



CareForIT Limited

Operating Procedure

'CareForIT Carer' Android App -
User Guide

2. Care ForIT Carer Android App

Logging On

Having loaded the app, the following screen will appear. Please enter your email address and password. If you've forgotten the password, please select the 'Forgotten Password' link.



[FORGOTTEN YOUR PASSWORD?](#)

Internet Connectivity

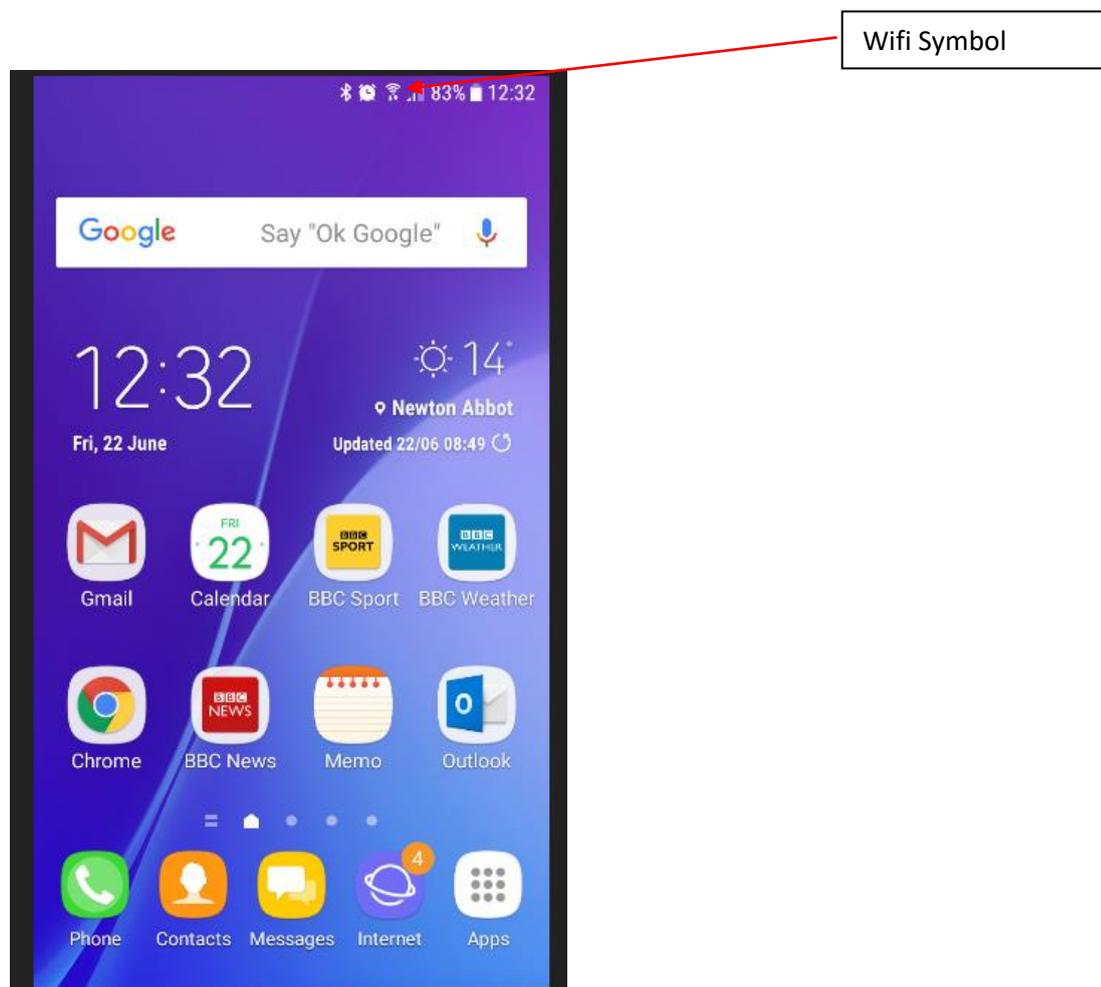
When you first login your CareForIT Carer App will need to be connected to the internet.

