



# Carefor

Software For Companies That Care

## Training Pack for Carers: CareFor Carer Mobile App



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## Introduction – Features and Downloading

The CareFor Carer Mobile App is available for both iOS and Android (**version 1.93**) mobile phones. It will allow you to view your rota, and also to check in and out of calls. Importantly, the app will enable you to check in and out of calls when offline, saving the times to be uploaded once you have reception or connect to WiFi.

To download the app it is quick, easy and simple. Just **go to the App Store or Google Play store** (depending on which mobile device you have) and **search "CareForIT Carer"**, then click to download for free.

Features of the app include;

- Offline working
- Viewing visit information for today and the next 4 days
- Viewing client information including property details, client map and care plan details
- Fill out and view COVID-19 risk assessments
- Viewing client notes and submit notes
- Recording medication electronically
- Completing online forms
- Configurable warnings - restrictions introduced for check in and out on the app

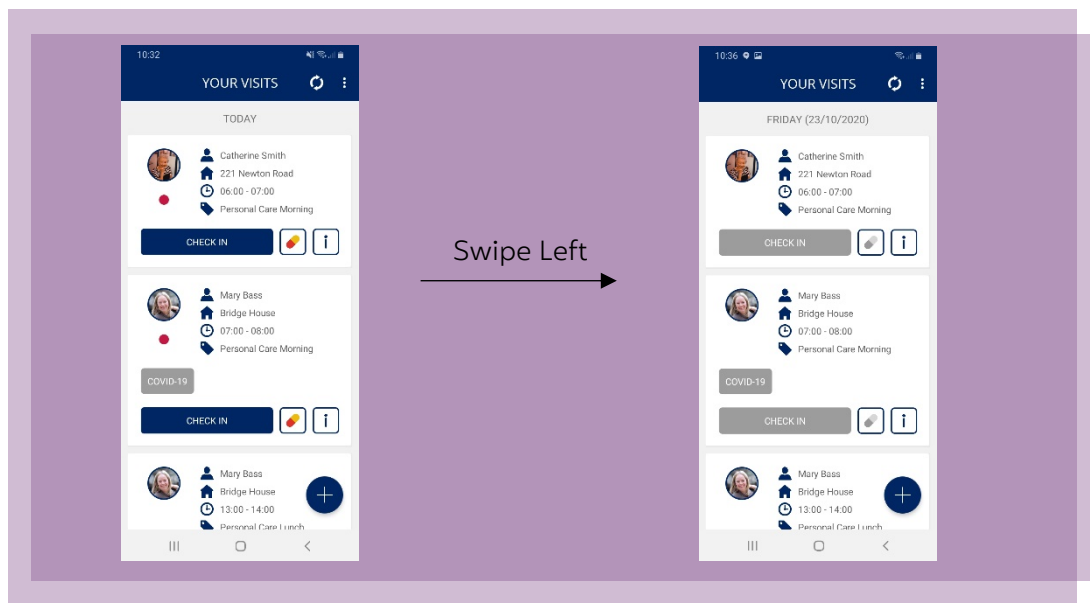
Please note the app works offline however you will need an internet connection to log into the app initially and to download your rota and any subsequent visit changes.

The main screen of the app will show you visit details of visits you have been assigned to, including the staff member you will be attending the call with, the time and location of the visit and the visit type.

