



Care App

Special actions & advanced use cases



This guide is intended for use by users that have already been trained with a good knowledge of how the Care App, and also an understanding of how Monitor integrates with the Care App. The purpose of the guide is to learn about some of the more advanced use cases and special actions that are a little different to the basic use.

- IDDSI / Food textures
- Food Fortification
- Topping up Fluids
- Post Fall Observations
- Accidents and Incidents
- Medication templates
- Swapping actions icons for related actions
- Emotional Watch
- Planned care actions for different Roles
- Repeat
- Neuro Observations (sliders)

Other

- Who I am
- Your shift
- Reading pane for “Must know”
- Preferences





Special actions and advanced use cases

IDDSI / Food Textures

Where a resident has been identified in the Nutrition assessment as requiring their food and drink prepared to any consistency other than “Regular”, “Regular – Easy to chew” or “Thin”; this will be displayed in the “must know” information that scrolls on the device. Additional ‘sliders’ will be presented whenever meals or drinks are being recorded on the device

► Food Texture Descriptor (IDDSI category and description)

- ☐ Regular (level 7)
- ☐ Soft & Bite Sized (Level 6)
- ☐ Minced and Moist (Level 5)
- ☒ Pureed (Level 4)
- ☐ Liquidised (Level 3)
- ☐ Regular - Easy to chew (Level 7)

► Fluid/Drink Texture Descriptor (IDDSI category and description)

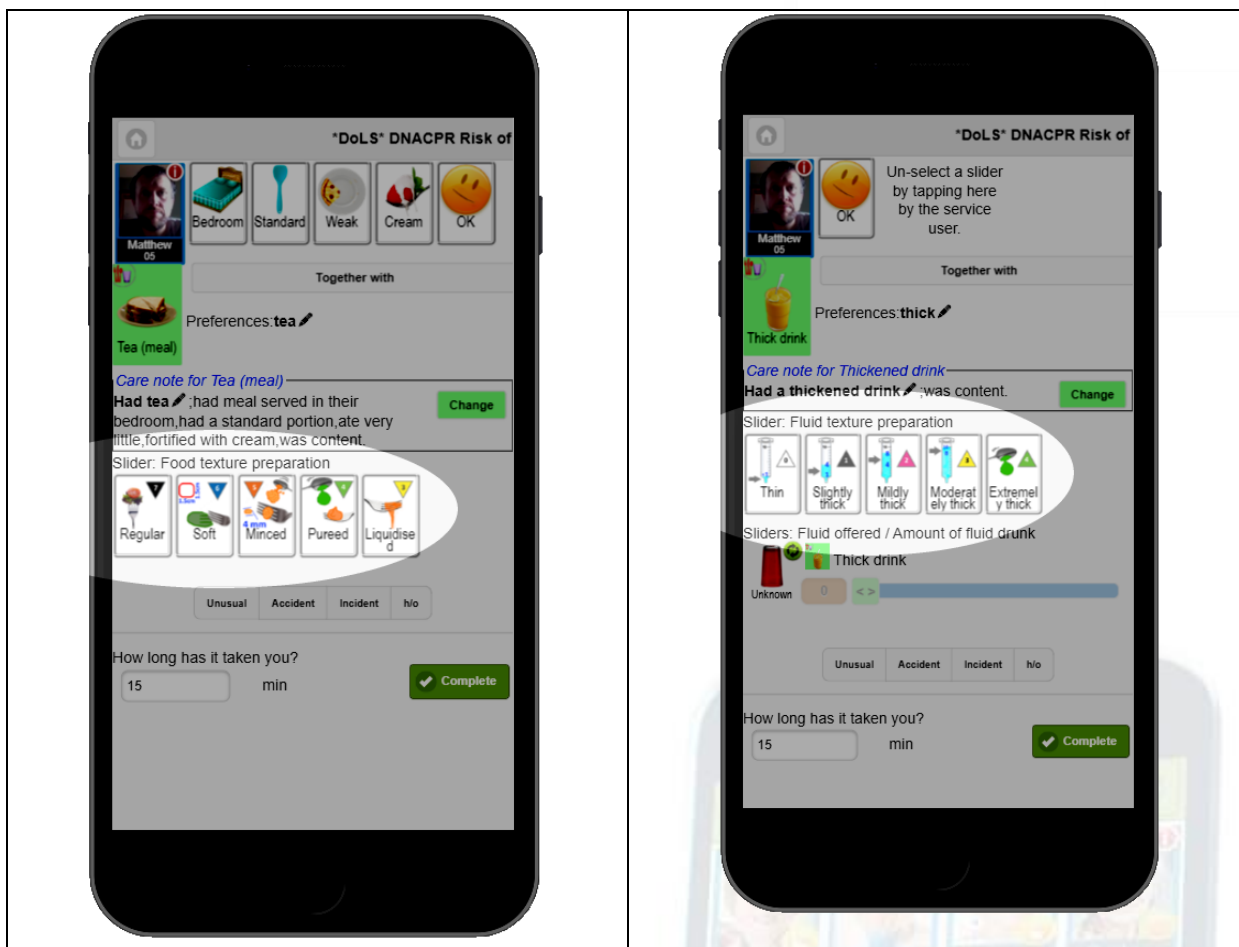
- ☐ Thin (Level 0)
- ☐ Slightly thick (Level 1)
- ☒ Mildly Thick (Level 2)
- ☐ Moderately Thick (Level 3)
- ☐ Extremely thick (Level 4)