This is on order that your visits can be download from the server (CareForIT Desktop) to the CareForITCarer Mobile App.

To check if your phone is connected to the internet you can view the information at the top of the screen on your home screen, as illustrated below.

An Internet connection on a mobile phone is either provided by

- Wifi. For example, when you are connected to your wireless internet in your home, office or wifi hotspot (eg Coffee Shop, Train station)
- Or
- By your service provider (O2, Vodafone, Virgin, EE). This is typically how you would connect to the internet outside of the home or office. Here you will see a symbol 3G, H+ or 4G on the phone.
- To test if you have internet connectivity you can open your browser (chrome, safari, etc) on your phone and search google. If Google returns results unless the page you surfed to was cached, then the chances are you are connected to the internet.
- If you see an exclamation ! by the wifi symbol this means you are connected to wifi but haven't authenticated, meaning you may need to enter a wifi key.





Wifi with exclamation mark !
Meaning connected but not authenticated



Mobile Internet Symbol 4G
You may also see 3G or H+
These are the different types of mobile internet connectivity.

Your Visits

Once logged on your rota will appear. You can:

- Swipe down to see visits for later in the day.
- Swipe right to see visits for future days (5 days will show)

The screenshot shows the 'YOUR VISITS' mobile application interface. At the top, there is a dark blue header with the text 'YOUR VISITS', a refresh icon, and a menu icon. Below the header, the date 'WEDNESDAY (21/02/2018)' is displayed. The main content area shows two visit cards. Each card includes a profile picture, a name, an address, a time slot, and a service type. At the bottom of each card are 'CHECK IN' and 'INFO' buttons. Red arrows point from callout boxes to specific UI elements: the refresh icon, the menu icon, the 'INFO' button of the first visit, the 'CHECK IN' button of the first visit, and the 'INFO' button of the second visit.

YOUR VISITS

WEDNESDAY (21/02/2018)

Gregory Ward
42 Skyline Business Village
06:45 - 07:45
Home Care

CHECK IN INFO

Kenneth Evans
59 Hill Ave
08:30 - 09:00
Home Care

CHECK IN INFO

This will present an option

Tap here to refresh your rota

Tap here to see more client details

Tap Info box to see visit information

Tap here when you've arrived at the Service User's

Receiving updated Visit Information

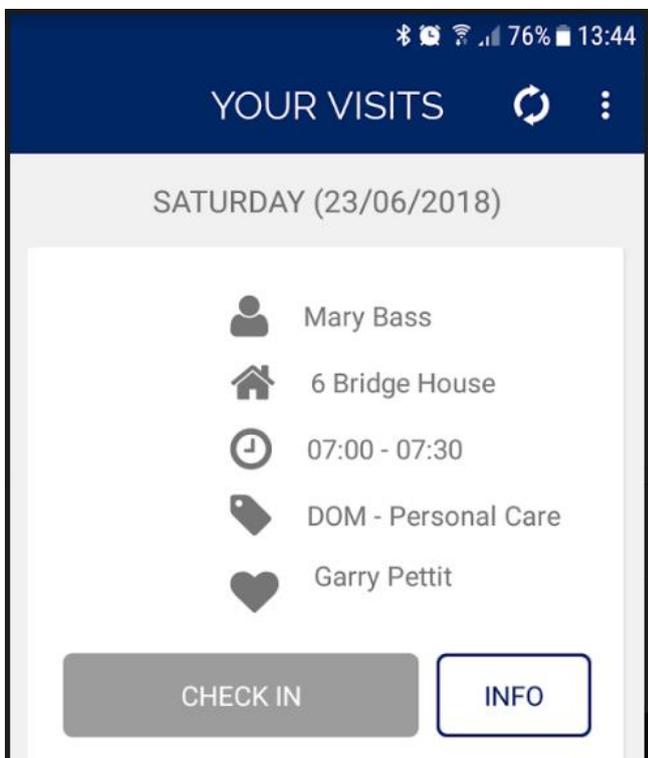
In this example for support worker Lucas Riley