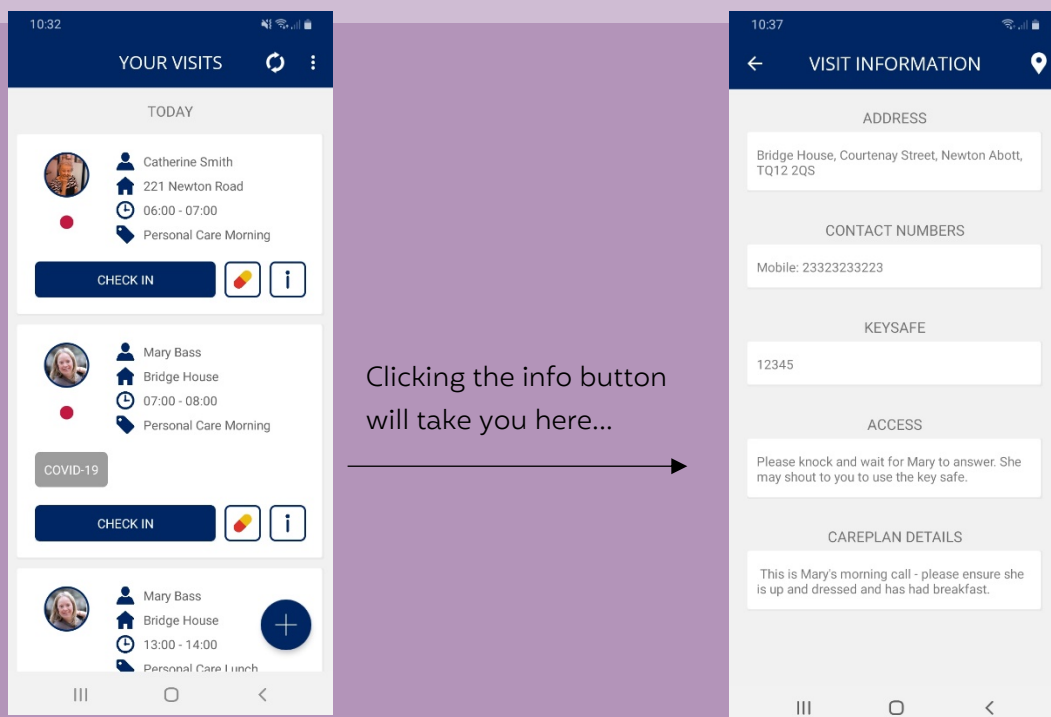


# Visits and Visit Information

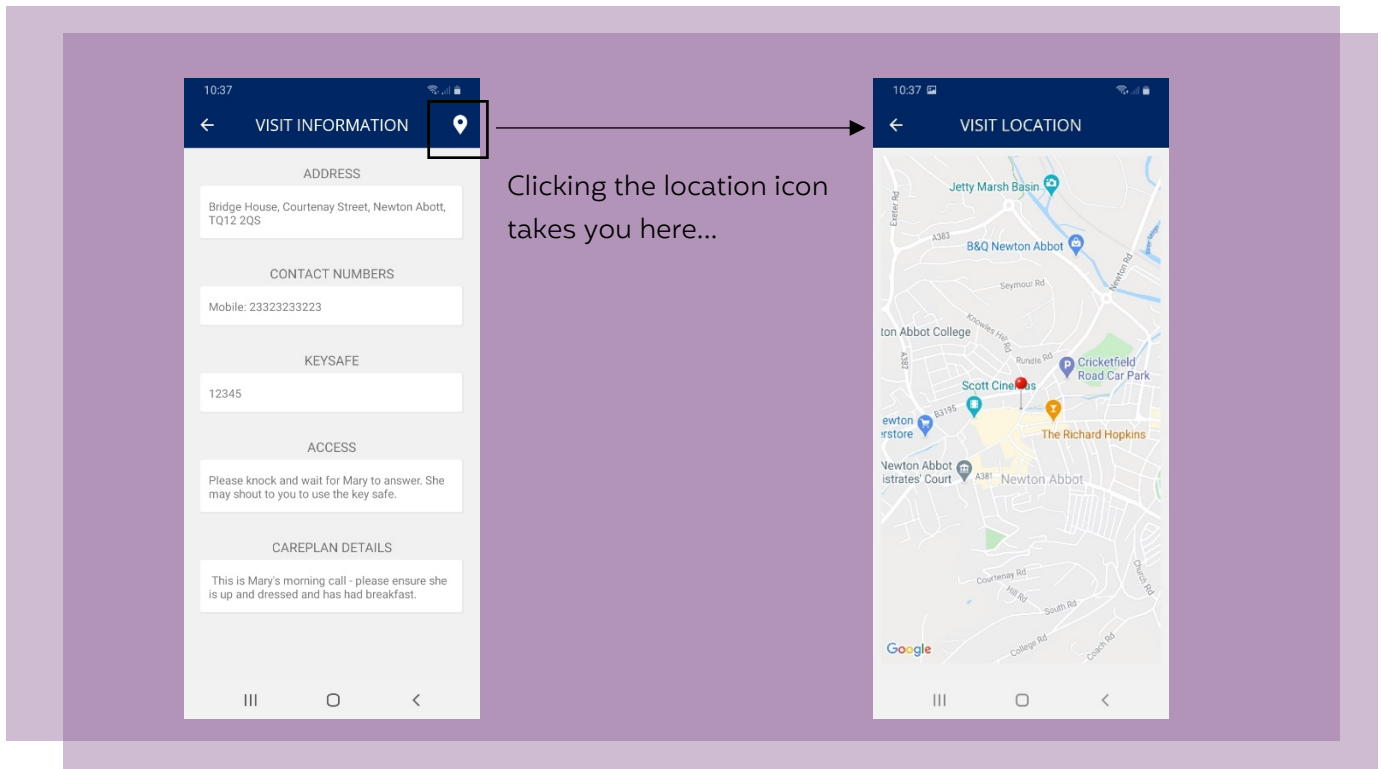
Swiping to the left of the app will show the user any visits they are assigned to over the next 4 days



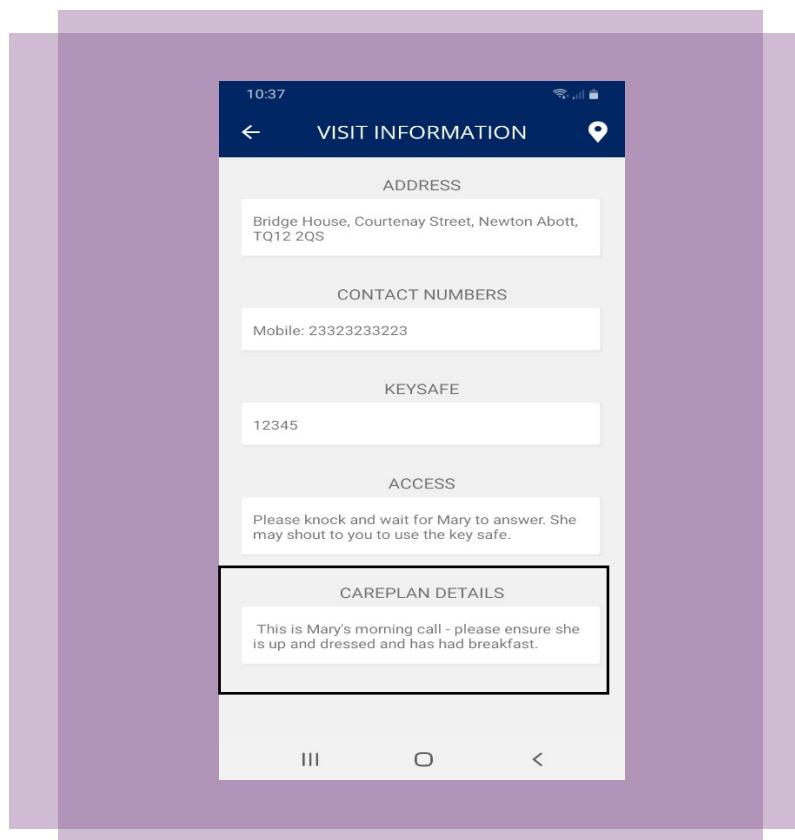
Within the 'Info' section you will be able to view the client's full address, the key safe number and any access details that have been included with the 'Property' tab of the client's profile.



You can also access a map of the client's location by clicking the location icon in the top corner of the screen.

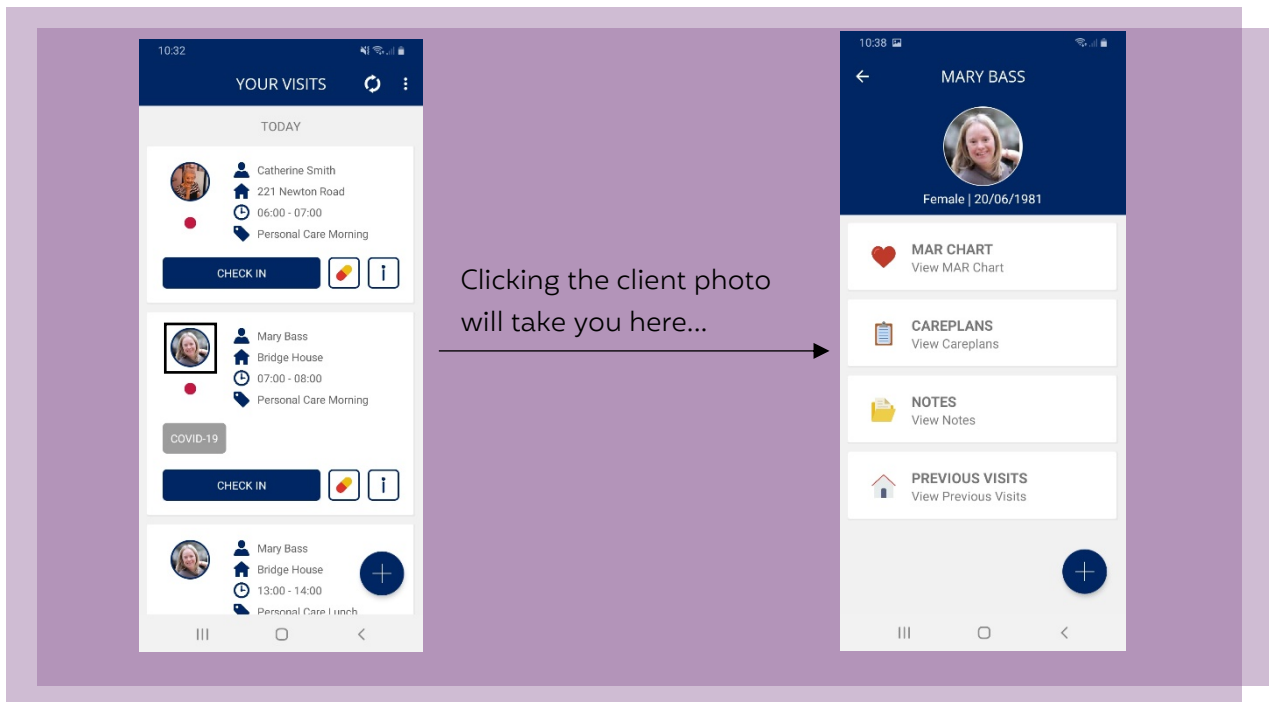


Care plan details will show on the app if this information has been added to the 'comments' section within the client's regular calls in the client's profile.



