Managing Partner

J Atlas (Managing Partner)  
Role: Managing Partner  
08:00 - 14:00  
Days Group 1

08:00 - 14:00  
Days Group 2

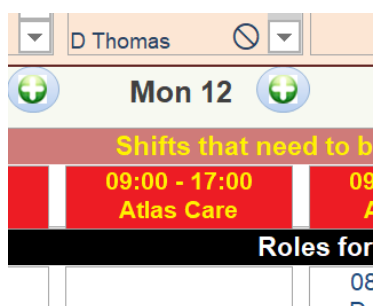
08:00 - 14:00  
Days Group 2

08:00 - 14:00  
Days Group 1

08:00 - 14:00  
Days Group 2

You will see all the extra shifts need to be covered and they have been assigned to the Atlas Care, Care Service Group.

You will notice that when you touch a cell that needs a staff member assignment you will see the following new notation: -



Clear Assignment



### Most Suitable Staff

#### Supports This CSG

D Harris (Care Assistant)



J Hughes (Care Assistant)



M Jenkins (Care Assistant)



S Manlow (Care Assistant)



K Smith (Care Assistant)



M Stiles (Care Assistant)



C Thomas (Care Assistant)



### Other Available Staff - Same Role

#### Supports Different CSG

You only see this if your organisation has more than one Care Service Group. This separation is only helpful if you assign staff to specific Care Service Groups. In our example ALL staff support both Care Service groups so we will turn this feature off by going to the Roster Settings area: -

**Roster Configuration Area**  
Welcome Screen  
Organisation Type  
**Core Settings**  
Staff Roles  
Holiday Settings  
Shift Templates  
Filter Sets  
Security Access

**Setting Details**  
**Core Roster Settings**  

Number of Rota Weeks: 4 Weeks  
Rota Start Day: Sunday  
Rota First Start Date: 26/09/2010  
This means that today is rota week: 1

Changing any of these settings will affect any templates or rota's you have in your system. Only change these settings if you understand what the implications will be!

Ignore CSG for Staff Assignment: No

## Using CSG within Pocket

The Pocket App can be configured to use CSG in two ways: -

### Add CSG Filtering

You can select to add CSG Filtering to the standard Care Home Mode App by doing the following: -

Care Control Administration - Atlas House Care Home - Windows System Version: 3.35

**Administration of Care Control**
67% Care Control Usage

Need Help?

URGENT ISSUES

Current User: Johnny Atlas

Common Options | Staff Area | Time & Attendance | Client Area | Income | Care Planning | Communication | Advanced Staff

**Configuration & Setup**  
Setup Wizard  
**System Settings**  
Access Other Sites  
Bulk Upload Data  
Install CC Mobile

**Key Information**  
View Release Notes  
Your Statistics  
Your Usage Health Check  
**User Access**  
Manage Security

**Repair & Reset**  
Change Sites / Reset System  
Repair your System  
Device Management

**Legacy Access**  
Old Rota System  
Old Consolidated Rota  
Old Absences & Cover  
One Time Codes

Load Main System | Show Care Plans | Admin Dashboard | Record Information | Print Care Plan | View Handover | Quit Care Control

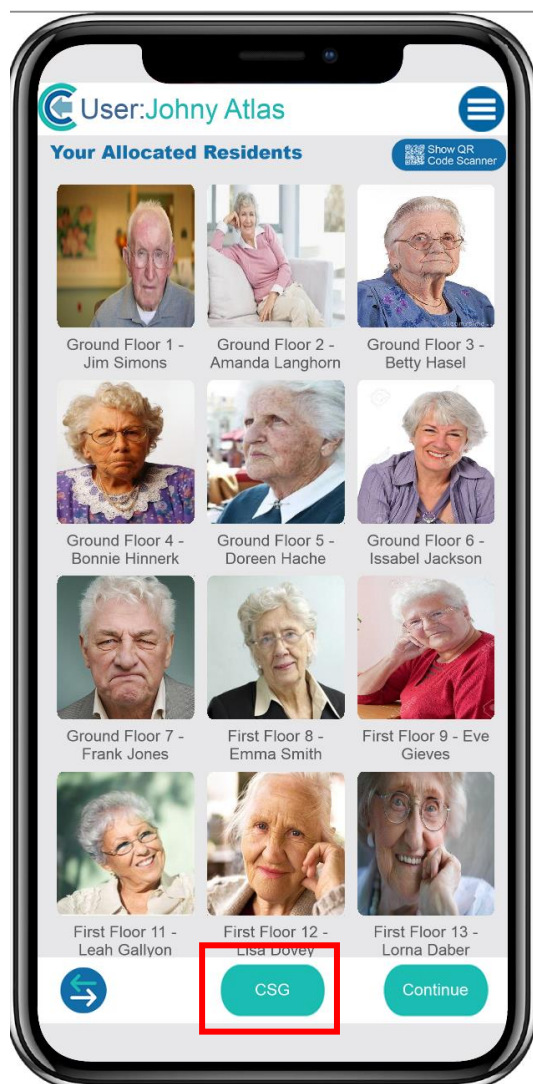
Your Care Control Settings...

**Configuration Area**  
Company Details  
Key Features  
This Device  
Sign In / Sign Out  
Staff Files  
Care Management  
Integrity Check Rules  
Videos and Images  
QR Codes  
Check Lists  
Allocations  
Document Library  
Security  
**CC Pocket Settings**