Visit number 91129 is set to start at 07:00 and finish at 07:30 on 23rd June 2018

CareForIT Desktop

23/06/2018 Saturday					
91129	7:00am	7:30am	Mrs Mary Bass	6 Bridge House, Courtenay Street, Newton Abbot	Lucas Riley Double Staff: Garry Pettit
DOM - Personal Care					
91069	6:15pm	6:50pm	Mr Roy Hill	4 Meadow Way, Newton Abbot, London	Lucas Riley
DOM - Personal Care					

CareForIT Carer



There is a change to a visit required.

The Service User will not be available until 15 minutes later than planned. Therefore, the visit now needs to be moved by 15 minutes later.

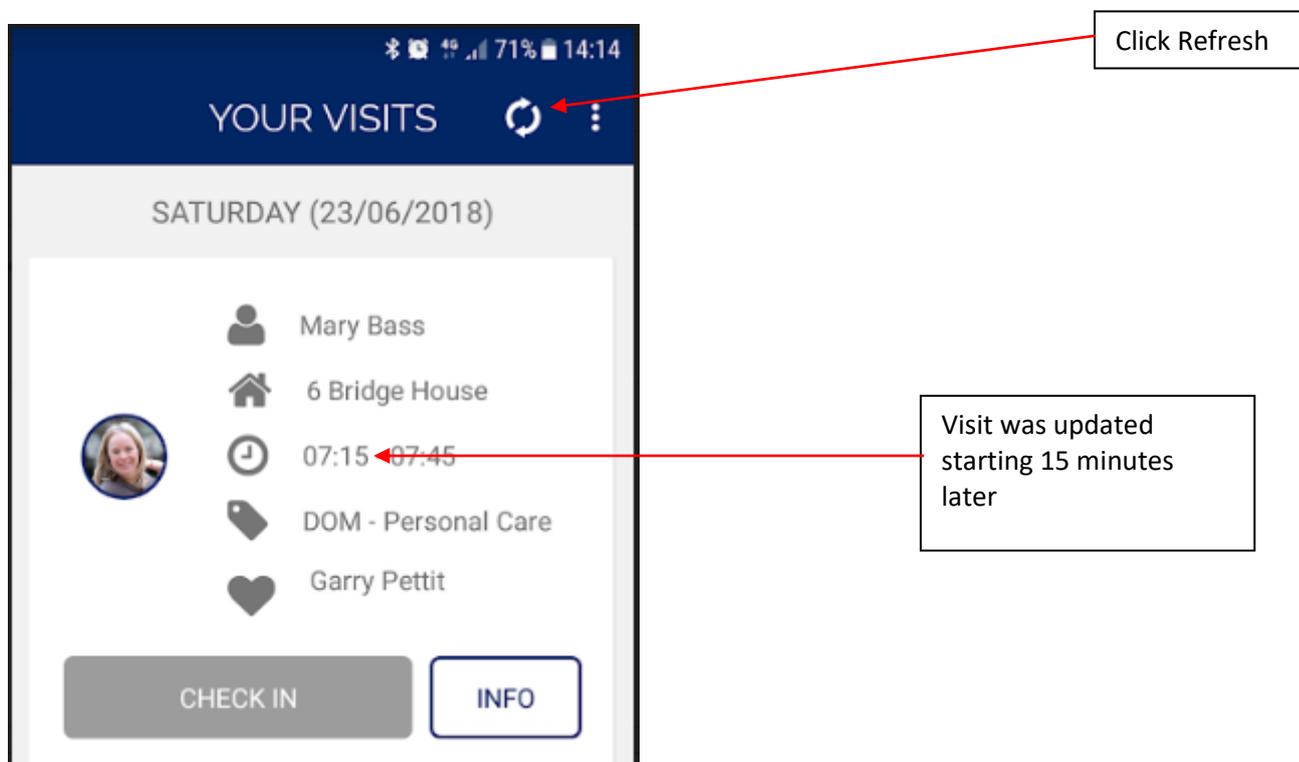
The administrator in the branch will change the visit on CareForIT desktop.