## Care Plans

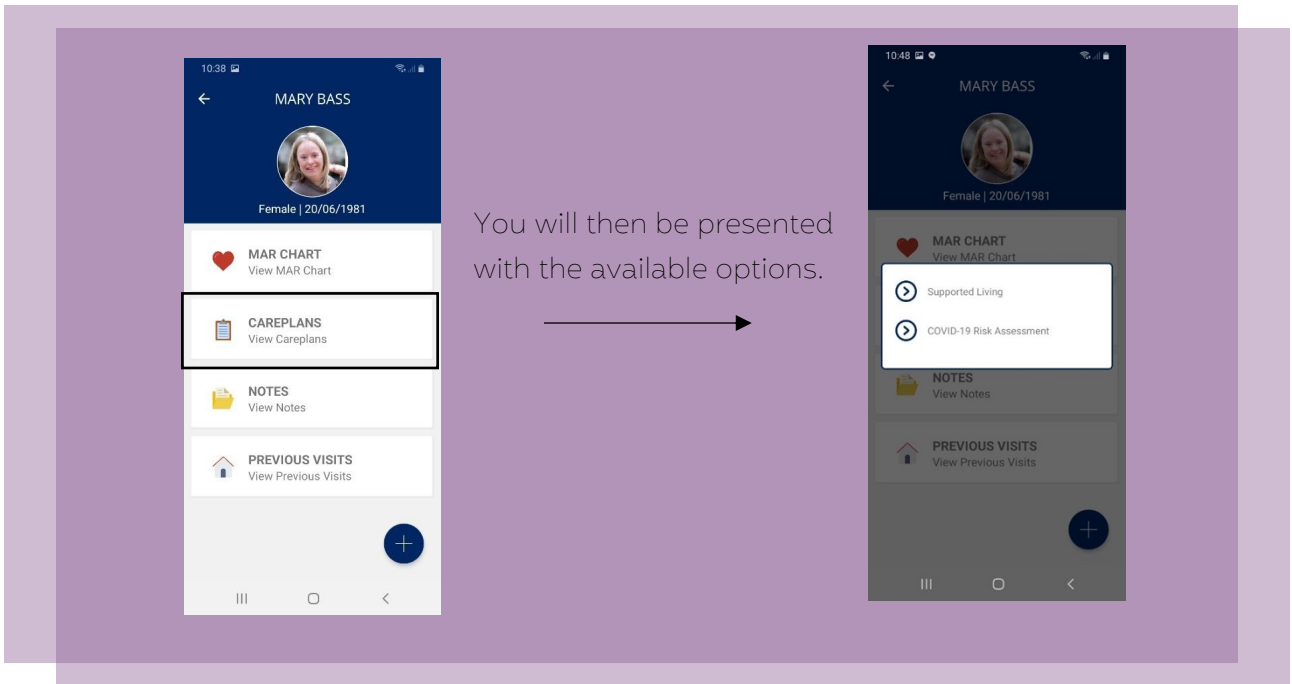
Clicking the client photo will take you through to another section of the app, where you will have the ability to record medication, submit notes and access care plan and view previous visit information.



If the client has a completed care plan on the system, you will be able to view this on the app. Please note you can only view care plans for clients on your rota today or tomorrow.

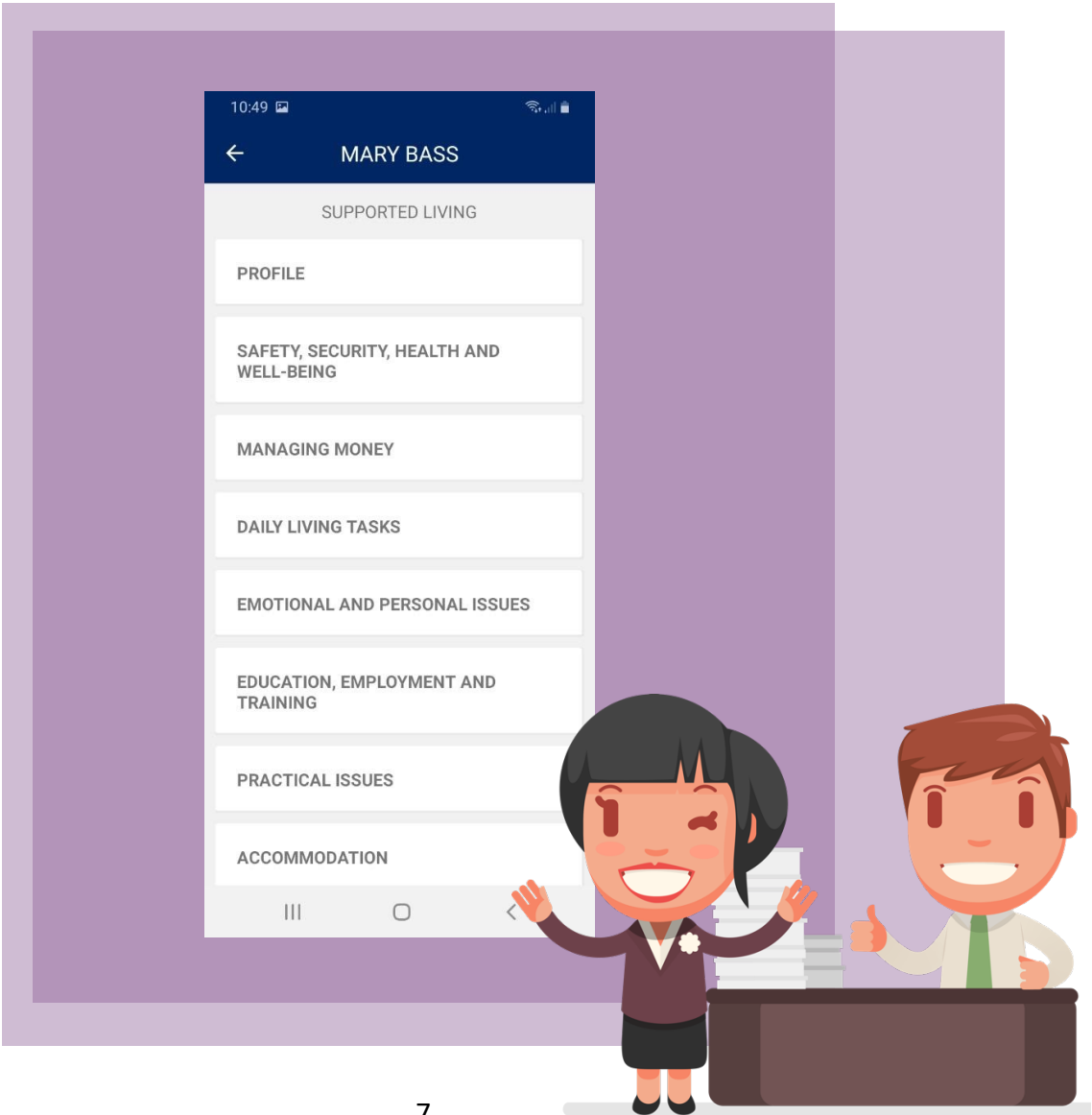
Once you have pressed the client photo you will be presented with the available options for you to choose from. To view the care plan, click "view careplans".



