



Mobile Care Monitoring

Getting started



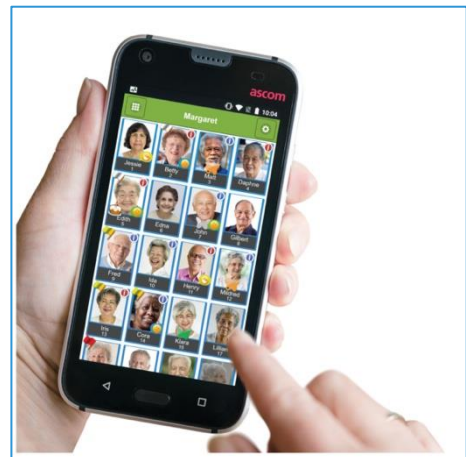
DRIVING OUTSTANDING CARE

MCM Overview

Welcome to Mobile Care Monitoring (MCM). This guide aims to get you started on the two core components to our software solution: The Care App (for care delivery) and Monitor (for care planning and monitoring). In addition to the Care App and Monitor; MCM also features an Activities App and Relatives Gateway, both of which are covered in separate guides.

Care App

The Care App is used by all staff who are delivering & need to evidence care provided to residents/service users. The Care app runs on devices that have been 'enrolled' to your organisation. Care staff can get going with the Care App quickly and with minimal set up.