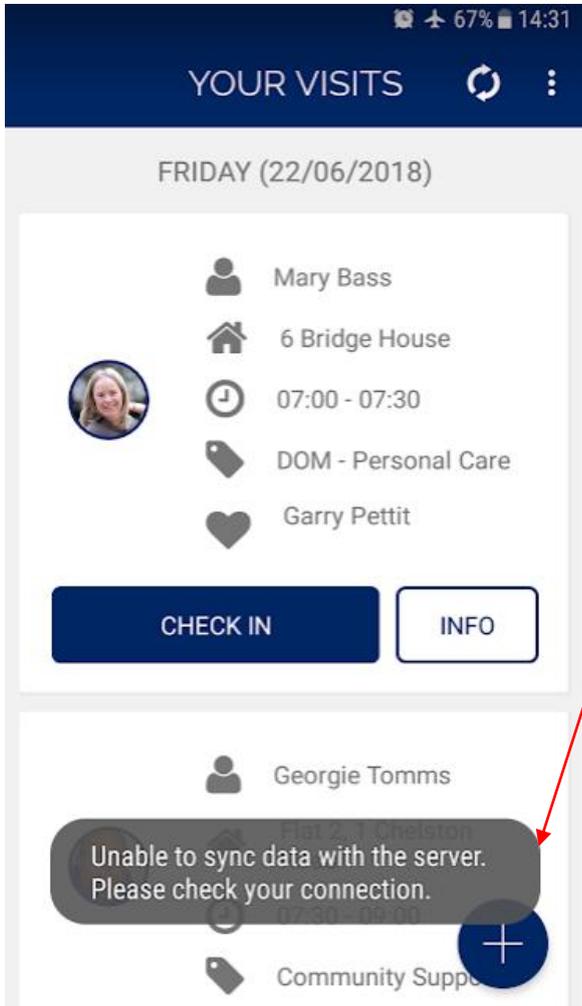
CareForIT Desktop

The call is moved 15 minutes later

23/06/2018 Saturday					
91129	7:15am	7:45am	Mrs Mary Bass	6 Bridge House, Courtenay Street, Newton Abbot	Lucas Riley Double Staff: Garry Pettit
DOM - Personal Care					

For you to see the updated information on the visit that was changed, log into the CareForIT Carer App **ONLY** when you are in an internet coverage area. Please refer to "Internet Connectivity" section on page 2 for details.





If you do not have internet coverage you will receive the following message to the screen. Please be advised it does flash up and come off quite quickly.

Info Page

Having tapped 'Info' from the 'Your Visits' page, you will be presented with the following