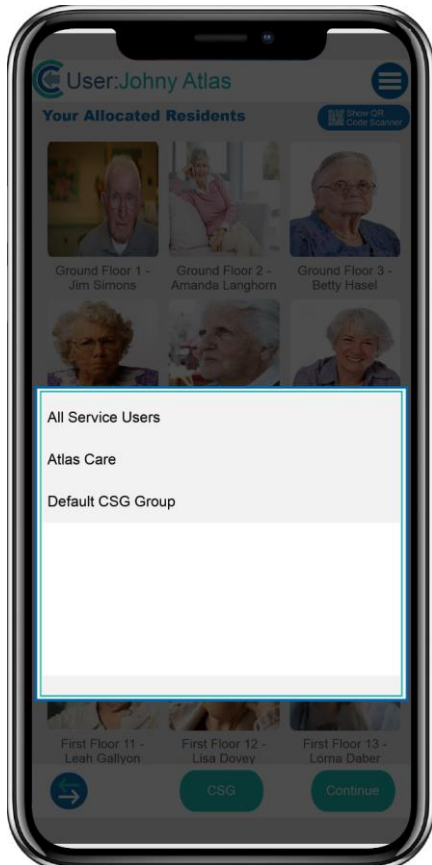
**Setting Details**  
**Settings for using Care Control Pocket**  
Enable Personal Allowance on all Pocket Device: No  
Resident Plural Name: Resident  
Resident Noun Name: Residents  
Enable Check In Facility on all Pocket Devices: No  
Override Password: CareControl  
CC Pocket Home Page: Staff Rota  
**Support CSG Filtering: No**  
**Offline Working**  
Support Offline Working on Pocket Devices: No  
Support Care Review Information: Not supported  
View Help

**Caution!**  
Using Offline Working will slow down your devices, as all data needs to be synched before the

If you switch this setting on, Pocket will provide you with a CSG Filter option: -



When you touch this button you get the ability to filter the screen based on CSG: -



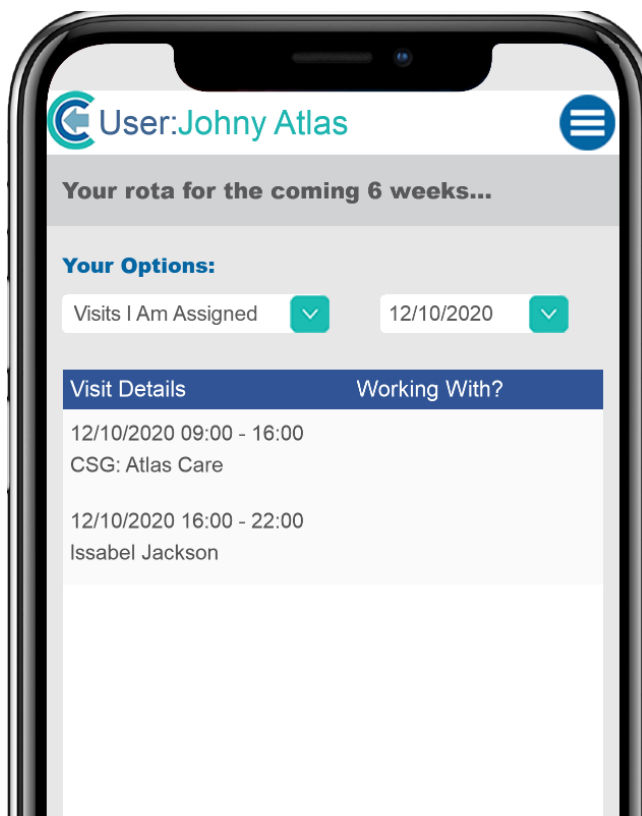


## Changing Home Screen

Another way you can use the CSG Allocation is by changing your Pocket Home Screen to be by Staff Rota: -

The screenshot shows the 'Configuration Area' on the left with a list of settings. The 'Setting Details' section on the right is titled 'Settings for using Care Control Pocket'. It contains several fields: 'Enable Personal Allowance on all Pocket Device:' (No), 'Resident Plural Name:' (Resident), 'Resident Noun Name:' (Residents), 'Enable Check In Facility on all Pocket Devices:' (No), 'Override Password:' (CareControl), and 'CC Pocket Home Page:' (Staff Rota). The 'CC Pocket Home Page' field is highlighted with a red rectangle.

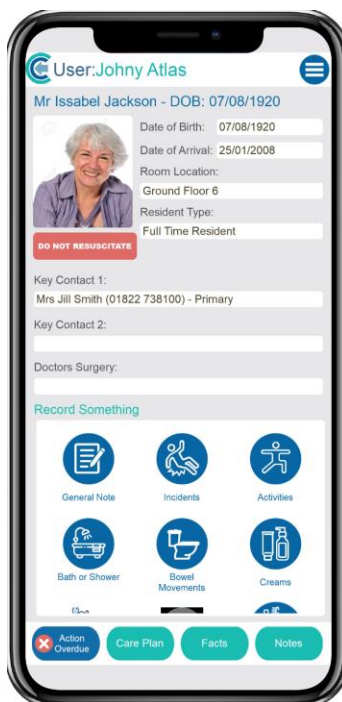
This will force the Pocket App to load the staff members rota as the starting screen. This is very useful for Dom Care organisations, but can also be used for Care Homes, especially if they have Care Service Groups set up: -



In this example, we have two shifts assigned for this day. The first shift is for the Atlas Care Annex. The second is for a specific Service User. When we touch the first shift, Pocket will display the three service users who are currently assigned to this Care Service Group: -



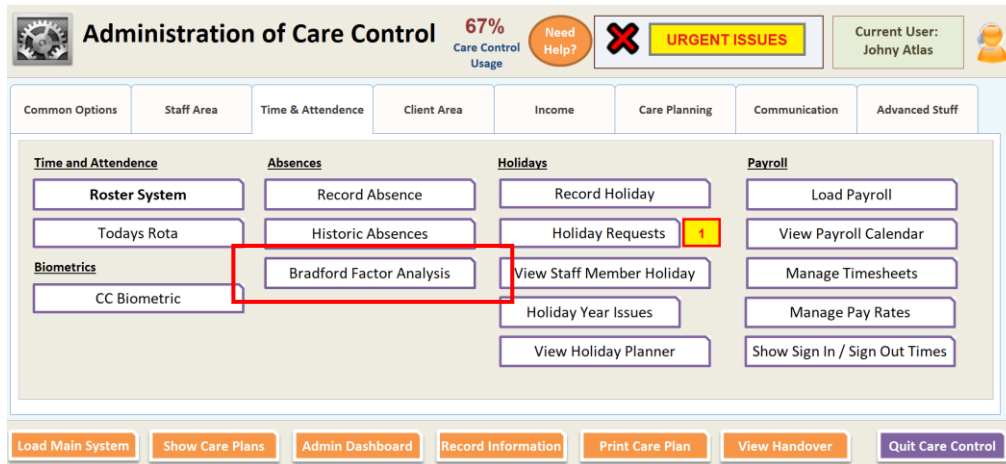
When we touch the second shift, it will load the Summary Screen for that specific service user: -



You can use this feature to assign “shared shifts” for supportive living for example.

