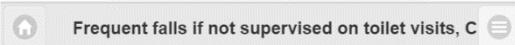


Delivering Person Centred Care using the Care App

The Care Delivery App is specifically designed to give carers more time to spend with residents, it also allows them to access all the information they need to provide the best care possible and meet the needs of their residents.

How can a carer/support worker demonstrate they are providing person centred care, that meets a resident/service user's needs?

Feature	Description
Risks to be aware of	<p>Any known risks that person has. These will show along the bar at the top of the screen.</p>  <p>Care Staff have critical information whenever they are supporting a resident.</p>
Watches	<p>There are 4 options that can be selected as a Watch for action where there are specific concerns for Service Users. These are Fluid watch, Nutrition watch, Bowels opened and Emotional support.</p> <p>Watches will show on tiles next to the resident's picture and the Adhoc tile.</p> <p>When you click on these tiles, you will be given a guide on what the change in colours of the tile means.</p>
Residents' diary	<p>By clicking on the resident's picture, you will be shown the residents diary. On here you can add appointments to the resident's diary but also see any upcoming diary entries such as doctor appointments or visits from relatives. If a description has been left on that entry you will be able to see this under the title.</p>
High level information	<p>By clicking on the resident's picture again you will be taken to the next page which shows high level information about the resident. High level information includes the following:</p> <ul style="list-style-type: none"> • DOB • Should be aware of • Likes to talk about • Medical Summary • Social Information • Summary Care Needs • Doctors Information • Emergency Contact

Care Plan	By clicking on the Care Plan, you will be able to access all their assessments and care plans on there.
Recent Observations	<p>Here you will be able to view any recent observations that had been completed for that resident. They will show in graphs, one below the other. These will also show in a table under the graphs.</p> <p>These observations include:</p> <ul style="list-style-type: none"> • Weight • Respiration • Blood O2 • Air/Oxygen • Blood Pressure • Pulse • Consciousness • Temperature <p>A NEWS Score will also be shown at the bottom of this page with a table explaining the score.</p>
Care notes from the past 2 days	Every care note that has been entered for that resident for the past 2 days. This is shown as text with the date and time this was entered and who it was done by. If the care note is highlighted in blue, this means it is also in the handover.
Who I am	<p>Clicking on the resident picture again shows the Who I Am page. This collates information from various sections of Digital Care System into a personal profile. This page shows the following information.</p> <ul style="list-style-type: none"> • Important to Me – Routines, what is important to me, likes to talk about, things that may worry or upset me and what makes me feel better if I am anxious or upset • How Best to Support Me – Actions from care needs in a resident’s care plan. Care need actions show those that have been updated in the last two weeks to clearly show anything that may have changed recently regarding how best to support individuals’ needs • My Life Story – What people like and admire about me, important people and places, childhood memories, working life, later life, interests and hobbies and significant events • Wishes for the Future – Key information about thinking ahead, concerns, symptom management and after death. (This section will show before all the other sections of Who I Am profile for residents at the end-of-life stage)

Earlier	Information on care from the last 24 hours. You will be able to see if any care is due or overdue for that resident by looking at the flags in the corner.
Preferences within individual action icons	<p>When selecting action Icons, you can include preferences so you are able to see anything you should be aware of for that resident. For example, you could add a preference to the breakfast, lunch, and supper icons to ensure you always cut their food up for them.</p> 
Handover	<p>Any time anyone selects Accident, Incident, Unusual or HO on a care note throughout their shift, it will appear here. This also pulls through any very unhappy people, physical observations, and any refusals. This will evolve throughout your shift so you can keep up to date with everything happening within the home.</p> <p>The benefits:</p> <ul style="list-style-type: none"> • Care staff can quickly be informed of any essential changes in a resident's condition when they come on shift. • Access up to 14 days of historical handover notes on the device. <p>Staff can easily catch up on historical handover notes if they have been away for an extended period</p>
Your shift	The 'Your Shift' section will show all upcoming care for each resident that needs to be done this hour, the next hour, within 4 hours and after 4 hours.

For more information on icons please refer to our icon guide - [Icon Guide.pdf \(windows.net\)](#)