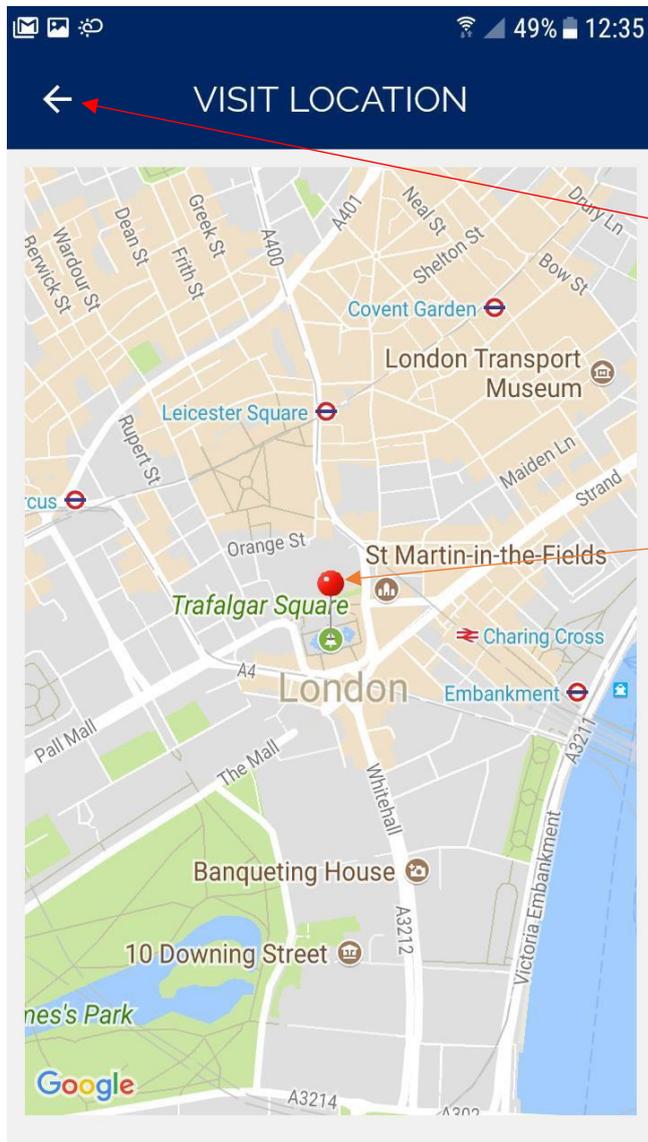
The screenshot shows a mobile application interface for 'VISIT INFORMATION'. The top navigation bar is dark blue with a white back arrow on the left and a white location pin icon on the right. Below the header, the page is divided into several sections, each with a title and a white content box. Red arrows point from callout boxes on the right to specific elements on the page.

- ADDRESS**: 59 This Road, Halesowen, B63 2XY
- CONTACT NUMBERS**: Telephone: 01211112222
- KEYSAFE**: 1234A
- ACCESS**: enter via back door and beware of dog
- CAREPLAN DETAILS**: Help out of bed, Support with shower
- Prompt for medication
- Return key to safe

Callout boxes on the right provide instructions:

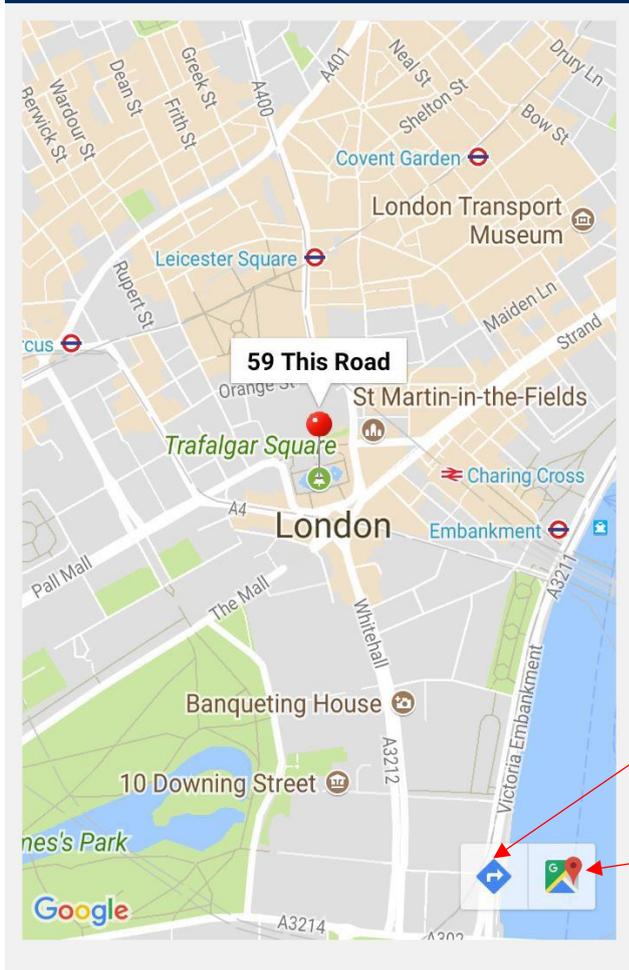
- 'Tap here to see a map' points to the location pin icon.
- 'Tap here to return to 'Your Visits'' points to the back arrow.
- 'Additional visit details may appear as a separate section above Careplan details' points to the 'ACCESS' section.
- 'You may need to swipe down to see full details' points to the 'CAREPLAN DETAILS' section.