## Bradford Factor Updated

We have updated the Bradford Factor so that you can do the following: -



Bradford Factor for Staff...

**Bradford Factor from 12/10/2019 to 12/10/2020**

Staff Name	Bradford Score	No Absences	No Days
Annie Thomas	800	5	32
Geraldine Jones	792	6	22
Dawn Harris	637	7	13
Christina Hughes	224	4	14
Rebecca Youle	175	5	7
Debbie Thomas	150	5	6
Doris Thomas	150	5	6
Tiffany Jenkins	135	1	135
Jamie James	129	1	129
Cindy Jones	125	5	5
Cheryl Jenkins	123	1	123
Lorna Atlas	96	4	6
Olga Smith	96	4	6
Edith Jones	84	1	84
Heather Jones	81	1	81
Joan James	80	4	5
Kim Smith	54	3	6
Denise Stephens	40	1	40
Jean Smith	32	2	8

Buttons at the bottom: Add Absence, Amend Absences, Refresh, Export Data

New features on this screen include: -

- Adding new Absences
- Amending Absences (including deleting absences)
- Refresh of data with new dates
- Export of data into Excel

## Mental Capacity Modified

We have amended the Mental Capacity on CC Windows so that the Best Interest Decision box is clearer and expands on all printed documents: -

**Mental Capacity Assessment...**

Select broad decision area:  [View Guidance](#) [Print Assessment](#)

Detail about decision under review:  [Get Example Notes](#)

---

**Stage 1 - Assessment - Can the resident make the above decision?**

Is there an impairment of, or disturbance in, the functioning of the resident's mind or brain? Permanent impairment ☐ Temporary impairment ☐ None ☒

Details:  [Get Example Notes](#)

---

**Stage 3 - Next Steps**

Has the Resident the Mental Capacity for this decision?:

When will this assessment expire?:

**Best Interest Decision / Next Steps:**

[Get Example Notes](#)

[Expand Box](#)

[View Care Review](#) [Cancel Assessment](#) [Save Capacity Assessment](#)

## Payroll Settings

We have added a specific area to modify and update payroll settings. This is in the Manage Pay Rates area: -

Manage Staff Pay Rates...

Primary Staff Members

<< Annie Thomas >> [Click for full staff list...](#)

Staff Member Payroll Settings

Payroll Number: 137 Bank Account Number: Sort Code: Pension Auto Enrol: ☒ Enrol Date: 10/12/2018  
Current Maximum Number: 162 Employer Cont.%: 3.00% Employee Cont.%: 5.00% Update Changes  
Employer Cont.£: £0.00 Employee Cont.£: £0.00

Associated Staff Roles

Care  
Care Assistant  
Primary?: Yes Active?: Yes

Associated Pay Rates & Payroll Information

Core Pay Rates Shift Indicator Adjustments

Start Date	End Date	Normal Rate	Holiday Rate	Salary	Update By
11/09/2018	26/11/2019	£8.68	£0.00	£0.00	Johny Atlas
27/11/2019	26/03/2020	£8.94	£0.00	£0.00	Johny Atlas
27/03/2020		£9.20	£0.00	£0.00	Johny Atlas

Edit Pay Rates

Record: 1 of 1 Search

Company Level Settings: Pay Alterations By Shift Pay Alterations By Weekday Pay Alterations By Date Staff Breaks Payroll Settings