a) Displayed on the “Must know” information





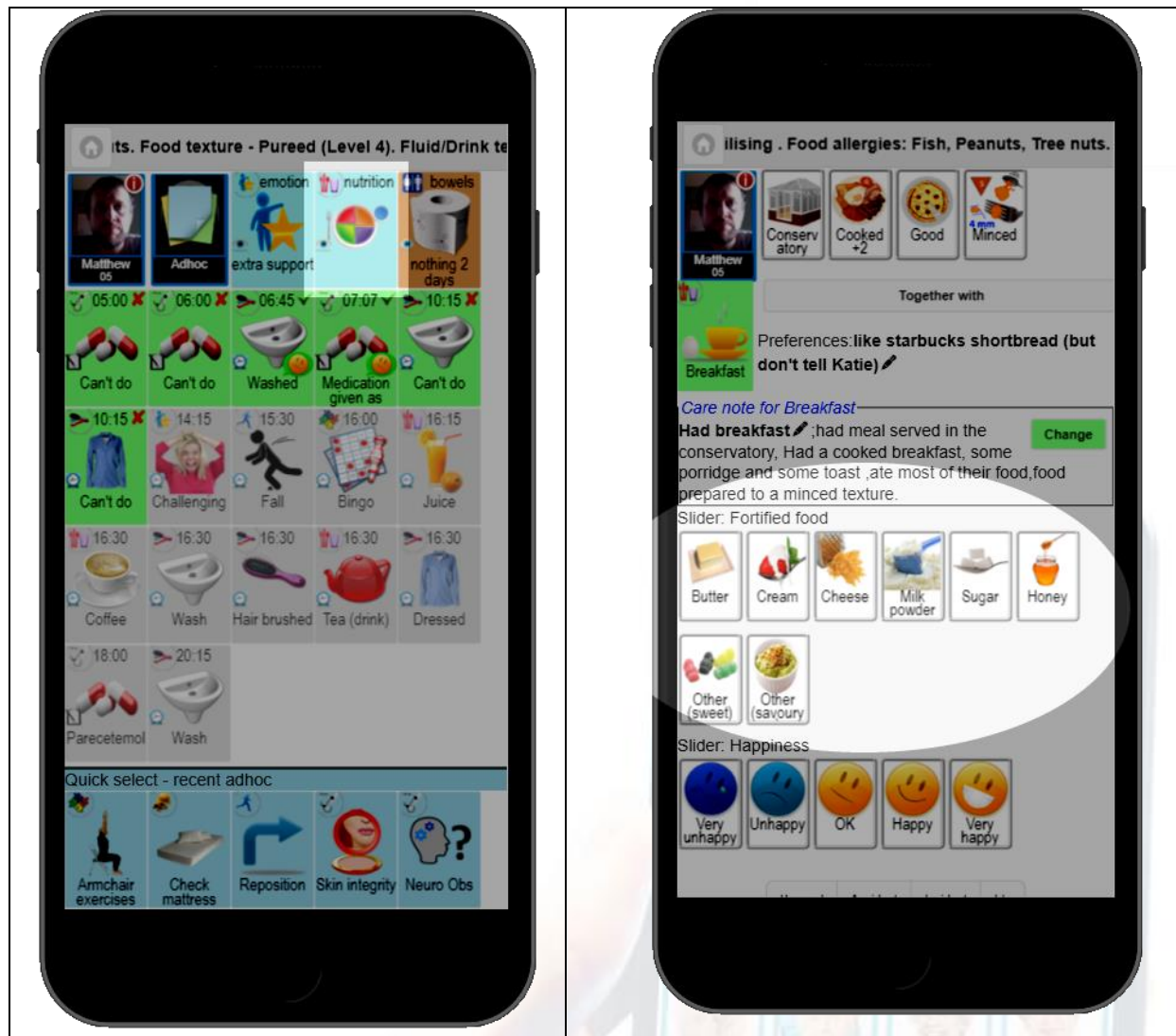
b) Sliders added to the Meals and Drink actions





Food Fortification

When a resident is on Nutrition watch an additional “Fortified food” slider appears when evidencing meals so that you can record how the calories in a meal may have been boosted

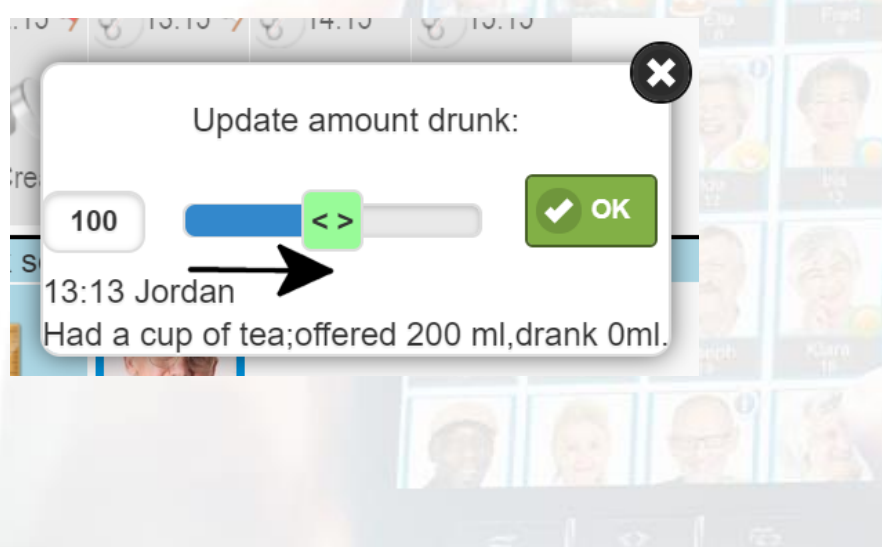
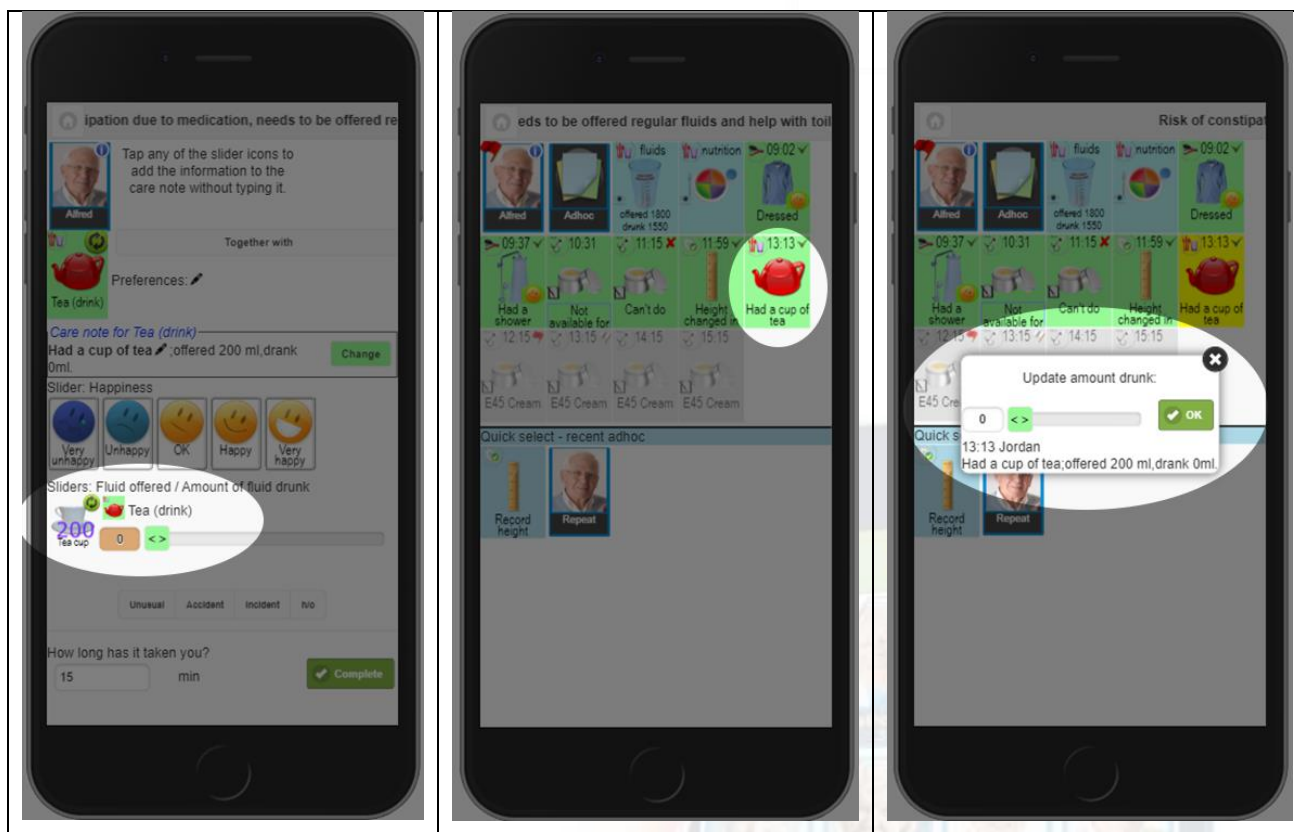