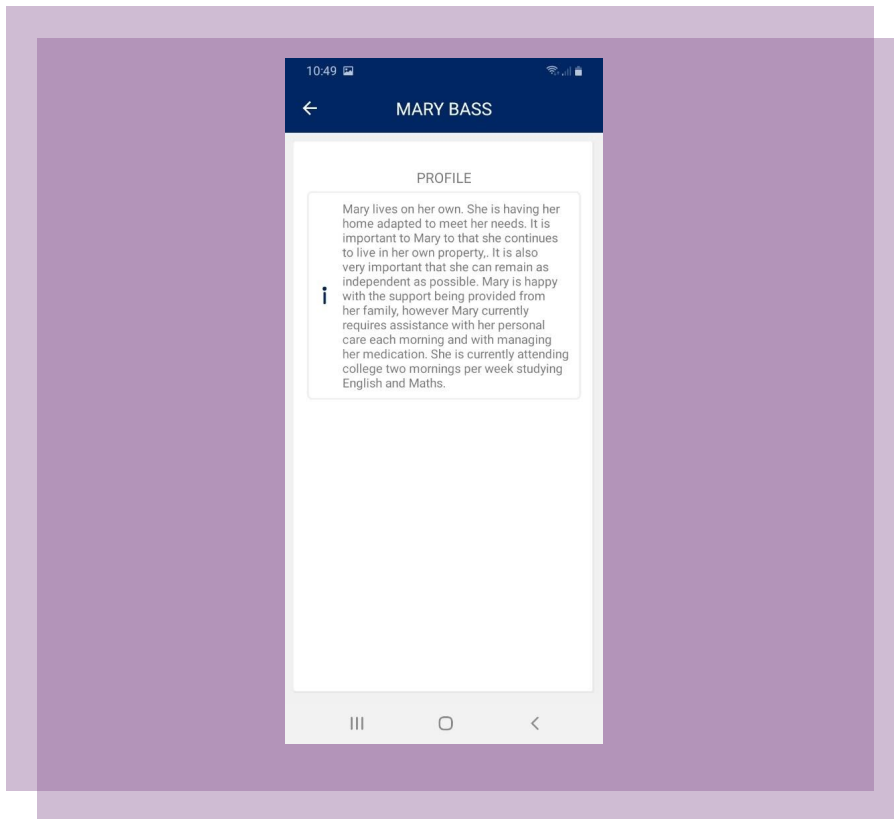


You will then be presented with the available options.

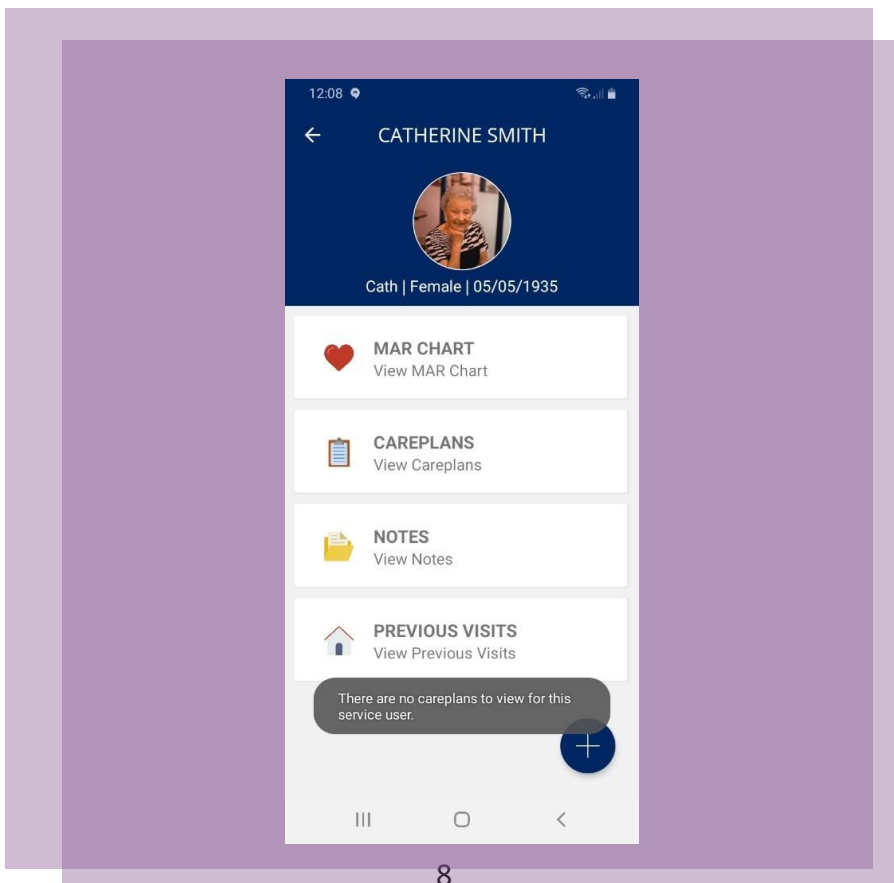
When you have tapped the care plan you wish to view, you will be presented with headings:



Click any heading to view the details:



If a client does not have a care plan to view you will be alerted to this when you press the 'CarePlans' option in their profile:

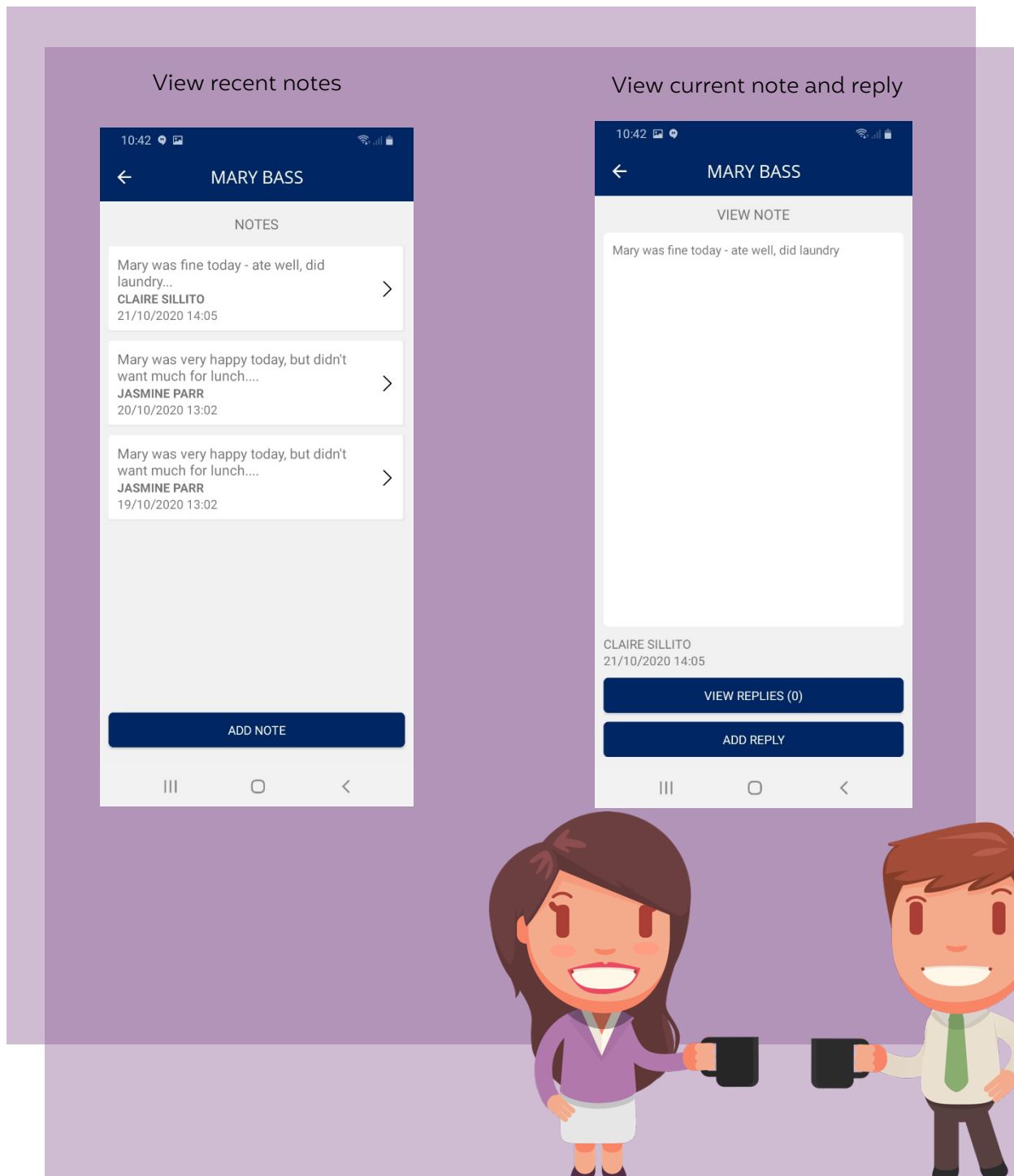




# Notes

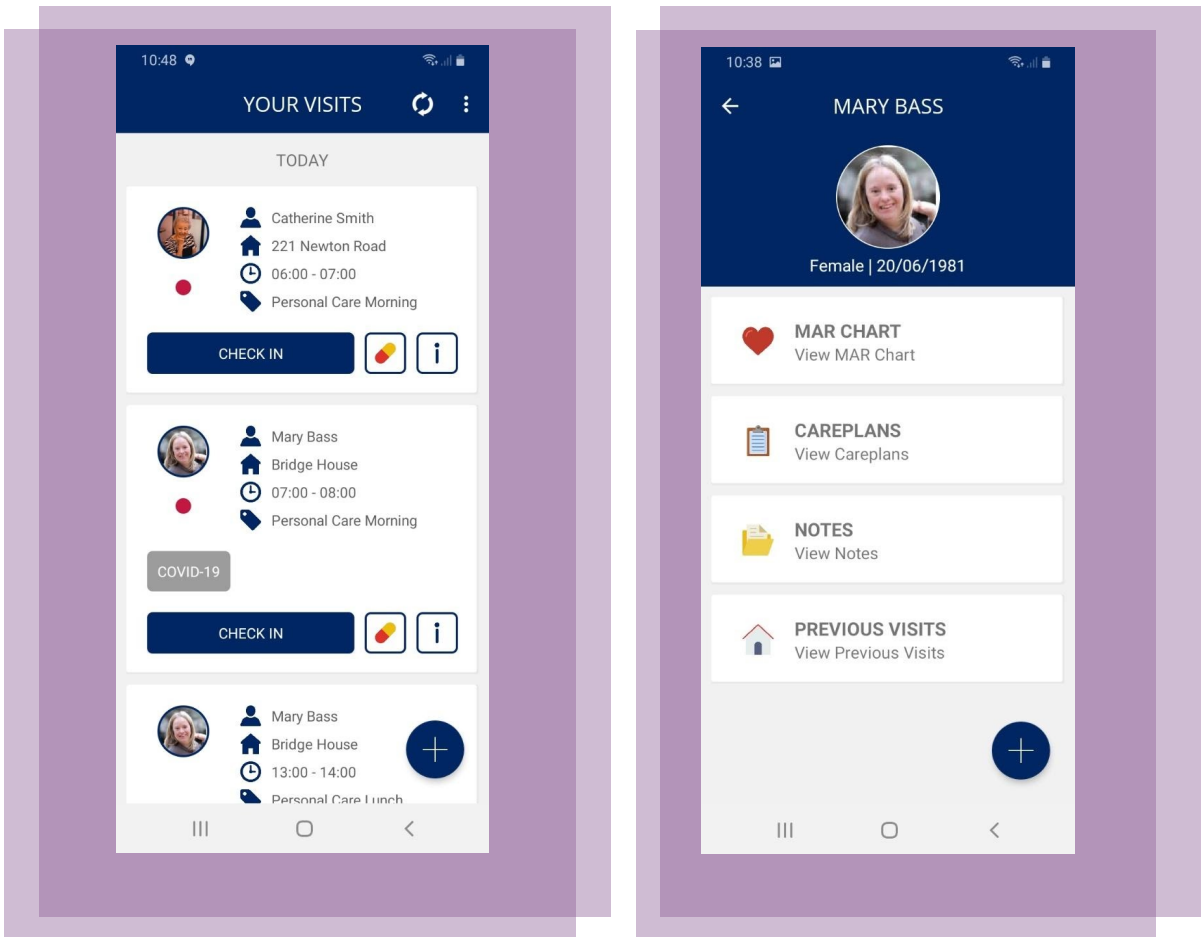
You will be able to view the 10 most recent notes submitted for the client on the app and be able to submit notes on the app by pressing the '+' symbol within the notes page.

Clicking an existing note will allow you to add a reply to it.

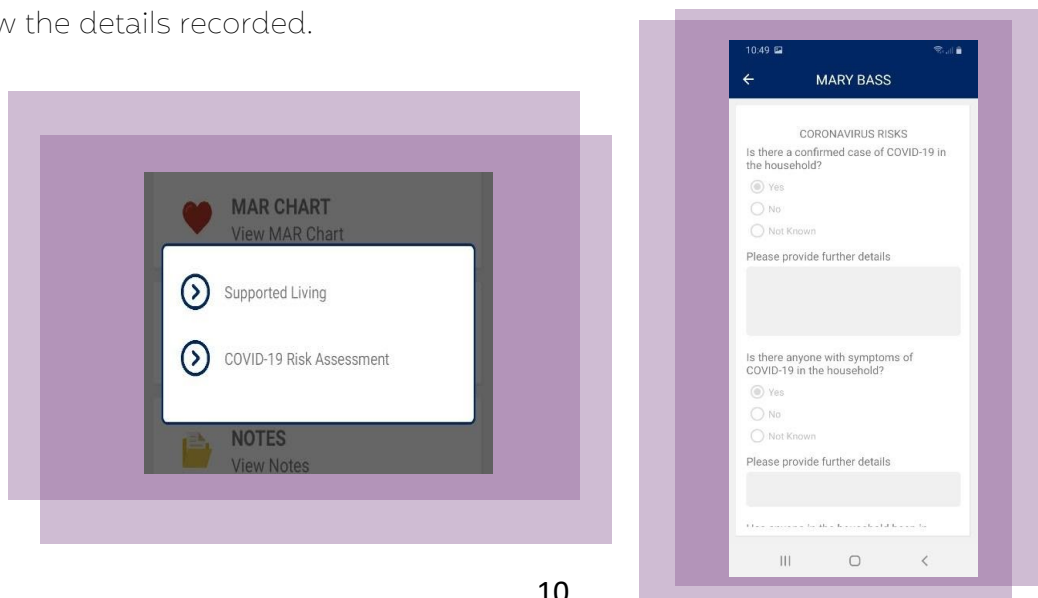


# COVID-19 Risk Assessments

When viewing a client, if they have a COVID19 badge showing, this means a COVID19 risk assessment has been completed for them. You can view the details of the COVID19 risk assessment by entering the client profile and clicking Care Plans.