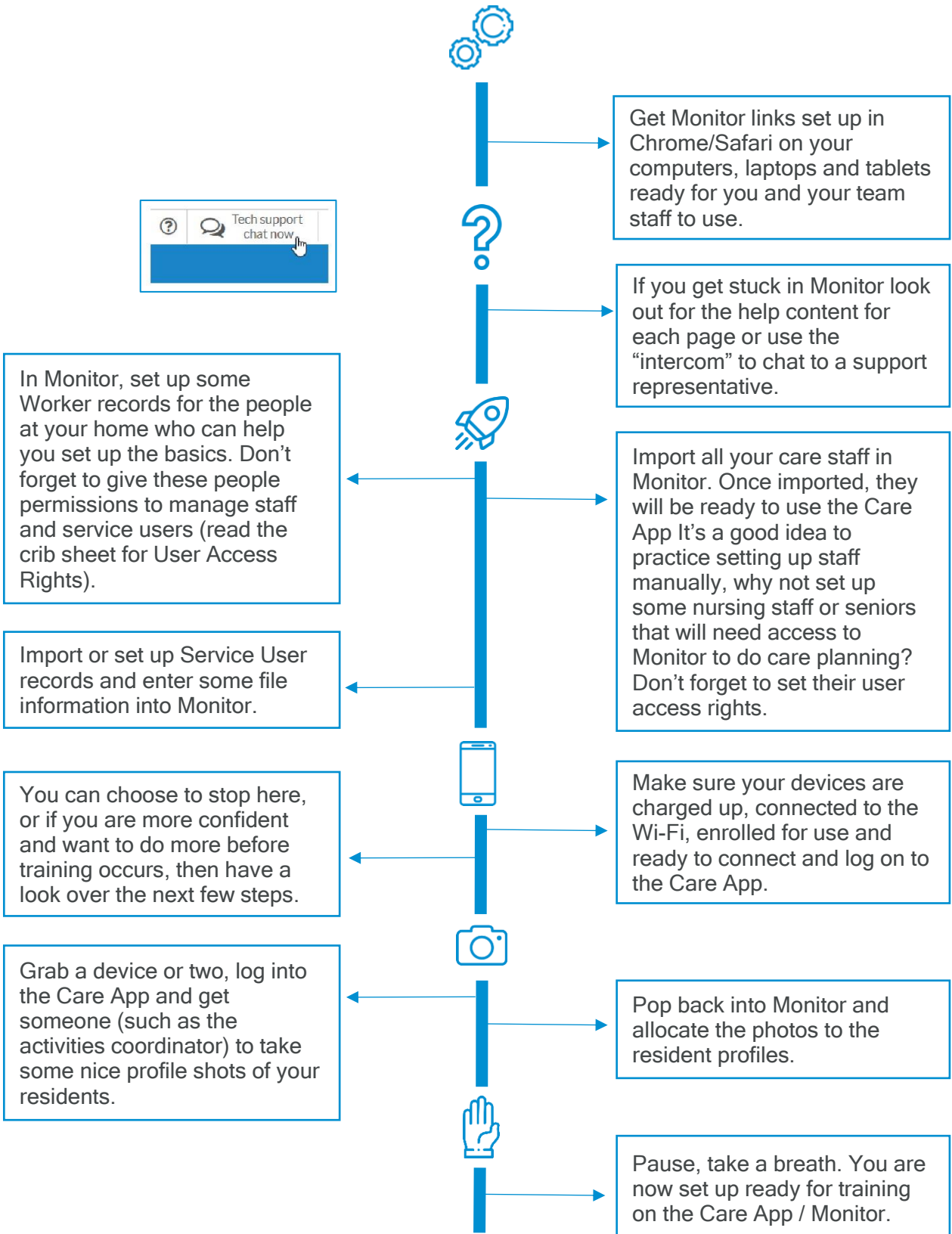
Monitor

Monitor is the part of the system used to manage homes, residents and staff. Care planning staff will set up planned care, assessments, care plans, and report and monitor care delivery in Monitor. Monitor is a website interface used on laptops, tablets and desktop computers. It will need Chrome or Safari (if you are Monitor using on an apple device) to work effectively. Monitor is your starting place to get going, but the Care App is usually the quickest bit to start using on a day-to-day basis.



How to use this guide to get started

This guide covers the basics of getting started with MCM. There are some things you'll need to do before you can get going. Here are our suggested steps to getting started, you can refer to the subsequent user guides to help with each step of the way.



Set up your browser to use Monitor

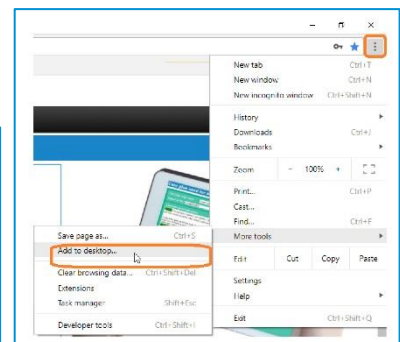
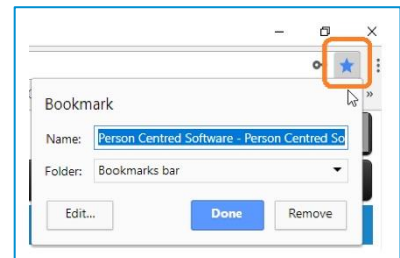
Ready to get going?

To make sure we can support you and that you have the best user experience, you'll need to be using the right internet browser. We support the use of the latest Chrome browser or for Apple users Safari. Windows user? Need help to get the right browser? Download Chrome from here <https://www.google.com/chrome/browser/desktop/index.html>

To use Monitor (the bit for care planning, management and setting stuff up) then you need to log in at this website <https://care.personcentredsoftware.com/mcm>

Top tips:

- 1) Create the login page as a bookmark
- 2) Add a link to your desktop...that way it will be dead easy to find it next time.
- 3) Once added to your desktop, then drag the desktop link to your taskbar for easy access no matter what you are doing.

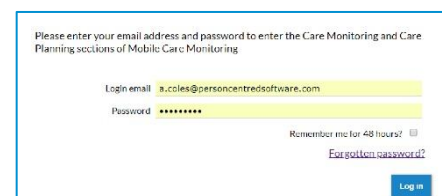


Where to log in?

Go to the Monitor website

www.monitor.personcentredsoftware.com/mcm

Tip: don't forget to create bookmarks and links to find the site easily Enter your MCM login email address & password to access the system.



What do I use to log in?

If you completed MCM order, your login email is the email you gave us and your default password. Other staff in your organisation who've been imported will have been issued an email address for their login and a default password of 123456. Otherwise speak to your organisation admin or whoever set you up as a user.

Success?