Topping up Fluids

To better reflect how fluids are offered and then the amount consumed recorded later (once the resident has had the drink) you can 'top up' the fluid consumption for an existing drink care note that has not already been fully consumed.

Where you see a previously recorded drink, you can tap on it to then bring up a slider control to increase the amount consumed.





Post Falls Observations

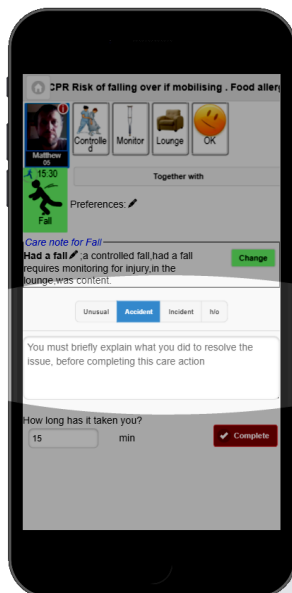
When a fall has been recorded, depending on the location settings, then the device will automatically create follow up diary events to prompt staff to check on the safety and wellbeing of the resident.





Accidents and Incidents

When you are evidencing an accident or an adverse incident, don't forget to flag the appropriate option when entering a care note. It is these flags that feed through to the relevant processes in Monitor.



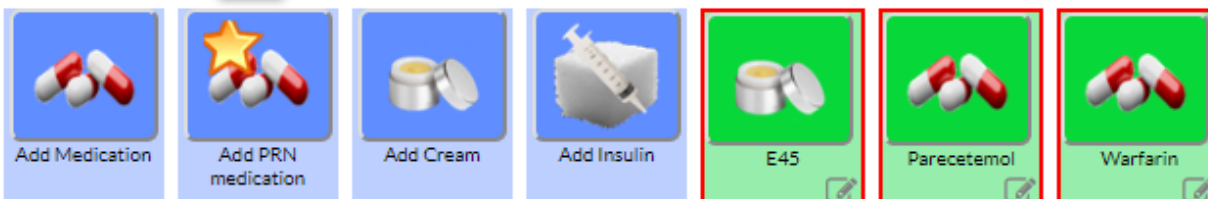
The immediate response and any relevant information to describe the context of the event must be entered before the care note can be completed.