MAP



Tap here to return to previous page

Tap on pin to see options for loading in Google Maps and to see directions.



Tap here to get directions in Google Maps

Tap here to load Google Maps

Client Details

← KENNETH EVANS

Kenny | Male | 12/05/1935

MEDICATION
9 Items

NOTES
10 Items

PREVIOUS VISITS
5 Items

+

Tap here to return to 'My Visits'

Preferred name, gender and dob

Tap for more detail on each section

Tap to see list of Service User forms (if used)

Notes

This is a list of recent notes. Swipe down to see more

The screenshot shows a mobile application interface for a patient named Kenneth Evans. At the top, there is a dark blue header with a back arrow and the name 'KENNETH EVANS'. Below this is a section titled 'NOTES'. The notes are listed in a vertical stack, each with a text description, the author's name 'NIGEL GROVES', and the date and time. A plus icon in a dark blue circle is located at the bottom right of the notes list. Two red arrows point from callout boxes to the back arrow and the plus icon.

← KENNETH EVANS

NOTES

Kenny was in bed when I arrived. I helped him out of bed and assisted with washing and dressing. I asked him what he'd like for breakfast, he chose jam and marmalade and a cup of tea. I prompted medication in line with the MAR chart and Kenny took all his meds. I washed up, loaded the washing machine and switched it on. Kenny was reading his newspaper when I left. I returned the key to the safe after wishing him a good day.
NIGEL GROVES
21/02/2018 16:30

this is where the visit notes are recorded
NIGEL GROVES
11/01/2018 12:40

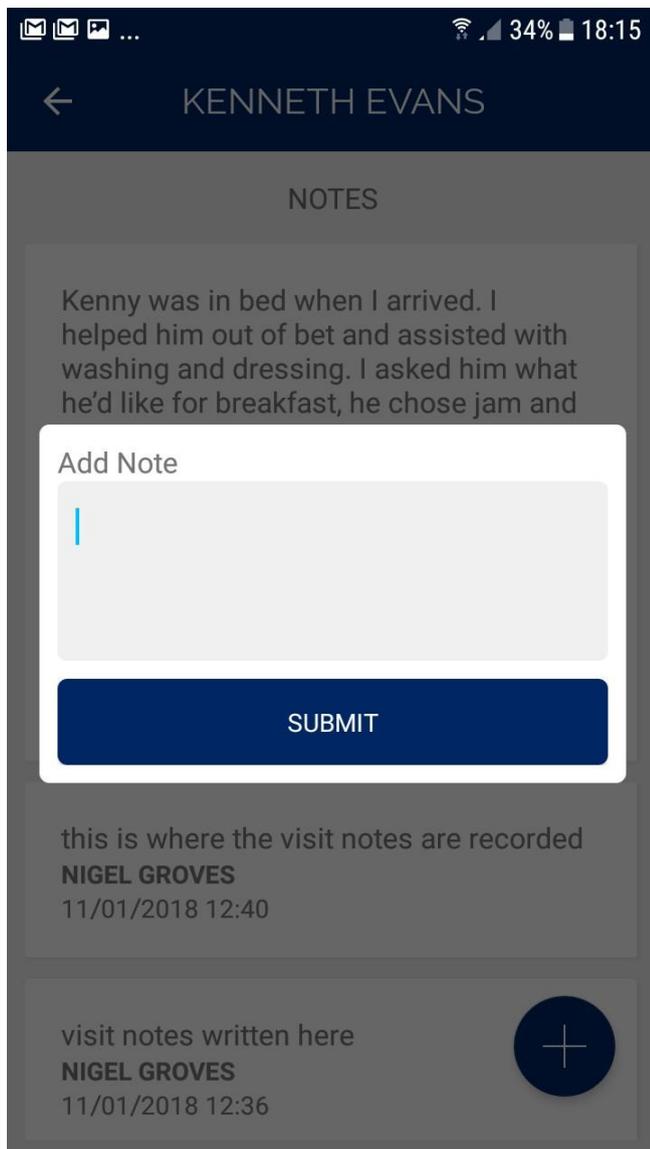
visit notes written here
NIGEL GROVES
11/01/2018 12:36