You'll see your picture and username in the top right once you've successfully logged in. Now you're all set and ready to go!

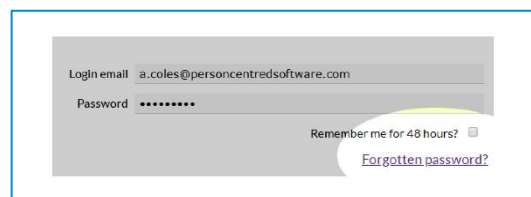


It's not working!

Staff members must have appropriate access to log in. If they do not have rights, they will not be able to log on. The login process will tell you if your email address and password combination are not valid. If they're a correct combination but you still can't log on, you need your access rights changed by a senior member of staff.

Forgotten your password?


At the login page there is a Forgotten Password link, but this will only work if you have been registered with a real email address that you have access to (as the system will send a reset link there for you). Otherwise, you'll need to speak to someone in your organisation that can manage staff records. They'll be able to reset your password.

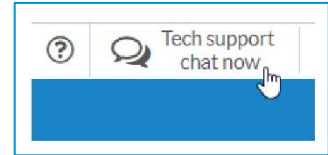


Further assistance

Where to find some help (Monitor)

Need some help?

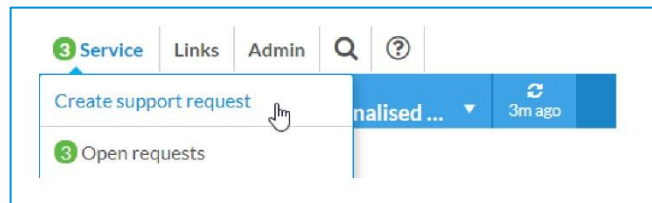
- During office hours the best way to contact our support team is via the “Tech support chat”. Click on the button at the top of the Monitor application
- For “help pages” click on the  button at the top of the page in Monitor will show you help content relating to the page you are currently using!
- You can raise a support request from within Monitor and we will get back to you as soon as possible
- In the page footer there are links to the news articles. The news articles inform you about updated to the MCM product, such as new features and enhancements



Creating support requests

Find the top menu, hover over Service and you can:

- Create a support request or view open requests you’ve logged before. When creating a new support request, please write a brief description and then provide information to help us to understand the issue.



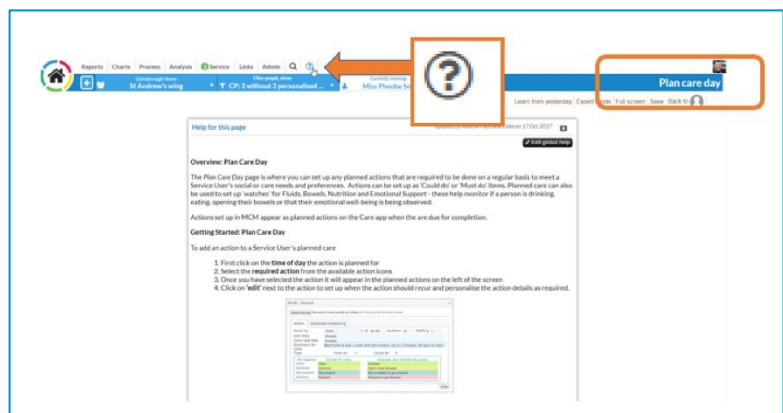
Open requests

Keep an eye out for the number shown next to Open requests. This means there have been updates from our support team. Click on Open requests to see the communications we have sent. This might be to seek more information or to update you on progress.

Help pages

When you click on the help button on any page, a screen will expand out with the help content for that page.

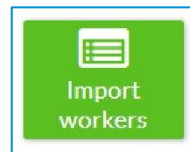
Still stuck? Give us a call on 01483 357657 and choose the option 1 for the support team.



Adding Staff / Worker records

Importing staff

When you're starting out, you can bulk import the staff records by clicking on 'Import workers' and following the on-screen instructions to validate and import the staff data. Each member of staff will require an email address which will be used as their login email.