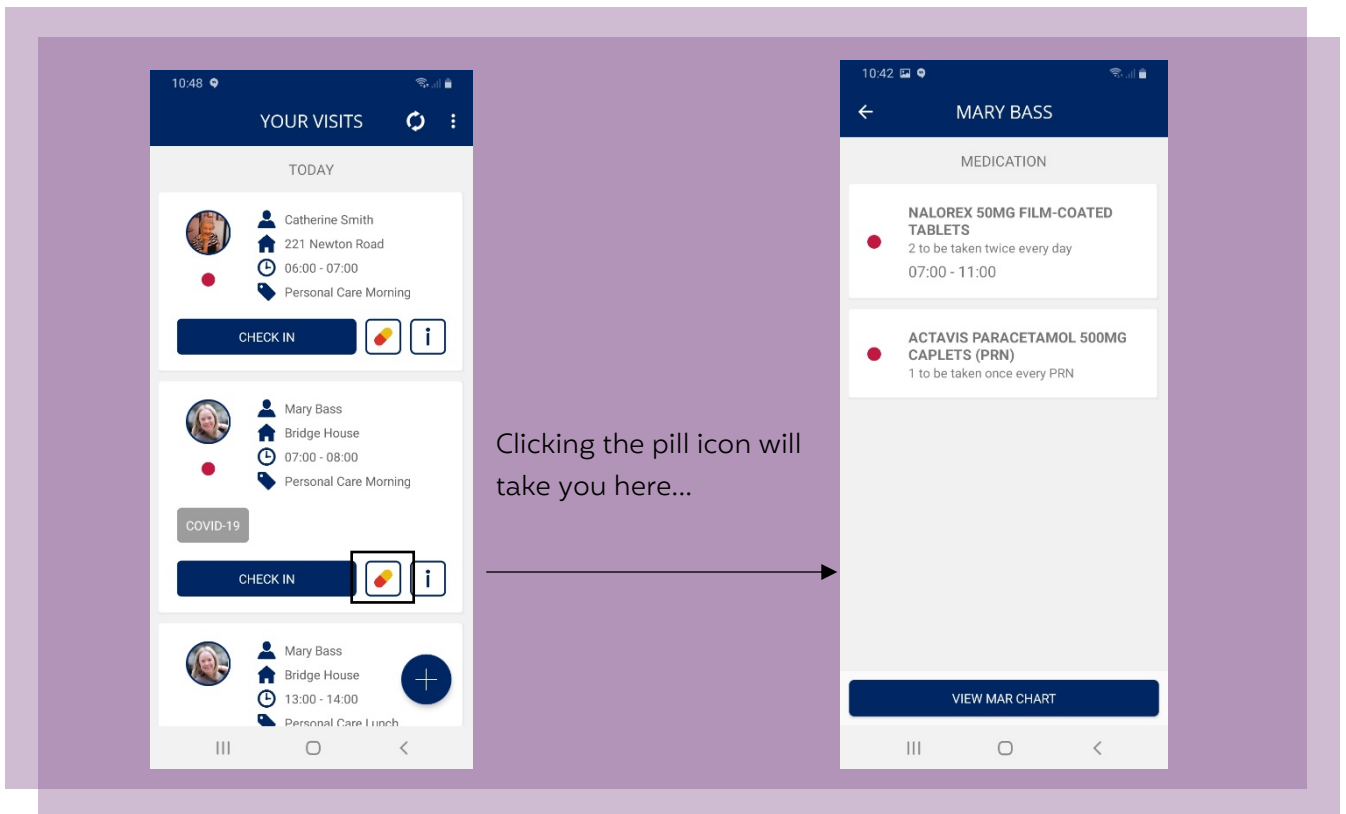


From the list presented, choose COVID-19 Risk Assessment, you will then be able to view the details recorded.