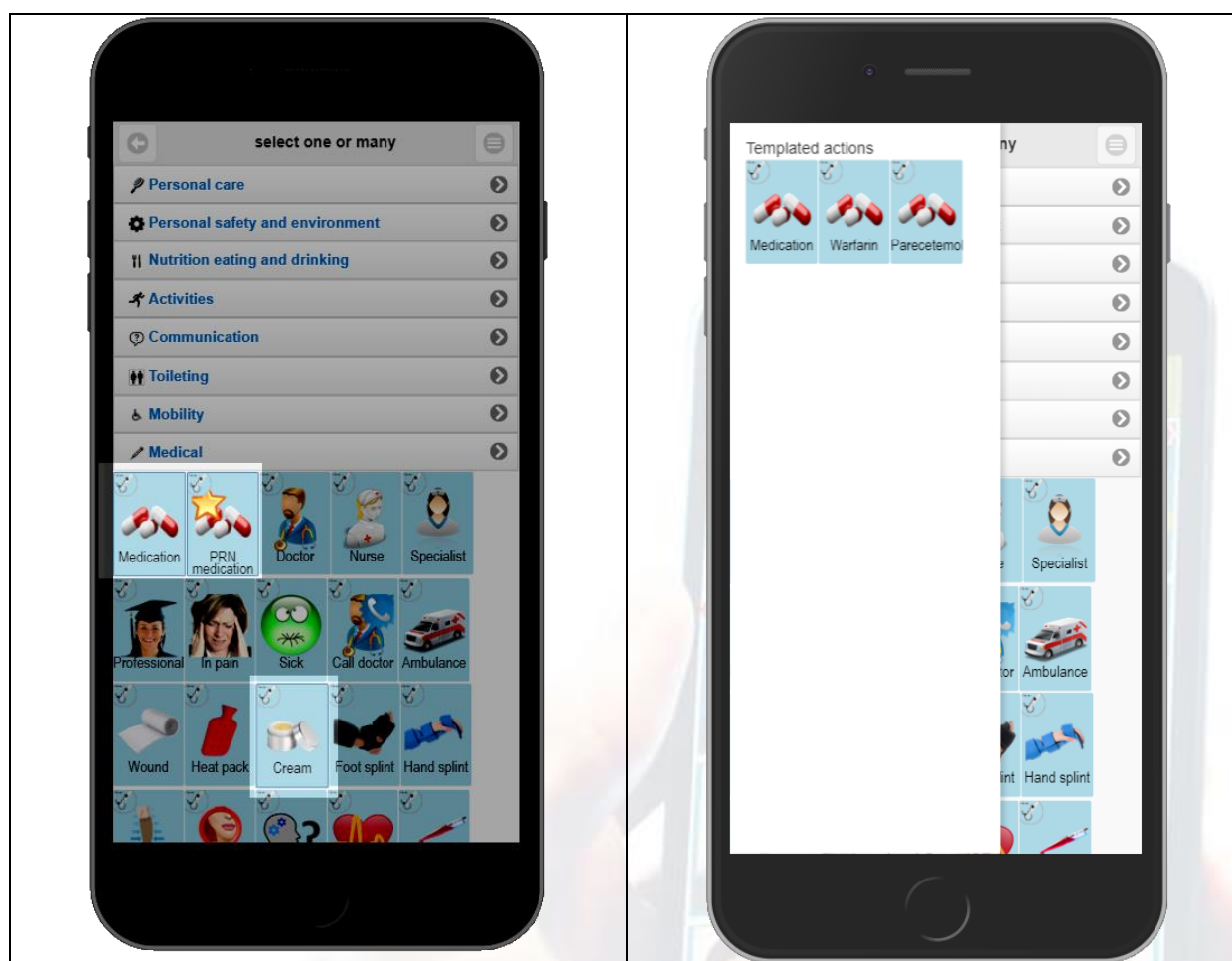


Medication Templates

Medications ▾



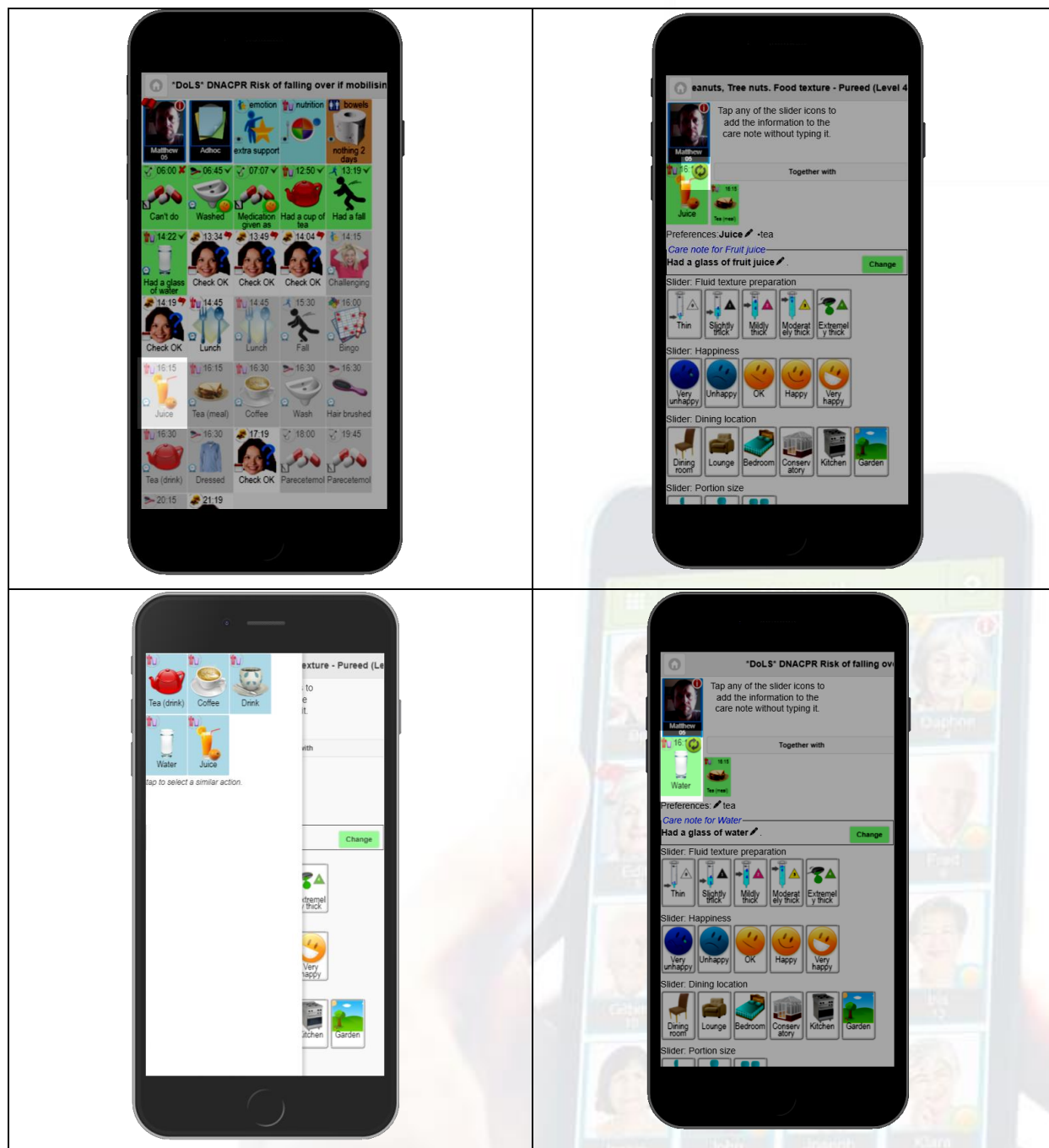
Where medication, creams or insulin have been set up as templated actions in Planned Care, these will appear in the adhoc menu when selecting the action icon.