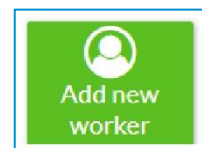
Tip: The email doesn't necessarily have to be a real email address (if you don't have corporate email addresses), if you need to create pretend email addresses, we suggest using something easy to remember and standard across the board like `firstname.surname@yourorganisation.mcm` (e.g. andrew.coles@bestcareltd.mcm)

Of course, if staff have real email address for your organisation, it's best to use that!

Note: When staff records have been imported, they will automatically be set up with user accounts with the default password of 123456. Remind staff to change passwords once logged in to the Care App or Monitor.

Adding new staff records

New staff records can be created by clicking on the 'Add new worker' button in a staff community. Enter the basic details (Gender, Title, Forenames, Surname, Date of birth and a login email address) and then click on 'Save' to create the record.



Creating user accounts

Complete the file information, being sure click on 'Create user', to set the worker up with a Care App and Monitor account.

A screenshot of a web form titled 'File information'. It contains three input fields: 'File opened' with the date '20/11/2017', 'Job description' with the text 'Senior care assistant', and 'Normal role' with a dropdown menu showing 'Carer'. A 'Create user' button is located at the bottom right of the form.

When creating a user, you will be prompted to confirm the login email and allocate a password.

It is recommended that a default password is allocated to each user and that they then use the change password process on the care app or within Monitor to ensure that only they know the password. You must also choose their normal role.



Don't forget to save the file when you have created their account.

Users will now have access to the Care App for the locations & communities that the community they are in has been given access to.

User login and permissions

User rights

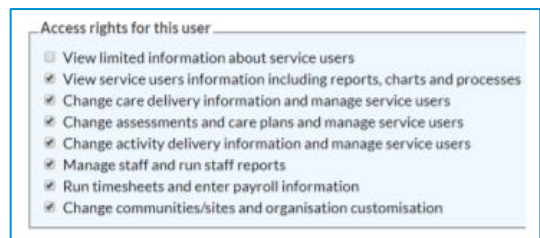
All user accounts will have access to the Care App, but access rights can be set according to the responsibilities of the workers who'll be using Monitor for care planning and care monitoring. Whilst editing the file information for a worker, you should also tick any access rights that they'll need if they are using the Monitor aspect of the system. Read through the options and choose the appropriate rights for that worker.



To change rights for existing staff records click on 'Edit details' to view and change the access rights for the associated user account.



Access rights explained



Access rights	Description
View limited information about service users	For users who only need very little access to service users and lists of care interventions.
View service user's information including reports, charts and processes	Basic read-only option for the service user files, so that users can view the service users care plan details and run reports and processes.
Change care delivery information and manage service users	This should be enabled for staff who would set up 'Planned care' and be able to edit records
Change assessments and care plans and manage service users	Required for staff that need to create and review care plans and/or carry out assessments
Change activity delivery information and manage service users	Required for activities planning
Manage staff and run staff reports	For users that need to set up or edit staff records

<p>Run timesheets and enter payroll information</p>	<p>Where MCM is capturing data for timesheet or payroll data, admin staff will need this to set up any payroll data and run the necessary reports.</p>
<p>Change communities/sites and organisation customisation</p>	<p>For organisation administrators who'll be responsible for setting up any new communities or changing customisation options, such as Master Actions.</p>

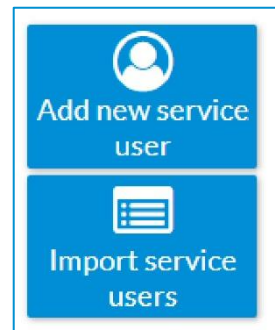
Adding Service user records / File information

Bulk import of Service user records

Navigate to the right Service User community and click on the 'Import service users' button then follow the on-screen instructions to create records in bulk.

Adding new arrivals

To add new individual Service User record, click on 'Add new service user', then complete the basic file information and select the required community and save to create the record.