## Payroll System Settings

### Pension Settings

Default Auto Enrolment: ☒

Auto Enrolment Delay: 90 in days

Employer Contribution: 3.00%

Employee Contribution: 5.00%

Lower Earnings Limit: £118.00 per week

Upper Earnings Limit: £962.00 per week

Tax Relief Level: 20.00%

### Finalised Report

Include Hours on Report: No

### Other Settings

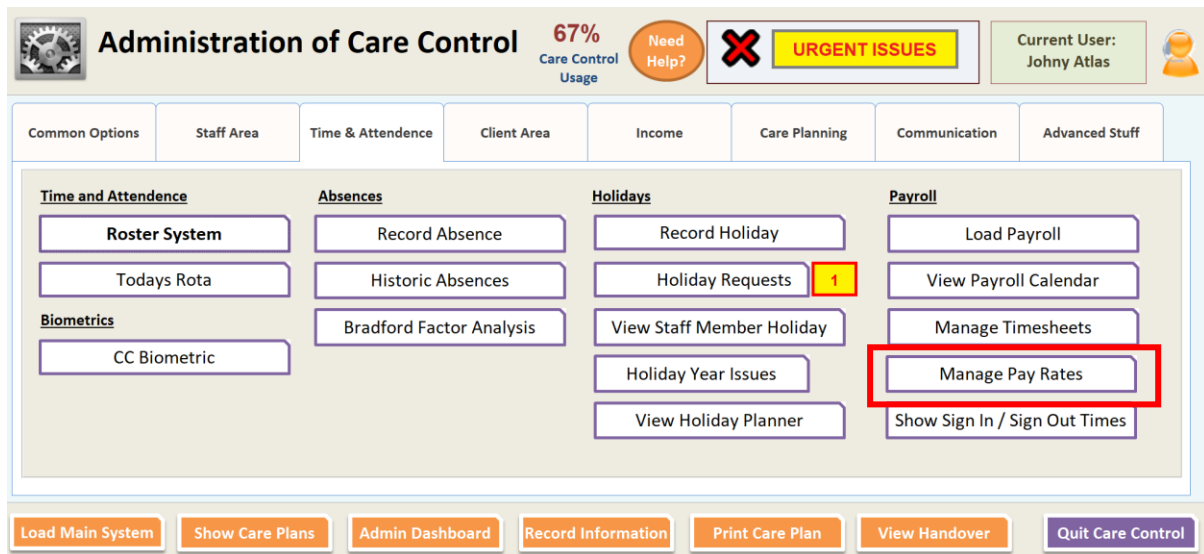
Unpaid Breaks - On: Yes

Save Settings

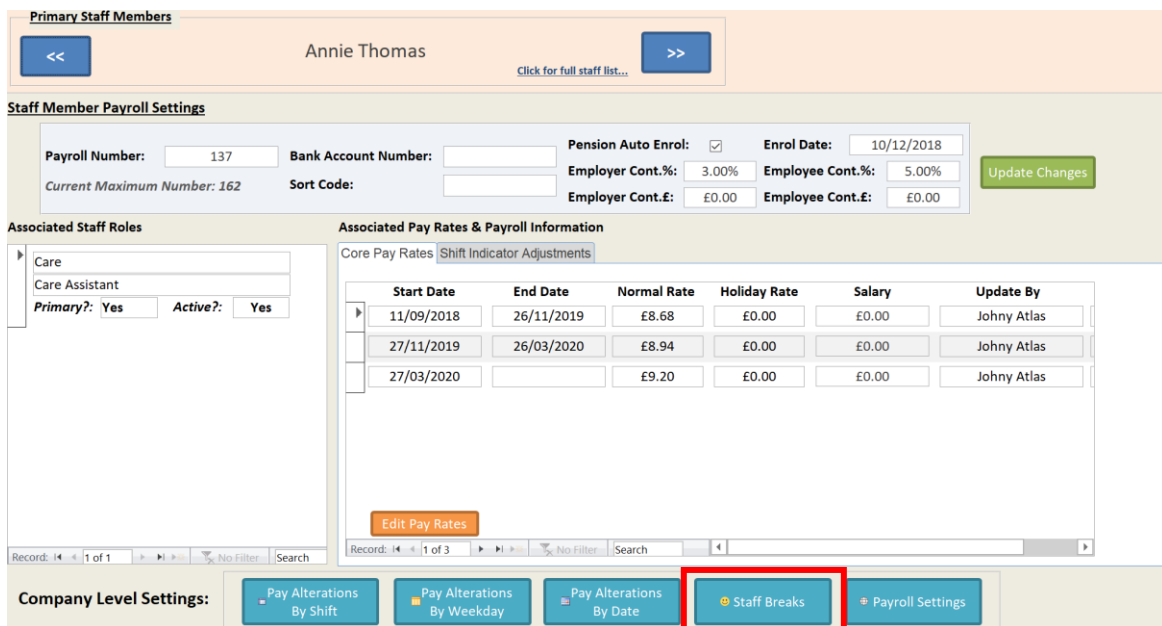
From this screen you can specify your treatment for pensions (more below), whether to show "Hour" columns on your output report and whether Unpaid Breaks is switched On.

## Payroll – Unpaid Breaks

We have added the ability to add unpaid breaks to payroll. You do this through the Manage Pay Rates area: -



The screenshot shows the 'Administration of Care Control' dashboard. At the top, there's a header with a gear icon, the title 'Administration of Care Control', a '67% Care Control Usage' indicator, a 'Need Help?' button, a red 'X' icon with 'URGENT ISSUES', and a 'Current User: Johnny Atlas' profile. Below the header is a navigation bar with tabs: Common Options, Staff Area, Time & Attendance, Client Area, Income, Care Planning, Communication, and Advanced Staff. The main content area is divided into four sections: Time and Attendance, Absences, Holidays, and Payroll. The Payroll section contains buttons for 'Load Payroll', 'View Payroll Calendar', 'Manage Timesheets', 'Manage Pay Rates' (highlighted with a red box), and 'Show Sign In / Sign Out Times'. 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.



The screenshot shows the 'Primary Staff Members' screen for 'Annie Thomas'. It includes a navigation bar with '<<' and '>>' buttons and a 'Click for full staff list...' link. Below the navigation bar is the 'Staff Member Payroll Settings' section, which contains fields for 'Payroll Number: 137', 'Bank Account Number', 'Sort Code', 'Pension Auto Enrol: [checked]', 'Enrol Date: 10/12/2018', 'Employer Cont. %: 3.00%', 'Employee Cont. %: 5.00%', 'Employer Cont. £: £0.00', and 'Employee Cont. £: £0.00'. There is an 'Update Changes' button. Below this is the 'Associated Staff Roles' section, which shows 'Care' and 'Care Assistant' roles. The 'Associated Pay Rates & Payroll Information' section contains a table with columns: Start Date, End Date, Normal Rate, Holiday Rate, Salary, and Update By. The table has three rows of data. At the bottom, there's an 'Edit Pay Rates' button. The footer shows 'Company Level Settings' with buttons for 'Pay Alterations By Shift', 'Pay Alterations By Weekday', 'Pay Alterations By Date', 'Staff Breaks' (highlighted with a red box), and 'Payroll Settings'.

Start Date	End Date	Normal Rate	Holiday Rate	Salary	Update By
11/09/2018	26/11/2019	£8.68	£0.00	£0.00	Johnny Atlas
27/11/2019	26/03/2020	£8.94	£0.00	£0.00	Johnny Atlas
27/03/2020		£9.20	£0.00	£0.00	Johnny Atlas

When you click on this button you will see the Payroll Break Amounts screen: -



## Define Payroll Break Amounts

Unique Description	Shift Length (Minutes)	Break Amount (Minutes)
4 Hour Break	240	15
8 Hour Break	480	30
12 Hour Break	720	60

Save Details

Record: 4 of 4

No Filter

Search

You can add any break level that you want. The breaks are measured in total shift length (in minutes) and the break amount is also in minutes.

For example, using the table above, if a staff member worked a six hour shift, say 8am until 2pm, they would receive a 15 minute unpaid break at the pay rate they normally earn.

If a shift spans multiple pay periods, the break deduction is calculated on the average for that pay period.

For example, a staff member is working a night shift on Christmas Eve. The shift is 10 hours long, 10pm until 8am. The staff member will receive a 60 minute unpaid break. In this

example, the staff member receives double time for any part of the shift worked on Christmas day (e.g. 8 hours).