Swapping actions icons for related actions

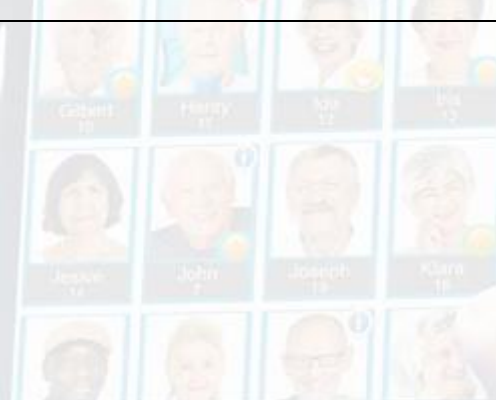
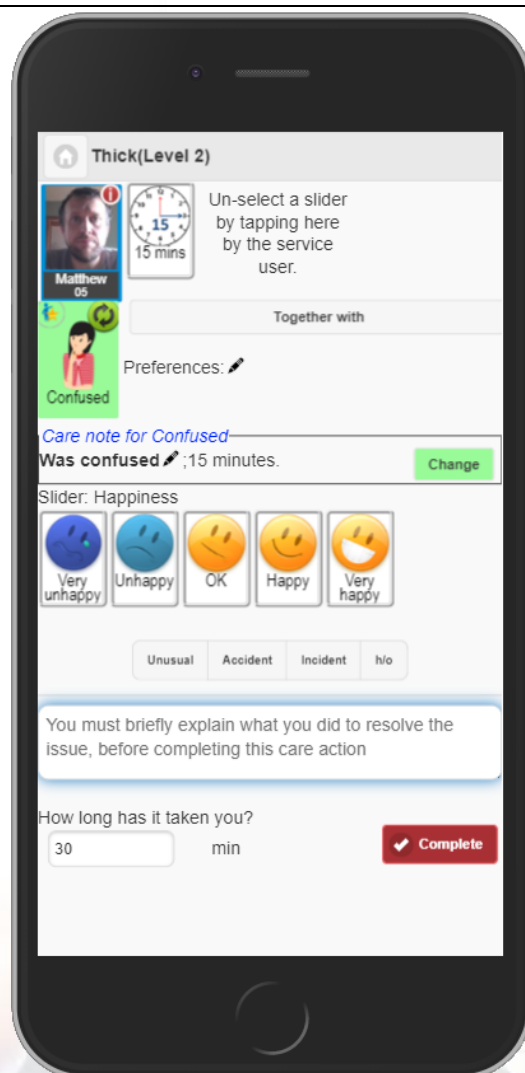
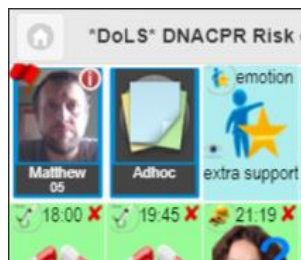
Some action icons will allow you to switch to related actions. Look out for the switch icon. This can be used for example where a drink was planned, but instead another drink was wanted.





Emotional Watch

If the “emotional watch” has been set for a resident – whenever evidencing an action from the Emotional Support category; more information should be entered around the support given.





Planned care actions for different roles

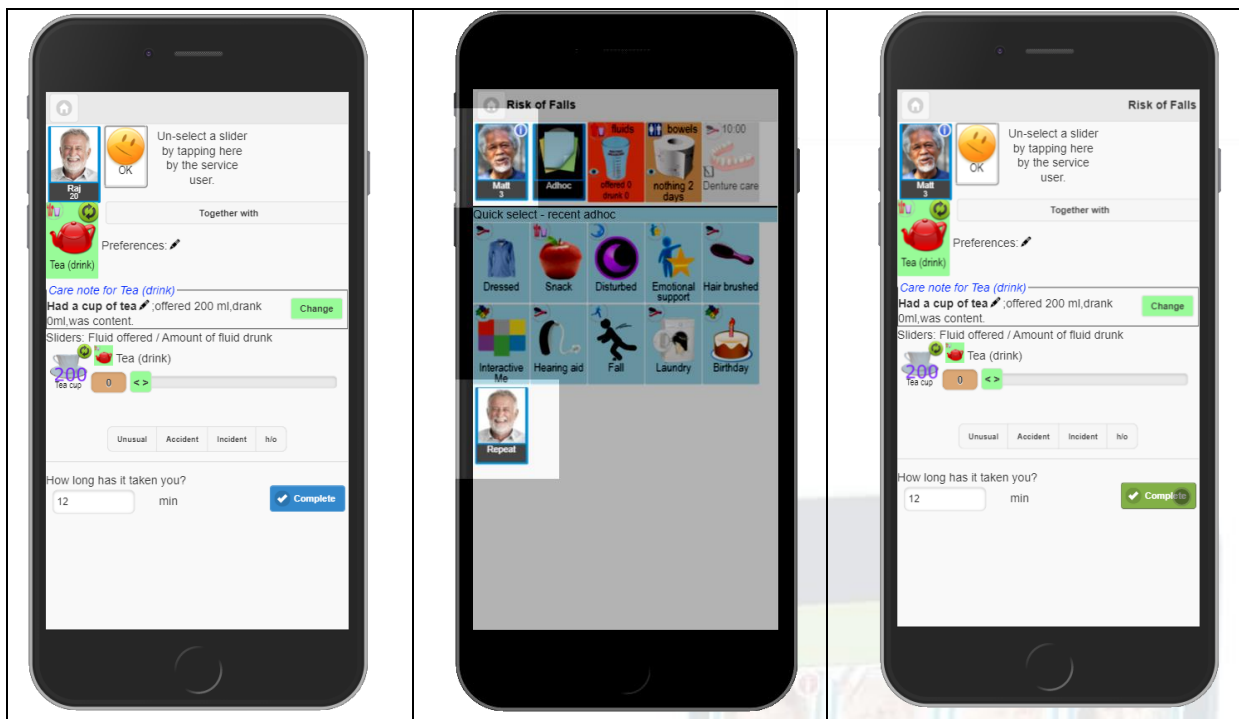
When viewing planned actions on the devices – users will see all the planned care that a person has set up in their plan care day. However, the action icons for a role that does not match that of the user logged in will show in a slightly greyed out background, as opposed to the white background of planned care that does match,





Repeating actions

The repeat action function is designed to speed up repetitive actions where the same action is being evidence for one resident to another. There are limited use cases for this, but an example might be where a carer goes from one person to another to offer them a cup of tea.





Neuro Observations (sliders)

The action for Neuro observations isn't majorly different to completing any actions. However, some explanation is required to the Right and Left eye reaction slider.

The idea is that users select one of the four sliders to represent the reaction (reactive, sluggish, no reaction or closed) and then also select the pupil size (1 to 8 mm). The slider can't enforce this, so users should take care when entering.