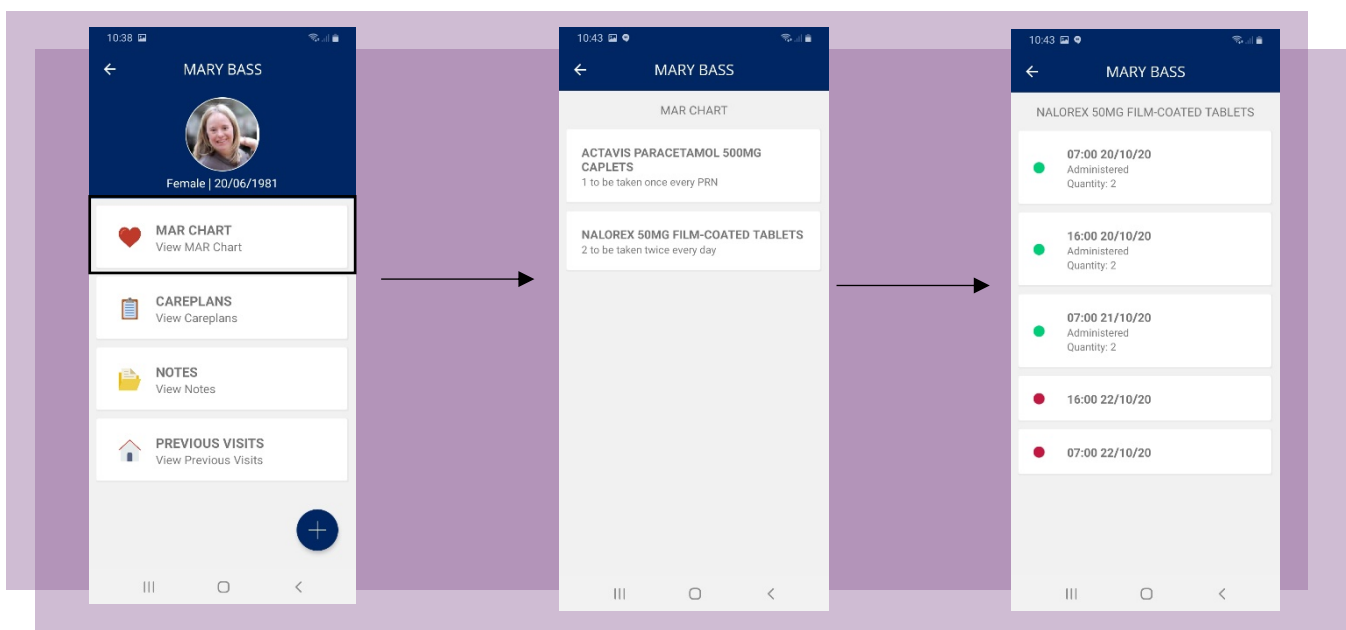


# Medication

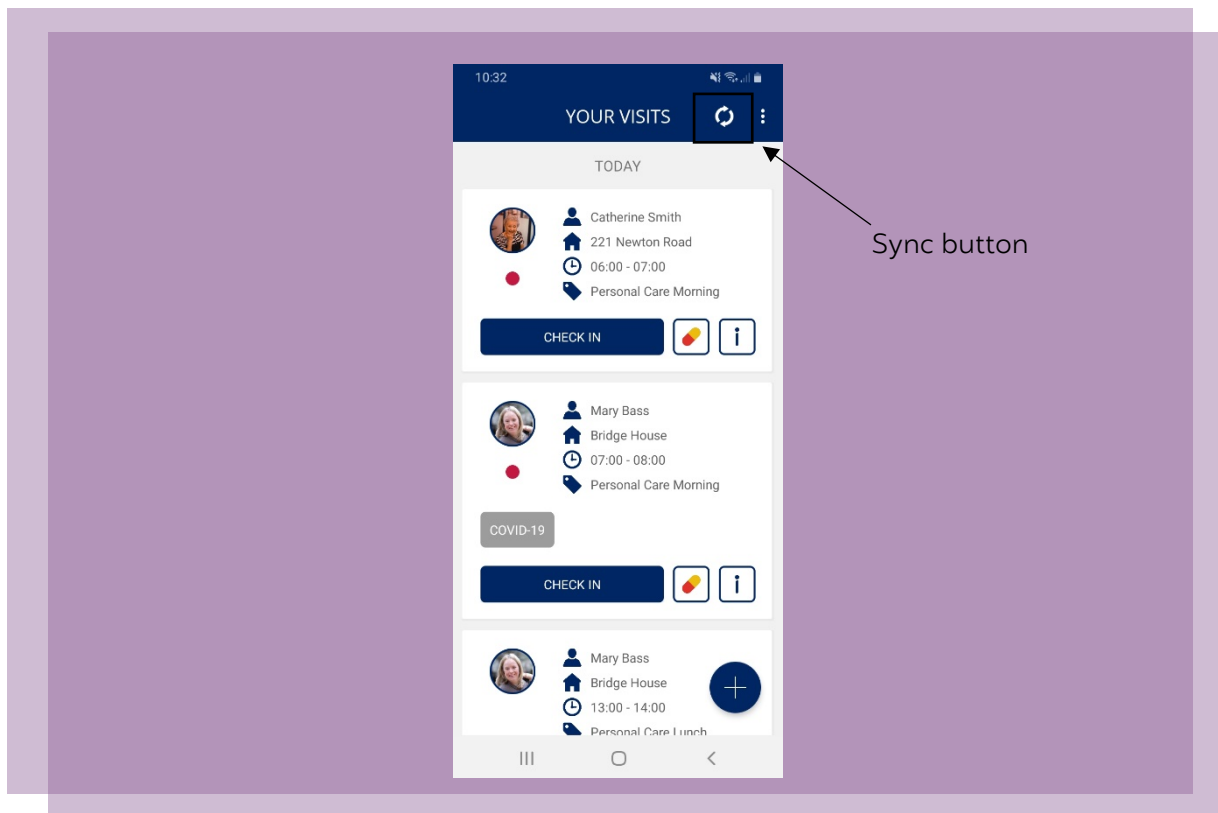
Where there is medication allocated to a visit, this will be highlighted by the pill icon next to the check in button. Tapping on this will give you all relevant information regarding the medication.



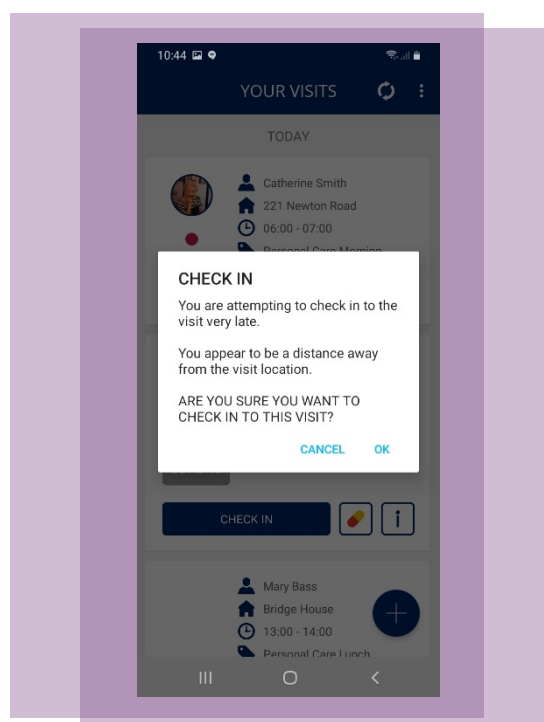
You can also view the MAR chart to see what medication has already been given to the client.



Checking in and out of calls, medication recordings and note submissions can be completed whilst working offline, and once you have an internet connection clicking the sync button will push this data through to the live system.

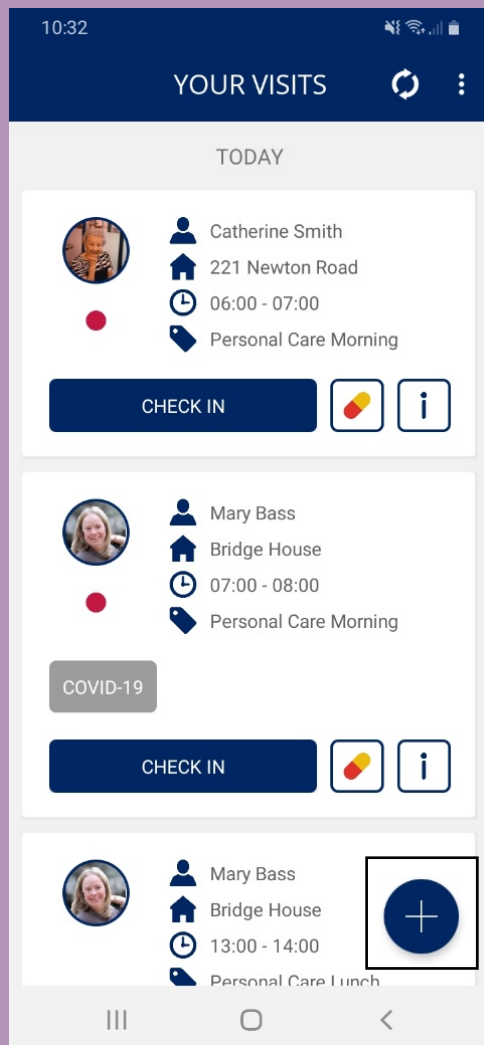


When checking in and out of call you may be warned if you are attempting to check in and out of a call very early or very late. You may also be warned if checking into a visit whilst already checked into an earlier visit on CareFor.