The break reduction is calculated on 60 minutes at the average pay rate for the shift. If the staff member was normally paid £10 per hour for the night, in this example they would receive a reduction of £15 per hour for the 60 minute break: -

2 Hours @ £10 per hour (10pm until 12am)

8 Hours @ £20 per hour (12am until 8am)

Less 1 hour @ £15 per hour (unpaid break for shift)

## Visibility of Breaks

Once breaks are entered, they are shown on the Finalised Payroll Report as a column: -

Payroll Report for October 2020											
Available Reports:						Draft Finalised Payroll Report		Load Report	Copy Report	Change Grouping	
PayrollNumt	Title	FirstName	Surname	Role	NINumber	IsPrimary	Pay Rate	Basic Hours	Basic Pay	Break	
1	Mr	Johnny	Atlas	Managing Partr	PK123456A	True	0	30			
2	Mrs	Claire	Thomas	Care Assistant	WK540185D	True	9.2	98	21.05	901.5	-78.2
12	Mrs	Laura	Atlas	Care Manager	YM265888C	True	13.4	142	188.38	1902.8	-217.5
14	Mrs	Lorna	Atlas	Care Assistant	JE190596A	True	11.5	172	87.8	197.8	-201.2
15	Mrs	Jim	Simons	Care Assistant	NE992539B	True	9.2	0	19.04		-88.2
46	Mr	Olga	Smith	Domestic	JH503361B	True	11.7	32	217.27	374.4	-35.5
46	Mr	Cathy	Jenkins	Maintenance		False	11.7	88.5	211.38	1035.45	-81.5
63	Mrs	Vanessa	Thomas	Care Assistant	ZR184434B	True	9.2	108	25.25	993.5	-110.5
69	Mr	Loretta	Smith	Domestic	NZ054356C	True	8.8	106	136.47	932.8	-74.5
79	Miss	Regina	Thomas	Care Assistant	JR900479D	True	9.6	31	2.83	297.5	-55.5
84	Mrs	Kelly	Smith	Care Manager	JH652545B	True	11.25	162	76.82	1822.5	-202.5
90	Mrs	Geraldine	Jones	Care Assistant	PA251205B	True	9.6	79.5	160.54	763.2	-113.5
94	Mr	Stacy	Atlas	Registered Mar	JL781263D	True	8.2	0	181		-9.8
101	Ms	Jamie	James	Care Assistant	YW326430B	True	9.2	0	288.27		
102	Mrs	Clara	Smith	Care Assistant	YW142764C	True	9.2	71.5	79.24	657.8	-55.5
102	Mrs	Gladys	Hughes	Cook		False	9.6	135		129.5	-14.5

Note, the break is shown as a reduction from their basic wages as a figure in Sterling (£). If your organisation does not pay breaks you should take this figure away from your Basic Pay figure to produce a Net Figure.



## Payroll Salary

With this update we have added basic support for Salaries within Care Control Payroll. You can now add a Salary against the staff member under their core pay rates: -

**Primary Staff Members**

<< Annie Thomas >> [Click for full staff list...](#)

**Staff Member Payroll Settings**

Payroll Number: 137 Bank Account Number: Pension Auto Enrol: ☒ Enrol Date: 10/12/2018  
Current Maximum Number: 162 Sort Code: Employer Cont. %: 3.00% Employee Cont. %: 5.00% [Update Changes](#)  
Employer Cont. £: £0.00 Employee Cont. £: £0.00

**Associated Staff Roles**

Care  
Care Assistant  
Primary?: Yes Active?: Yes

**Associated Pay Rates & Payroll Information**

Core Pay Rates Shift Indicator Adjustments

Start Date	End Date	Normal Rate	Holiday Rate	Salary	Update By
11/09/2018	26/11/2019	£8.68	£0.00	£0.00	Johny Atlas
27/11/2019	26/03/2020	£8.94	£0.00	£0.00	Johny Atlas
27/03/2020		£9.20	£0.00	£0.00	Johny Atlas

[Edit Pay Rates](#)

Record: 1 of 1 | No Filter | Search

**Company Level Settings:**

[Pay Alterations By Shift](#) [Pay Alterations By Weekday](#) [Pay Alterations By Date](#) [Staff Breaks](#) [Payroll Settings](#)

When you Edit Pay Rates, you will now see a Salary field: -

**Edit Staff Pay Rates...**

Please note - if Holiday Rate is Zero, Hourly Rate will be used for any holiday pay.

Start Date	End Date	Hourly Rate	Holiday Rate	Salary *
11/09/2018	26/11/2019	£8.68	£0.00	£0.00
27/03/2020		£9.20	£0.00	£0.00
27/11/2019	26/03/2020	£8.94	£0.00	£0.00
				£0.00

\* If Salary is greater than zero, hourly rate will be ignored

[Save Changes](#)

Note: a staff member cannot have an hourly rate and a salary for the same role. If you enter both of these the hourly rate will be ignored and treated as zero in any reports.

The salary is fixed regardless of the pay period. It should be entered as a total salary for the year. It will then be divided by 12. If your pay periods vary or if you pay a variable salary based on pay period length you will need to manually adjust the salary.

The salary is displayed as part of the Extra Lines area within Payroll: -

Payroll Analysis Report...

Payroll Periods: October 2020

Report Options: Show Exceptions Only, Sign In / Sign Out, Finalise Payroll, Reports