Don't forget to "Confirm selection".



exture- Slightly thick(Level 1)

John 7

None Words Withdra ws Against resistanc Gravity removed

Together with

Neuro Obs

Preferences:

Care note for Neuro Obs.

Neuro observation ;eyes not opening at any time,used words, but made little or no sense,withdraws hand or body away from the source pain,active movement of arms against some resitance,active movement of legs when effect of gravity removed.

Change

Slider: Right eye reaction

Reactive Sluggish No reaction Closed Pupils 1mm Pupils 2mm

Pupils 3mm Pupils 4mm Pupils 5mm Pupils 6mm Pupils 7mm Pupils 8mm

confirm selection

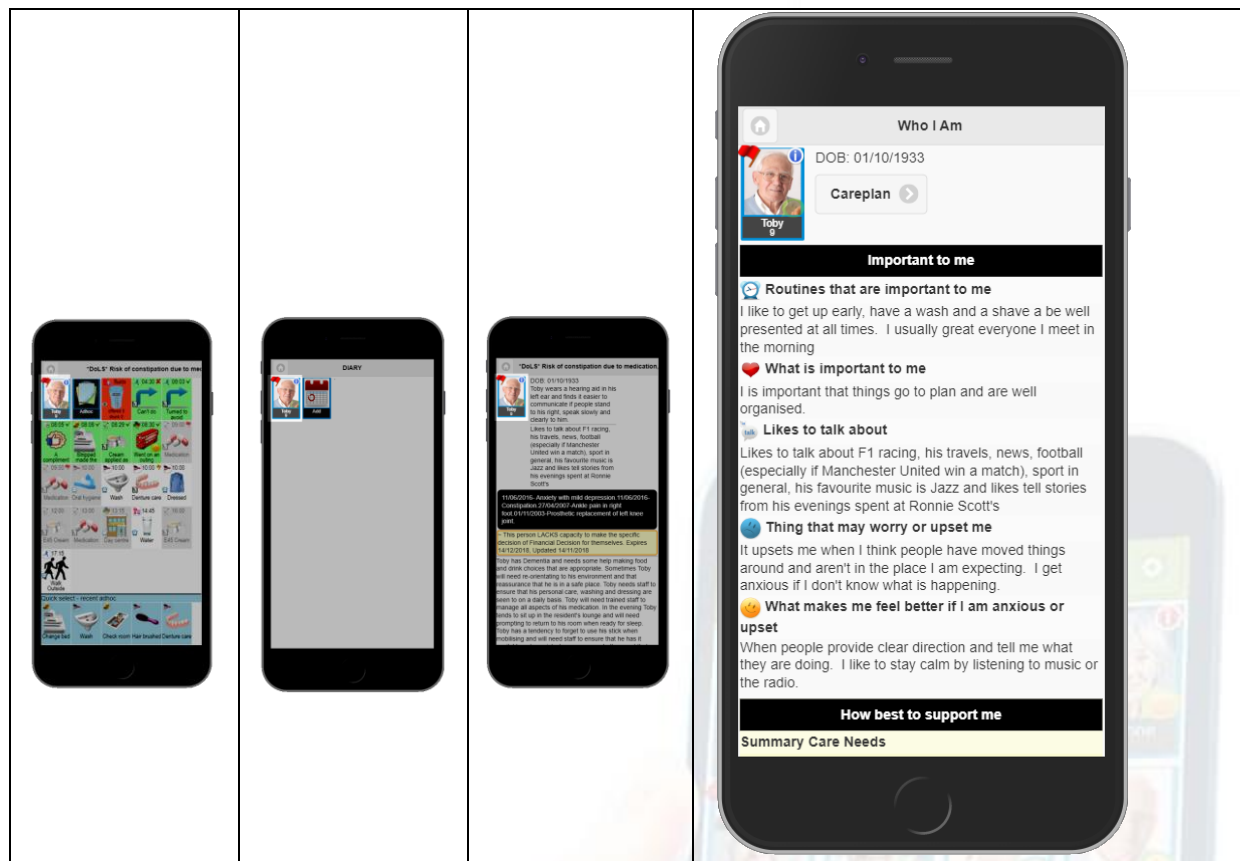
Slider: Left eye reaction



Other use cases on the Care App

Who I am

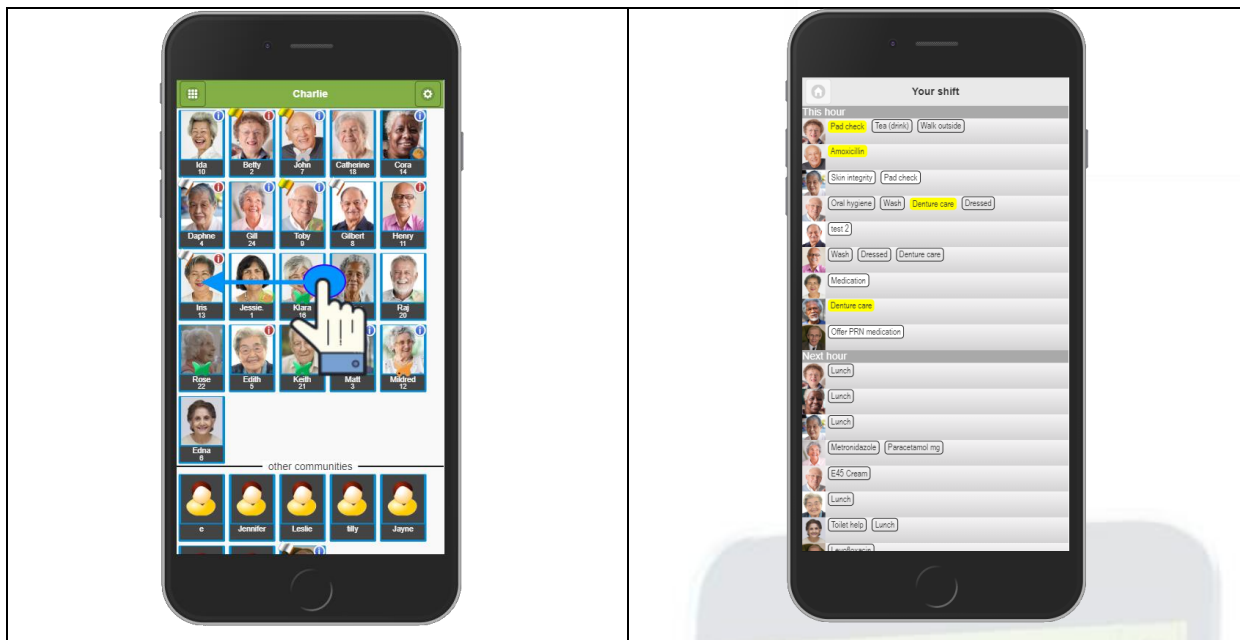
Care staff can access the “Who I am” profile for residents by tapping on the resident’s picture to scroll through the pages on the device.