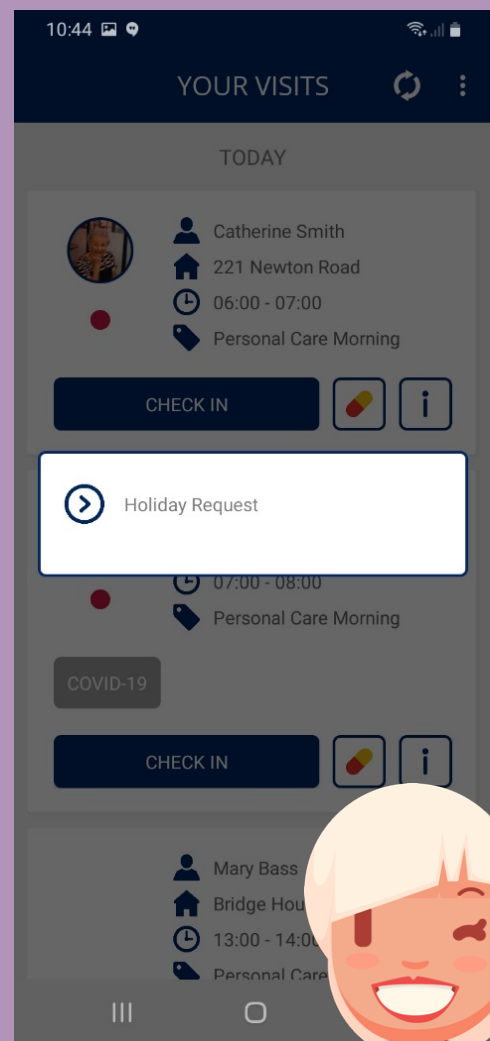


# Forms

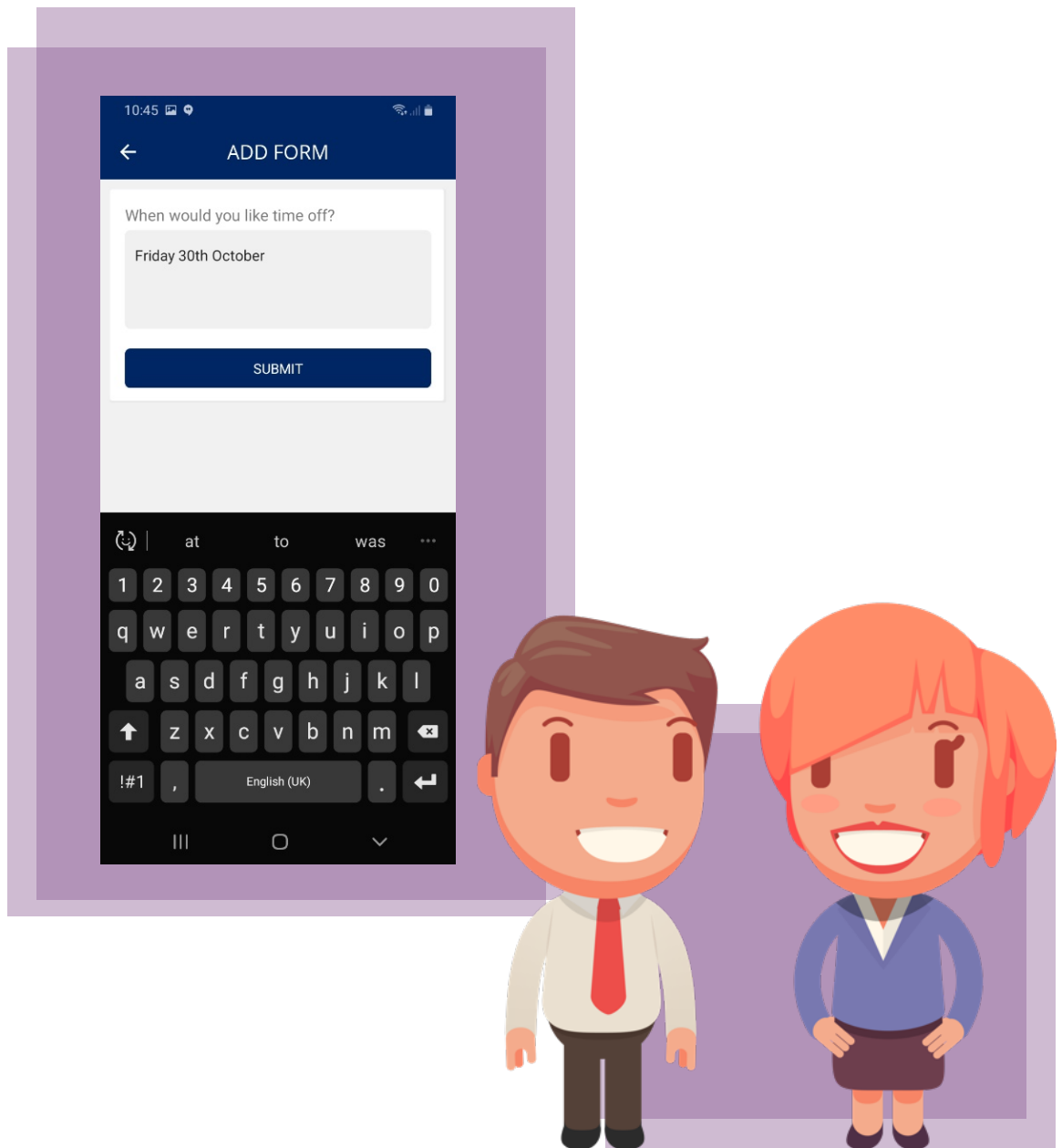
You can complete forms on the app by pressing the '+' symbol on the bottom right of the screen. Clicking this button will show a list of staff related forms available - for example annual leave requests, appraisals and supervisions etc



Clicking the '+' symbol will take you here...

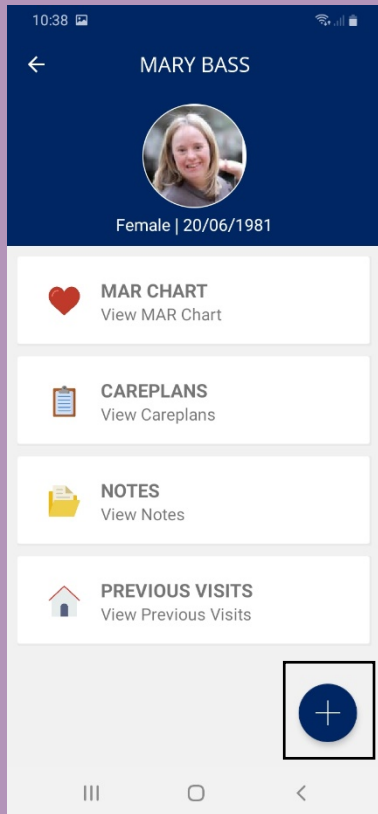


Once the you have filled in all the necessary questions, you will need to click the submit button to save the form.

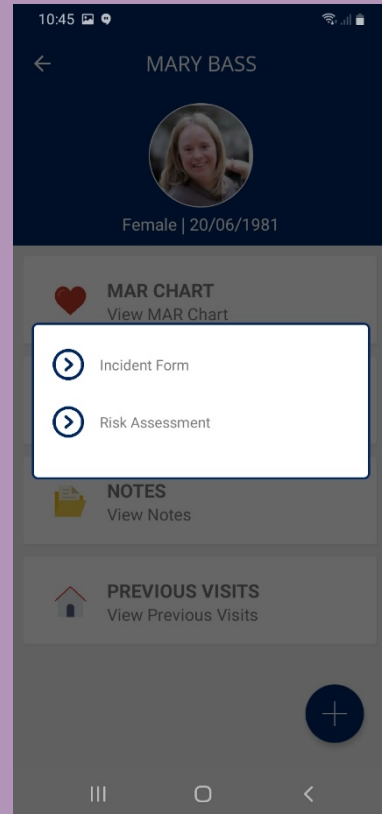


If working online, this form will show on the CareFor system once submitted. If you are working offline, in order to sync the form data, you will need to be connected to internet signal or WIFI and then sync the data from your app.

To complete a service user form on the app, you will need to **click into the service user profile by clicking their picture and click the '+' symbol**. This will show a list of available forms.



Clicking the '+' symbol will take you here...



Any other information can be found by going to [support.care-for-it.com](http://support.care-for-it.com) where there is an abundance of support articles to help you 24/7.

Otherwise you can contact our friendly support team 9am-5pm weekdays by phone on 01626 798890 or via email at [support.care-for-it.com](mailto:support.care-for-it.com).