Note:

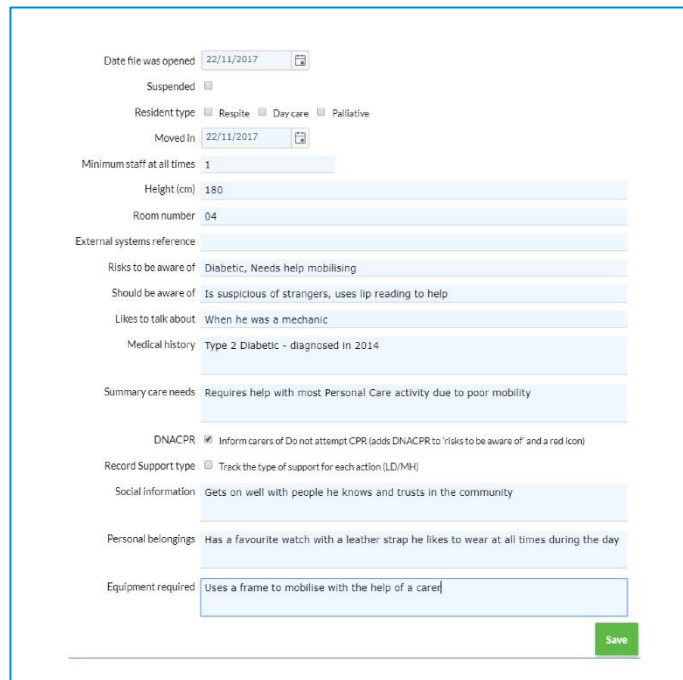
A person can be added to more than one community.

For example, you may have set up a 'Service Users' community which all residents belong to as well as a community they live in, such as 'First floor'. This can help with reporting and system usage. The communities they will be put in are highlighted blue.

Get personal

Once you've saved the file, please add some more details to the file information. Some things to remember:

- Suspended is only ticked when a person is not in the home for a sustained period of time.
- Height is in centimetres.
- Risks to be aware of should be concise and will scroll across the screen on the care app.
- Personal belongings entered here are more for sentimental items or things that they always like to have around (not the full list of possessions).
- This isn't the full care plan or full risk assessment! It is designed to be a personalised profile for quick access and reference.
- Click 'Save' once you're done.



The screenshot shows a form with the following fields and values:

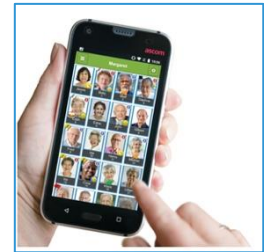
- Date file was opened: 22/11/2017
- Suspended:
- Resident type: Respite Day care Palliative
- Moved in: 22/11/2017
- Minimum staff at all times: 1
- Height (cm): 180
- Room number: 04
- External systems reference: (empty)
- Risks to be aware of: Diabetic, Needs help mobilising
- Should be aware of: Is suspicious of strangers, uses lip reading to help
- Likes to talk about: When he was a mechanic
- Medical history: Type 2 Diabetic - diagnosed in 2014
- Summary care needs: Requires help with most Personal Care activity due to poor mobility
- DNACPR: Inform carers of Do not attempt CPR (adds DNACPR to 'risks to be aware of' and a red icon)
- Record Support type: Track the type of support for each action (LD/MIH)
- Social information: Gets on well with people he knows and trusts in the community
- Personal belongings: Has a favourite watch with a leather strap he likes to wear at all times during the day
- Equipment required: Uses a frame to mobilise with the help of a caref

A green 'Save' button is located at the bottom right of the form.

Enrolling devices for the Care App

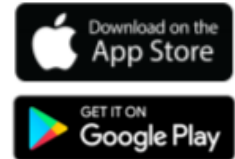
Device enrolment

When you purchase devices through Person Centred Software, we will have installed the Care App and enrolled the devices to your organisation. If you are purchasing your own devices you'll need to go through some steps to get the Care App set up. Only devices that are enrolled to your organisation will be able to use the Care App.




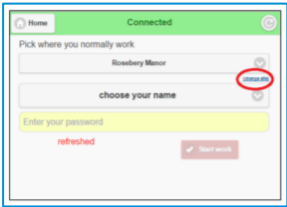




How to install the Care App

Search for “MCM Care Delivery” on the App Store for Apple devices or for Android devices, use the Google Play store. Download the app. Open it up and you'll be able enrol the device for use within your organisation.