Your shift

From the Community page of the device; you can swipe right to bring up a view of planned actions grouped by how immediate they need to be done. Tip: You can click on the action to complete it from the “Your shift” page.



Reading pane for “Must know”

Tap on the scrolling header to bring up the “Must know” reading pane

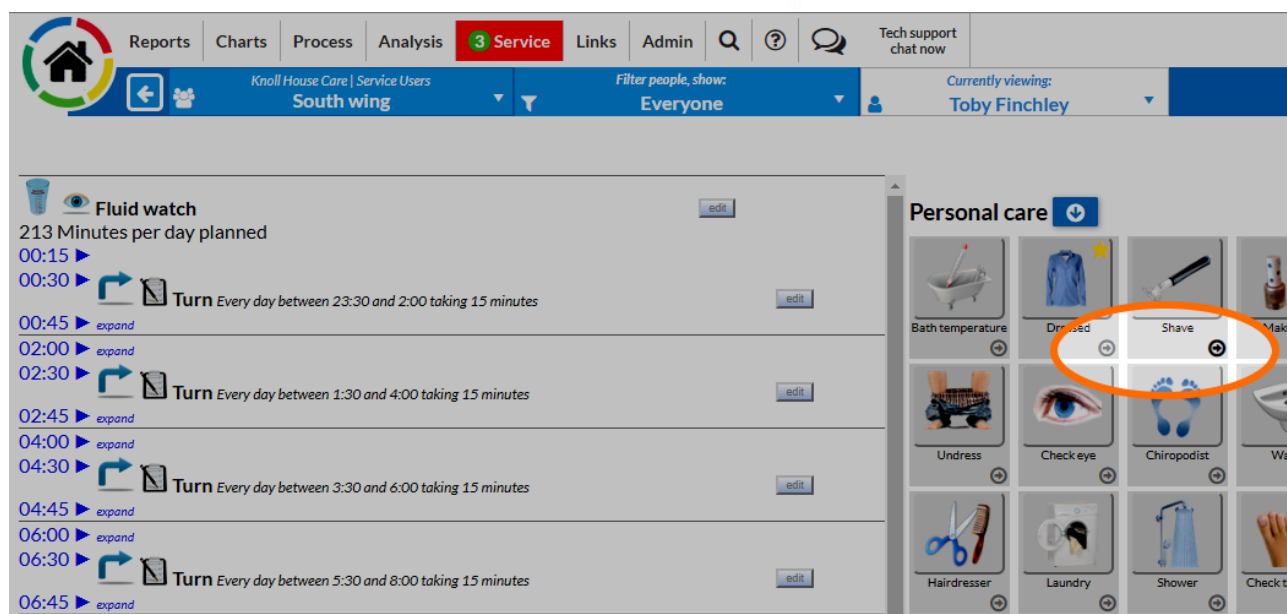




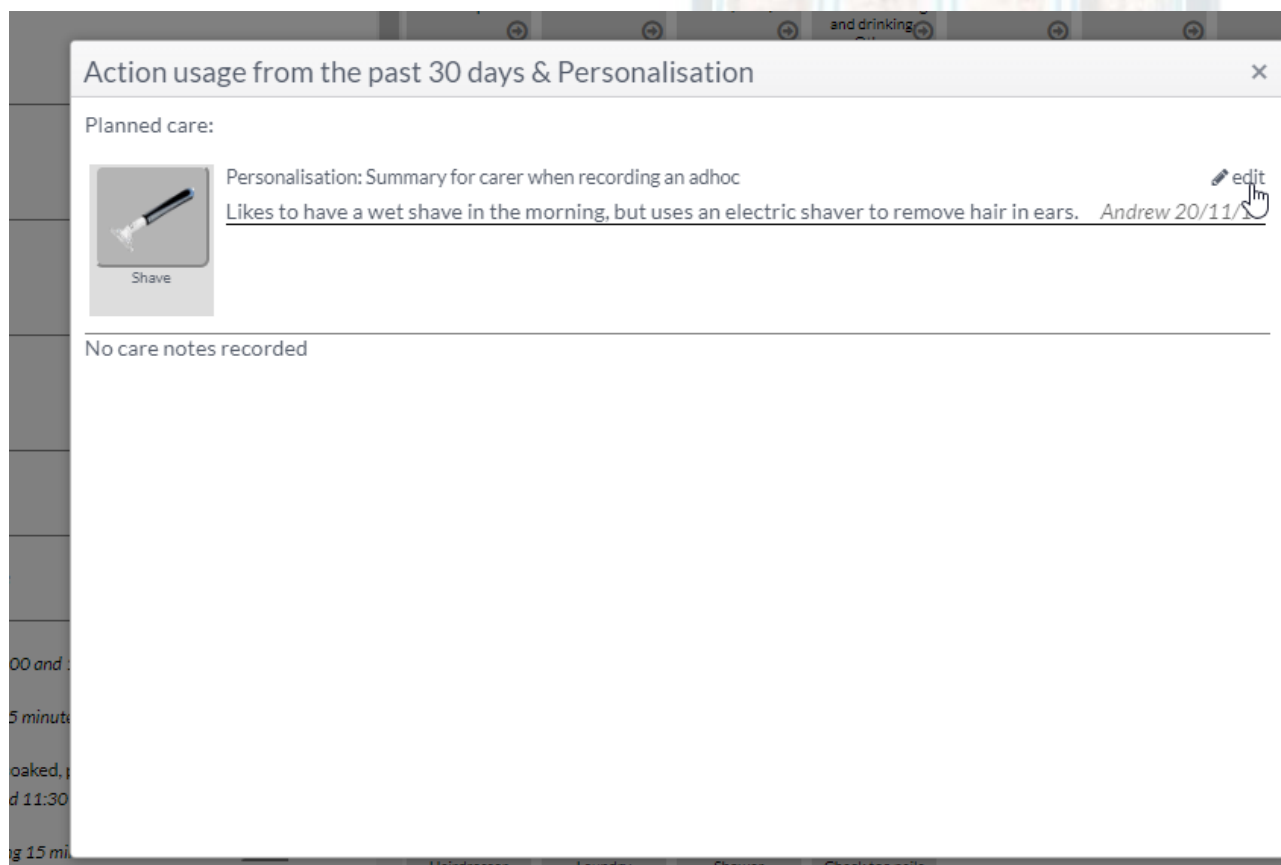
Preferences

You can add preferences to actions for when the action is used as an adhoc on the care app. This enables clear instructions to be given to the carer so that actions are preformed in a person centred way.