Tap to return to 'My Visits' screen

Tap to add a new note

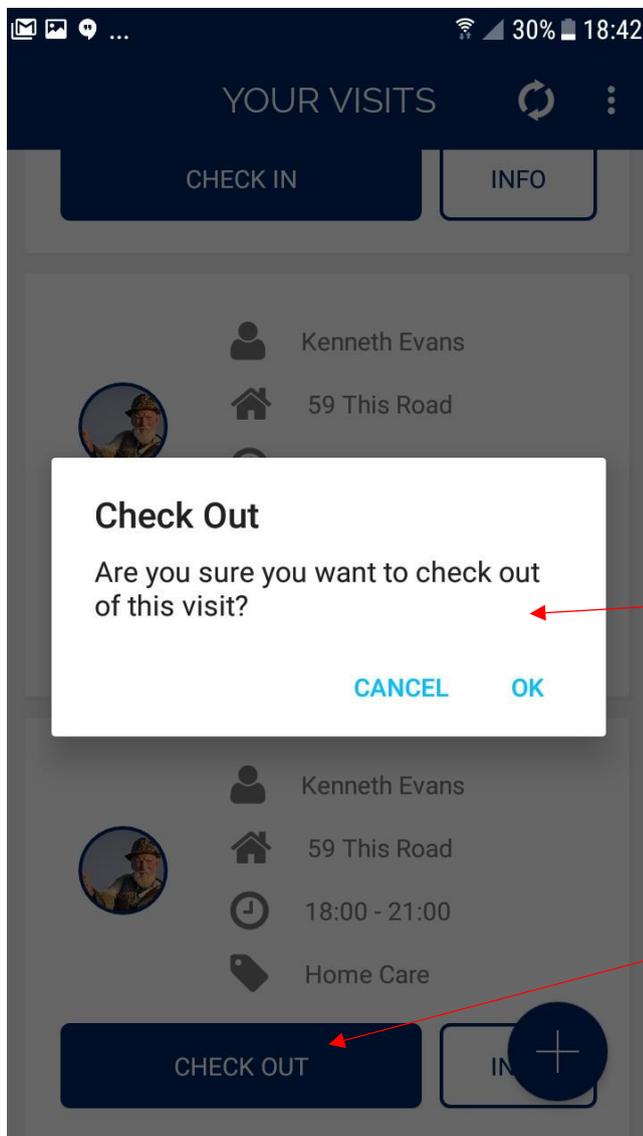
Adding a new Note

New notes added here. Once 'Submit' is tapped, you will return to the list of notes



Checking Out

Once you've completed the visit, return to 'Your Visits' page and select 'Check Out'. You will then see the following message.



Tap on OK to confirm 'Check Out' or 'Cancel' to return to 'Your Visits'

First step is to tap on 'Check Out'

You do NOT need to be in an area of mobile internet coverage when you check in or out of a visit.

When you check in or out of a visit the CareForIT Carer App will communicate with the server via a background process.

CareForIT Desktop used by the administrator in the office will see that the visit has been checked in or out of.

Date Selector - please select the date range you would like to see
22/06/2018 22/06/2018

Filter Selection - use the filters to filter the assignments shown below
All Regions All Service Users Lucas Riley All Assignment Types All Venues
All Rounds Display **Get Assignments**

Auto Allocate - Allocate any unallocated assignments as set within regular assignments section.
Auto Allocate

Scheduled Work: 2 Hours
Scheduled Care: 2 Hours
Allocated Work: 2 Hours - 100.0%

Showing 1 - 2 of 2

Assignment #	Times	Duration	Service User	Assignment Type	Location	Round	Staff
Friday 22/06/2018							
91225	22/06/2018 7:00am - 7:30am	30mins	Mary Bass	DOM - Personal Care	Service User Home		Lucas Riley
91215	22/06/2018 7:30am - 9:00am	1hr 30mins	Georgie Tomms	Community Support	Service User Home		Lucas Riley