Buttons: Load Analysis, Extra Lines

Staff Name (Role)	Primary ?	Hours			Amount £			Sign In / Sign Out	
		Rota	Timesheet	Difference	Rota	Timesheet	Difference	Hours	Difference
Johny Atlas (Managing Partner)	<input checked="" type="checkbox"/>	43.00	30.00	-13.00	£0.00	£0.00	£0.00	256.58	213.58
Laura Atlas (Care Manager)	<input checked="" type="checkbox"/>	149.75	152.00	2.25	£1,919.10	£2,002.80	£83.70	87.49	-62.26
Lorna Atlas (Care Assistant)	<input checked="" type="checkbox"/>	172.00	172.00	0.00	£1,978.00	£1,978.00	£0.00	73.94	-98.06
Stacy Atlas (Registered Manager)	<input checked="" type="checkbox"/>	10.00	10.00	0.00	£98.10	£98.10	£0.00	994.74	984.74
Maria Cathro (Care Manager)	<input checked="" type="checkbox"/>	143.00	143.00	0.00	£1,430.00	£1,430.00	£0.00	128.51	-14.49
Dawn Harris (Care Assistant)	<input checked="" type="checkbox"/>	156.74	164.74	8.00	£1,477.78	£1,551.38	£73.60	54.00	-102.74
Christina Hughes (Care Assistant)	<input checked="" type="checkbox"/>	140.50	146.00	5.50	£1,292.60	£1,343.20	£50.60	279.83	139.33
Gladys Hughes (Cook)	<input type="checkbox"/>	115.00	135.00	20.00	£1,104.00	£1,296.00	£192.00	0.00	-115.00
Ruby Hughes (Care Assistant)	<input checked="" type="checkbox"/>	145.50	146.50	1.00	£1,338.60	£1,347.80	£9.20	61.33	-84.17
Gail James (Care Assistant)	<input checked="" type="checkbox"/>	130.00	130.50	0.50	£1,196.00	£1,200.60	£4.60	40.67	-89.33
Jamie James (Care Assistant)	<input checked="" type="checkbox"/>	0.00	31.44	31.44	£0.00	£288.27	£288.27	0.00	0.00
Joan James (Domestic)	<input checked="" type="checkbox"/>	120.00	120.00	0.00	£1,056.00	£1,056.00	£0.00	39.67	-80.33
Cathy Jenkins (Maintenance)	<input type="checkbox"/>	96.58	106.58	10.00	£1,129.83	£1,246.83	£117.00	0.00	-96.58
Tina Jenkins (Bank Care Assistant)	<input checked="" type="checkbox"/>	27.00	27.00	0.00	£248.40	£248.40	£0.00	21.00	-6.00
Cindy Jones (Care Assistant)	<input checked="" type="checkbox"/>	72.49	72.49	0.00	£666.69	£666.69	£0.00	13.75	-58.74
Geraldine Jones (Care Assistant(S))	<input checked="" type="checkbox"/>	120.58	120.58	0.00	£1,188.08	£1,188.08	£0.00	31.83	-88.75
<b>Total for this Pay Period:</b>		<b>3,565.56</b>	<b>3,674.25</b>	<b>108.69</b>	<b>£34,874.47</b>	<b>£36,223.94</b>	<b>£1,349.47</b>	<b>3,421.71</b>	<b>-143.85</b>

Payroll - Extra Lines

Staff Name	Payroll Line	Amount
Atlas, Stacy (Registered Manager)	Managers Pay	£2,820.00
Smith, Kim (Care Assistant)	Loan	-£100.00
Smith, Clara (Care Assistant)	Loan	-£100.00
Jones, Geraldine (Care Assistant(S))	Money Owed	-£48.00
Jones, Cindy (Care Assistant)	Money Owed	-£55.20
Atlas, Stacy (Registered Manager)	Full Bonus	£300.00
Atlas, Stacy (Registered Manager)	Salary: S Atlas (Registered Manager)	£2,083.33

Record: 1 of 7

Buttons: Refresh Salaries, Clear Extra Lines, Export Extra Lines, Save Changes

## Payroll Pensions

We have added support for pensions within the system. As mentioned earlier, we have some specific settings for pensions: -

### Payroll System Settings

#### Pension Settings

Default Auto Enrolment:	<input checked="" type="checkbox"/>
Auto Enrolment Delay:	<input type="text" value="90"/> in days
Employer Contribution:	<input type="text" value="3.00%"/>
Employee Contribution:	<input type="text" value="5.00%"/>
Lower Earnings Limit:	<input type="text" value="£118.00"/> per week
Upper Earnings Limit:	<input type="text" value="£962.00"/> per week
Tax Relief Level:	<input type="text" value="20.00%"/>

Setting	Description
Default Auto Enrolment	When a staff member is added to the system is the default behaviour to enrol them onto the company pensions.
Auto Enrolment Delay	As a business you can choose to delay enrolment by up to three months if you wish. The default is a 90 day delay.
Employer Contribution	The current minimum is 3% for employers to contribute.
Employee Contribution	The current minimum is 5% for the employee to contribute.
Lower Earning Limit	This is the lower earnings limit per week of National Insurance contributions. Any monies below this limit does not form part of your pension calculation.

Upper Earning Limit	This is the higher earnings limit, per week, of National Insurance contributions. Any monies above this limit does not form part of your pension calculation.
Tax Relief	Currently set at 20%, the employee receives this on any contributions. In reality this reduces their contribution to 4%.

## Payroll Calculation

To work out pensions, it is best to work through an actual calculation so you can see how the contributions are calculated.

Employee A works a pay period from 29<sup>th</sup> April 2020 until 26<sup>th</sup> May 2020. Their total gross pay for this period is £1,500.

The pension contributions are calculated as follows: -

**Qualifying Earnings = £1,500 less the lower earnings threshold.**

*To calculate the lower earnings threshold we need to dividend the £120 by 7 to provide a per day amount and multiple this by the number of days in the pay period.*

*In our example above there are 28 days in our pay period (inclusive). The lower earnings threshold is calculated as: -*

$$120 / 7 \times 28 = 480$$

This means that in our example the Qualifying Earnings will be £1,020.

The employee's contribution is set at 5%. However, they receive 20% Tax Relief on these contributions which equates to 1% reduction. So, the employee's contributions would be: -

$$£1020 \times (5\% \text{ less } 1\%) = £40.80$$

The employer contributions are set at 3%: -

$$£1020 \times 3\% = £30.60$$

## Settings Pension Levels for Staff

Within the Manage Pay Rates area you can set the pension contribution levels: -

**Staff Member Payroll Settings**

Payroll Number: 137	Bank Account Number:	Pension Auto Enrol: <input checked="" type="checkbox"/>	Enrol Date: 10/12/2018
Current Maximum Number: 162	Sort Code:	Employer Cont. %: 3.00%	Employee Cont. %: 5.00%
		Employer Cont. £: £0.00	Employee Cont. £: £0.00

Update Changes

Associated Staff Roles      Associated Pay Rates & Payroll Information

You can set whether the staff member is enrolled, their enrol date, contribution levels and any additional contributions in cash either the employee or employer want to make.