The preferences can be set for an action icon in a residents Plan Care Day. The bold arrow indicates preferences already exist.



The screenshot shows the 'Service' tab for Toby Finchley. The 'Personal care' section is expanded, showing a grid of icons for various care tasks. The 'Shave' icon is circled in red, and a bold arrow points to it, indicating that preferences have been set for this action. Other icons include 'Bath temperature', 'Dressed', 'Shave', 'Make', 'Undress', 'Check eye', 'Chiropodist', 'Wash', 'Hairdresser', 'Laundry', 'Shower', and 'Check to'.



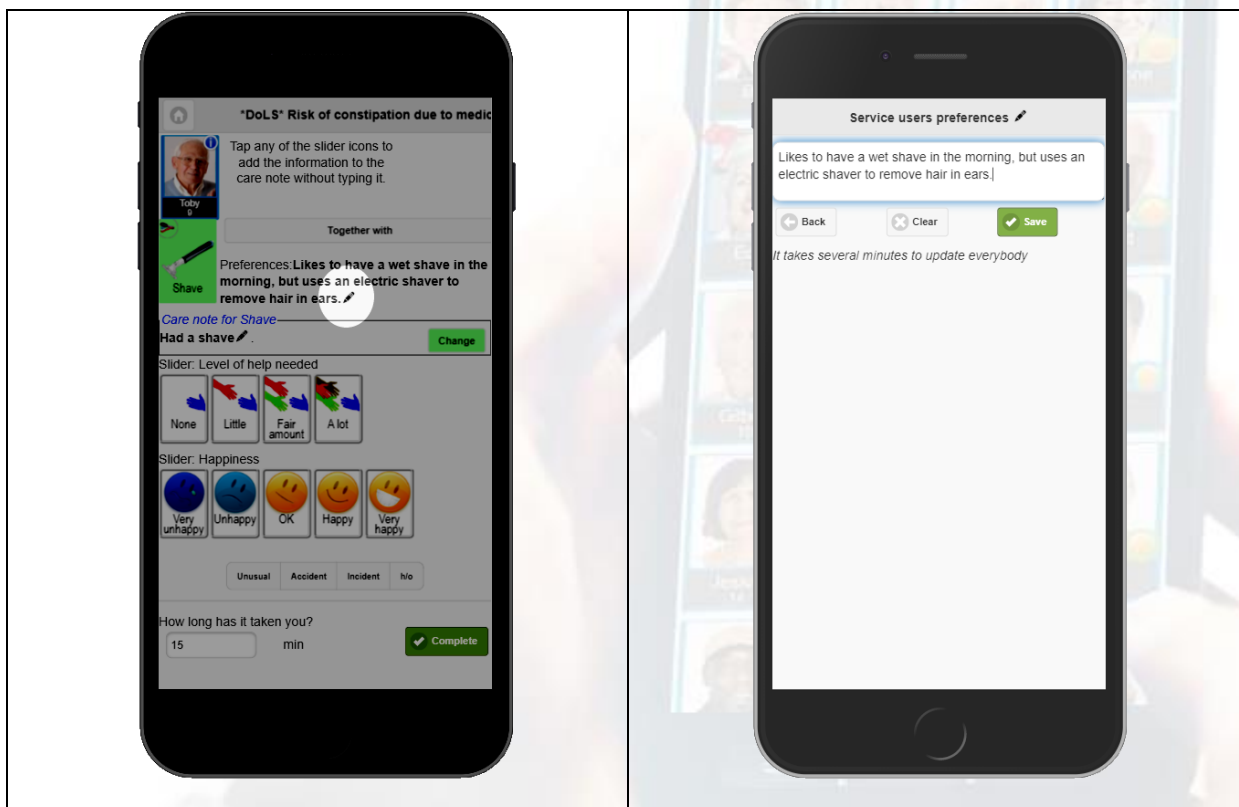
The screenshot shows a window titled 'Action usage from the past 30 days & Personalisation'. Under the 'Planned care:' section, there is a 'Shave' icon and a text box containing the text: 'Personalisation: Summary for carer when recording an adhoc. Likes to have a wet shave in the morning, but uses an electric shaver to remove hair in ears. Andrew 20/11/15'. An 'edit' button is visible next to the text. Below the text box, it says 'No care notes recorded'.



The preferences are displayed on the care app







Preferences can also be edited via the care app too







Other Important to note Action Icons



This section explains some of the action icons that have some special meaning or consequence to using, or that warrant a special call-out.

Action icon		Important notes
Personal Care ADL		
	Wash	<p>Don't use wash action if service user has shower or bath/bed bath as the hygiene chart won't be correct.</p> <p>When evidencing on the Care App use the green rotary button on the Wash/Shower/Bath action to swap between these 3 actions and record care accurately.</p>
	Wash	
	Bath	Bath action gives the option for full bath, body bath and bed bath in the slider buttons.
	Bath temperature	Important to use as there is an alert when a bath is evidenced without the temperature being checked.

Mobility ADL		
	Hoist 2 people	<p>All hoist 2 people must be evidenced by the 2 staff who performed the hoist, within 30 minutes* of each other or else an alert will show up.</p> <p>*or whatever the organisation settings are.</p>



 <p>Standing hoist</p>	<p>For when a standing hoist is used or any hoist that only requires one person.</p>
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Processes ADL	
 <p>Handover</p>	<p>For any information that staff want to communicate to shift handover that isn't on a care note flagged up for handover.</p>
 <p>Suspended</p>	<p>Suspended action is used when a service user goes to hospital or on holiday.</p> <p>Note: Using this icon will set the residents status to "Suspended" and will stop them from showing up on the device while they are away.</p>