Before check in and check out

Date Selector - please select the date range you would like to see
22/06/2018 22/06/2018

Filter Selection - use the filters to filter the assignments shown below
All Regions All Service Users Lucas Riley All Assignment Types All Venues
All Rounds Display **Get Assignments**

Auto Allocate - Allocate any unallocated assignments as set within regular assignments section.
Auto Allocate

Scheduled Work: 2 Hours
Scheduled Care: 2 Hours
Allocated Work: 2 Hours - 100.0%

Showing 1 - 2 of 2

Assignment #	Times	Duration	Service User	Assignment Type	Location	Round	Staff
Friday 22/06/2018							
91215	22/06/2018 7:30am - 9:00am	1hr 30mins	Georgie Tomms	Community Support	Service User Home		Lucas Riley
91225	22/06/2018 2:49pm - 7:30am	7hrs 20mins	Mary Bass	DOM - Personal Care	Service User Home		Lucas Riley

Check in was at 2.29pm in this example
Visit was not checked out

Functions
Route
Service User
Staff
Applicant
Bank Staff
Assignments
Forms
Funders
Locations
Equipment
Risk Assessments
SMS Messages
My Documents

Date Selector - please select the date range you would like to see
22/06/2018 22/06/2018

Filter Selection - use the filters to filter the assignments shown below
All Regions All Service Users Lucas Riley All Assignment Types All Venues
All Rounds Display **Get Assignments**

Auto Allocate - Allocate any unallocated assignments as set within regular assignments section.
Auto Allocate

Scheduled Work: 2 Hours
Scheduled Care: 2 Hours
Allocated Work: 2 Hours - 100.0%

Showing 1 - 2 of 2

Assignment #	Times	Duration	Service User	Assignment Type	Location	Round	Staff
Friday 22/06/2018							
91215	22/06/2018 7:30am - 9:00am	1hr 30mins	Georgie Tomms	Community Support	Service User Home		Lucas Riley
91225	22/06/2018 2:49pm - 2:50pm	1min	Mary Bass	DOM - Personal Care	Service User Home		Lucas Riley

Check in and Check Out both completed

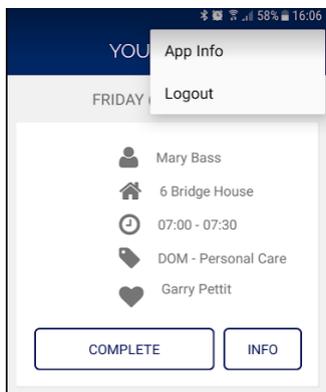
Hints & Tips on the Phone

- Ensure location sharing is switched on
- Ensure that auto update is switched on for apps. This ensures that the latest version of the app available in the store is automatically updated to your phone.
- Locating App Version Number

Click the three dots next to the refresh button



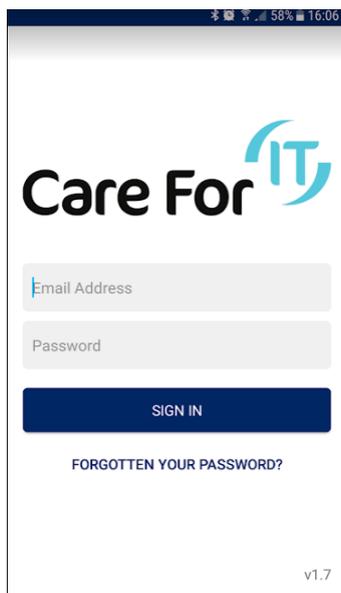
Click App Info



The following message will appear.



Alternatively, version number is on the front the Login screen in the bottom right hand corner.



Support

For any support issues concerning the Mobile App please contact CareForIT Support on

Email: support@care-for-it.com

Call: 01626 798 890

Web: <http://support.care-for-it.com>