## Seeing Pension Payments

You can see the Pension Payments within the Finalised Payroll Report. They appear as two columns at the end of the report: -

Available Reports: Draft Finalised Payroll Report    Load Report    Copy

Loan	Managers Pa	Waker	zPension - Employee	zPension - Employer
0				
78.2			12.03	9.02
17.7			50.5	37.88
1.25			50.17	37.63
3.29		882.9	10.88	8.16
35.1			44.82	33.61
31.9				
10.4			14.43	10.82
74.8			17.64	13.23
5.55			1.62	1.21
22.5			43.9	32.92
13.7	-48		20.15	15.11
3.81		3220	186.76	140.07
5.2	-100		45.28	33.96
144				
-92			21.79	16.34
-4.6				
3.29	-100	1177.2	20.68	15.51
18.3	-55.2		1.62	1.22
33.6			17.99	13.49
1.06		588.5	36.59	27.44
28.8			21.97	16.48
16.8			38.52	28.89
22				

The two columns are called zPension – Employee and zPension – Employer. They have a leader “z” to ensure they appear at right hand side of your report.

You can also see a detailed report on any pensions payments through the following report: -

Report Analysis...

Report Category: << All Categories >> Report Name: Payroll - Pension Detail (Most Recent) Run Report

Description: This report shows the most recent pension data held

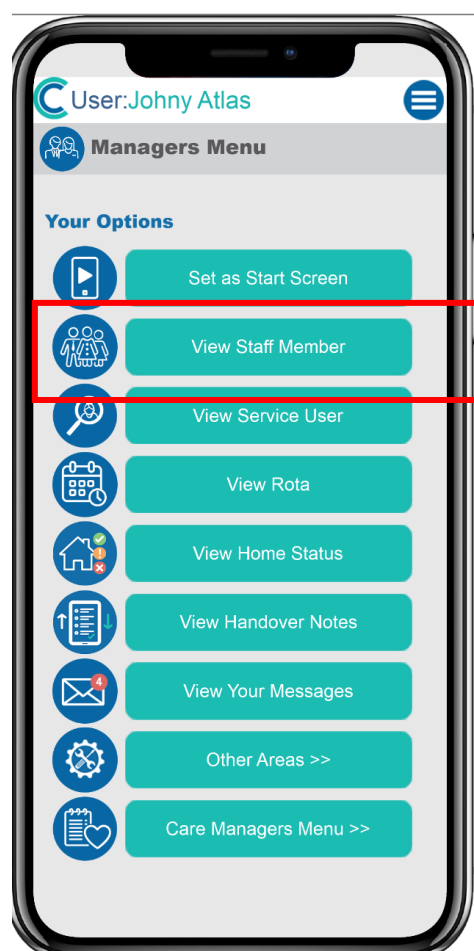
Further Options: [F1] [F2] [Get Help]

RecID	Description	PayrollNumt	FirstName	Surname	NINumber	PensionPay	EmployerCo	EmployerCo	EmployerCo	EmployeeCo	EmployeeCo	Em
-------	-------------	-------------	-----------	---------	----------	------------	------------	------------	------------	------------	------------	----

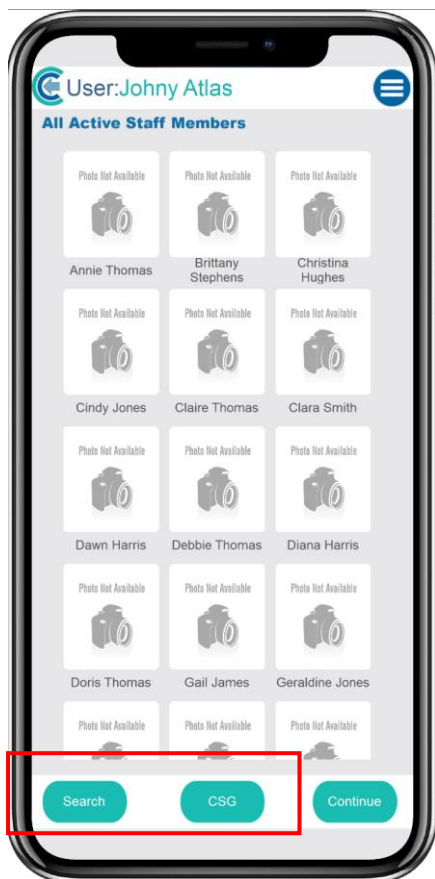
This report contains a breakdown of any pension payments made and can be used when you have to update your Nest or other Pension provider details.

## Staff Filter on Pocket

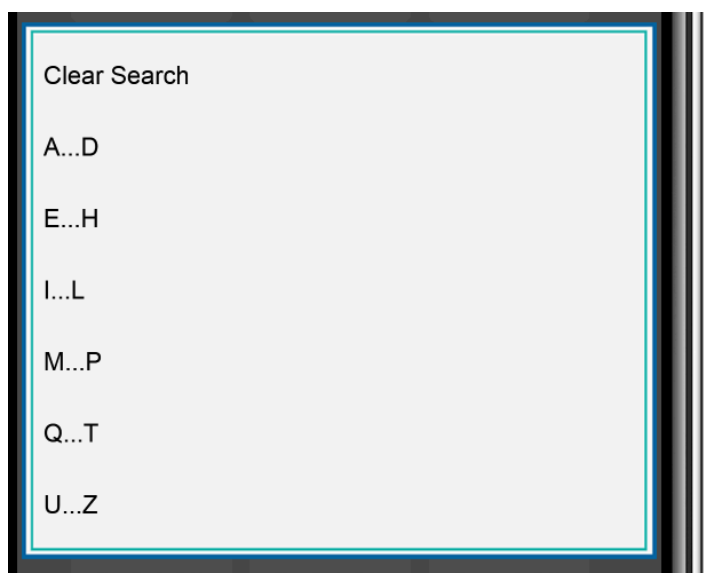
We had added some further support for managers who use Pocket to access Staff Information. Within the Managers Mode, you can access Staff Records: -



On this next screen you will have a list of all the staff in your organisation. We have added some quick filters to help you find staff: -



If you select Search you can jump to a first name within a set range: -



If you select CSG, the screen will filter staff for a specific CSG. Remember, staff can be in multiple CSG's at the same time.

## Messages to CSG Group Members

We have added support so that you can create a message to staff members who are associated with a specific CSG: -

The screenshot shows the 'Administration of Care Control' dashboard. At the top, there's a header with a gear icon, the title 'Administration of Care Control', a '67% Care Control Usage' indicator, a 'Need Help?' button, a red 'X' icon, a yellow 'URGENT ISSUES' button, and a 'Current User: Johnny Atlas' profile. Below the header is a navigation bar with tabs: 'Common Options', 'Staff Area', 'Time & Attendance', 'Client Area', 'Income', 'Care Planning', 'Communication', and 'Advanced Staff'. The main content area is divided into several sections: 'Calendar' (Add / Amend Calendar Entry, Events), 'Messages' (Create a Message, View Your Messages, Administer Messages), 'Meal & Menu' (Manage / View Meals, Manage Menus, View / Print Menus), 'Other Areas' (Contacts, Document Library, Friends and Family, Manage Letters & Emails, Send Email, Staff Pocket Access), 'Other Tasks & Checklists' (Checklists, Custom Tasks), and 'Fundraising' (Fundraising). 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'.

Any CSG Groups will be shown here: -

The screenshot shows a dialog box titled 'Create an Alert / Message for Staff'. At the top right, there's a close button (X). Below the title bar, there's a checkbox labeled 'Check this box to create a Public Message'. The main content area is divided into two sections: 'Available Staff / Message Groups' and 'Staff to send Message To:'. The 'Available Staff / Message Groups' section has a dropdown menu with the following options: '<< All Staff >>', '<< All Staff >>', 'All Care Staff', 'CSG: Atlas Care', 'CSG: Default CSG Group', 'Domestic Team', 'Friends and Family', and 'Kitchen'. The 'CSG: Atlas Care' and 'CSG: Default CSG Group' options are highlighted with a red box. To the right of the dropdown menu are three buttons: 'Add >', 'Add All >>', and '< Remove'. The 'Staff to send Message To:' section is currently empty.



## Attachments on Messages

We have added the ability for you to create a message with an attachment or internet link: -

Create an Alert / Message for Staff

×

Check this box to create a Public Message

☐

Available Staff / Message Groups:

Staff to send Message To:

<< All Staff >>

Johnny Atlas

Lorna Atlas

Laura Atlas

Stacy Atlas

Maria Cathro

Dawn Harris

Diana Harris

Ruby Hughes

Christina Hughes

Add >

Add All >>

< Remove

<< Remove All

Your Message:

0 characters

Check Spelling

When for?: 12/10/2020 until 26/10/2020 How important?: For Information

▼

Attach URL or Document (Optional)

☐ Web URL ☐ Document Library

☐ Send Immediately as SMS to all Mobile Numbers of Selected Staff - Messages Cost 5p per Message

SMS Credits Remaining: 1001

Top Up!

Cancel

Send

You can choose to either enter a Web URL or a Document Library Link. The staff members will then see this link on either CC Windows, Pocket or Mobile.


## Viewing Attachments

When you sign into CC Windows and a message has an attachment, the window will look slightly different: -

You have messages....

Hello Johny Atlas, you have some messages that you need to acknowledge:

This message is from: Johny Atlas



Hi Johny, please can you read the attached policy document. We have changed page 4 of this document.

This message includes an attachment. You can view the attachment now by clicking on the button.

[View Attachment](#) [Acknowledge Message](#)

By clicking on View Attachment, the system will load the attachment for the staff member to see.

## Viewing Attachments Again

You can view your attachments again by going to View Historic Messages: -

View Your Historic Messages

**Filter Messages**

From Name: << Please Select >> Message Text:  [Apply Filter](#) [Clear Filter](#) [Click to Include Read Messages](#)

MessageType:

Message From:  Message Date:  Acknowledged:

Message Text:  [Reply...](#) [Read...](#)

Other Recipients:  Has Attachment?:  [View Attachment](#)

Last Viewed:

It also shows you on this screen when the last time the attachment was viewed.

## Administer Messages

This area has been updated to include support for attachments: -

Messages - Administration

Messages Entered in the System
1 Month
: How Much Data?

Search Text:
☐ Show only messages you raised

Message	Start Date	End Date	Public	Raised By
Hi Johny, please can you read the attached policy document. We have changed page 4 of this document.	13/10/2020	27/10/2020	No	Johny Atlas
Your raised a support issue today. The reference for this issue is: C74D0B28-820. The Care Control Support Team	11/10/2020	25/10/2020	No	Kelly Smith
Your raised a support issue today. The reference for this issue is: D46DF81A-F34. The Care Control Support Team	11/10/2020	25/10/2020	No	The System
Can staff please try and bring hangers out of residents rooms as we are running short and it disturbs them if we go	10/10/2020	24/10/2020	No	Dawn Harris
Hi room 12 medication has come in had too collect it from pharmacy however it did not come with any amy paper	10/10/2020	24/10/2020	No	Maria Cathro
Hi guys, can I remind you all that Sadie has 2 x 15mg Mirtazapine at night. There were a lot left in her box which s	09/10/2020	23/10/2020	No	Kelly Smith
Your raised a support issue today. The reference for this issue is: 5DFBBF14-5DC. The Care Control Support Team	09/10/2020	23/10/2020	No	Kelly Smith
Your raised a support issue today. The reference for this issue is: C171F06E-C8C. The Care Control Support Team	09/10/2020	23/10/2020	No	Kelly Smith
hi ive orderd room 20 and room 21 and rooms 12 room 7 and room 18 medication as some did not arrive with the	09/10/2020	23/10/2020	No	Maria Cathro
the electrician has been out today to look at beryls call bell. the inside of the box is broken and can no longer get t	09/10/2020	23/10/2020	No	Kelly Smith
it has been noticed that some of the call bells have been pulled out slightly of the wall sockets. can staff please me	09/10/2020	23/10/2020	No	Kelly Smith
Health and Safetv - Check Window Restraints	08/10/2020	23/10/2020	No	Kelly Smith

Entered By: Johny Atlas  
Type: For Information  
From Date: 13/10/2020 To Date: 27/10/2020  
Message Text: Hi Johny, please can you read the attached policy document.  
We have changed page 4 of this document.  
Has Attachment?: Yes

Assigned To / Read When / Attachment Read:  

Staff Name	Read	Attach Viewed
Johny Atlas	13/10/2020 10:25:3	13/10/2020 10:25:22

You can also now Export Analysis on who has read messages or opened attachments.

## New Look CC Mobile

We have updated the screens on CC Mobile to make them look more in line with our new corporate branding and images. We hope you like them. More functionality coming to CC Mobile this month.