Enrolment process

Open the MCM Care Delivery app on your device and follow the steps below. You'll need to be an organisation admin to be able to do this.

<p>1. Tap on 'Press to start work'</p> 	<p>2. Tap on 'Change site' on the log in screen. This is deliberately small since staff do not need to use it.</p> 	<p>3. Type in your login email and password then press 'Authenticate'.</p> 
<p>4. Enter the Serial number (found on the back of the iPods, or by dialling *#06# on Samsung devices and create a device name, chose the organisation and location (home) you wish to enrol the device to. Then tap on 'update' to continue.</p> 	<p>5. Once the update has been done tap on the 'home' symbol in the top right of the screen.</p> 	<p>6. You'll return to the login screen ready to begin.</p> 

Logging onto the Care App

Ready to begin using the Care App?

Once you've enrolled the devices to your location and home, staff will be ready to use the device to record care or take photos. Open the MCM app on your enrolled device, tap 'Press to start work'

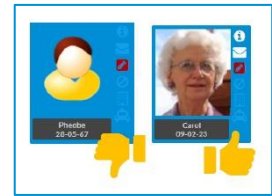


<ol style="list-style-type: none"> 1. Check the location at the top, then tap on 'choose your name'. 2. Select your name from the list which appears at the bottom of the screen. They're ordered alphabetically by surname. 3. Note: if your name isn't showing, first try tapping the refresh button in the top right a couple of times. This is most common if a new device has been enrolled, or where a new staff record has just been added into MCM. If that doesn't resolve the issue, then it might be that you are a worker in Monitor but haven't been set up as a user. 4. Then press the blue 'Done' button or tap in the password field below the name field. 	<ol style="list-style-type: none"> 5. Enter your password in the box below where your name now appears. 6. Select the communities that you are working in (you can select one or many) 	<ol style="list-style-type: none"> 7. Scroll down the screen and tap on 'Start work'. 8. After a short moment of time, the residents home page will be loaded.
<p>Note: In the main 'Monitor' application, when editing a worker record; if you see 'Create user', this means that they have yet to be given access to the system and won't be able to logon.</p>		

Adding Service user photos

Now let's make them look their best!

You're going to want to add residents' photos to their records. It's going to make the screen much prettier and make it a whole lot easier to navigate around the system both in Monitor and on the Care App



The Care App is the best way to get a snap of your residents

Go and grab one of your devices with the Care App installed, log into the device and you can start using the device to take photos of your residents. You'll be doing this for activities, wounds and other photos. Make sure you've got consent to take the pictures first!

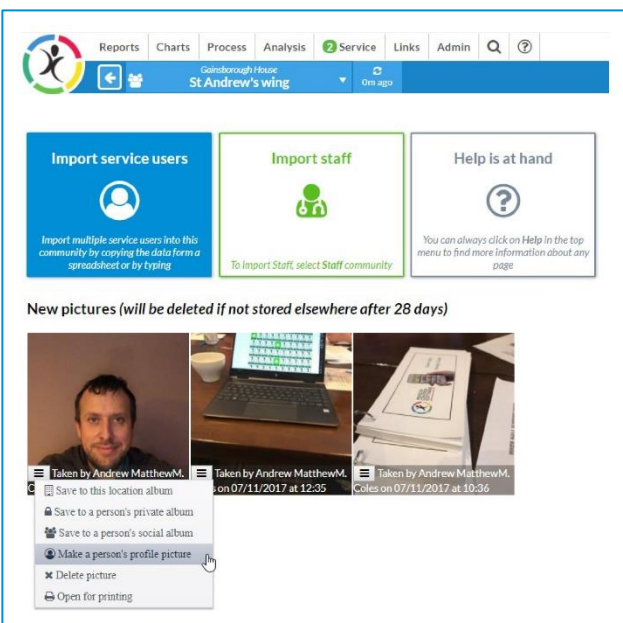
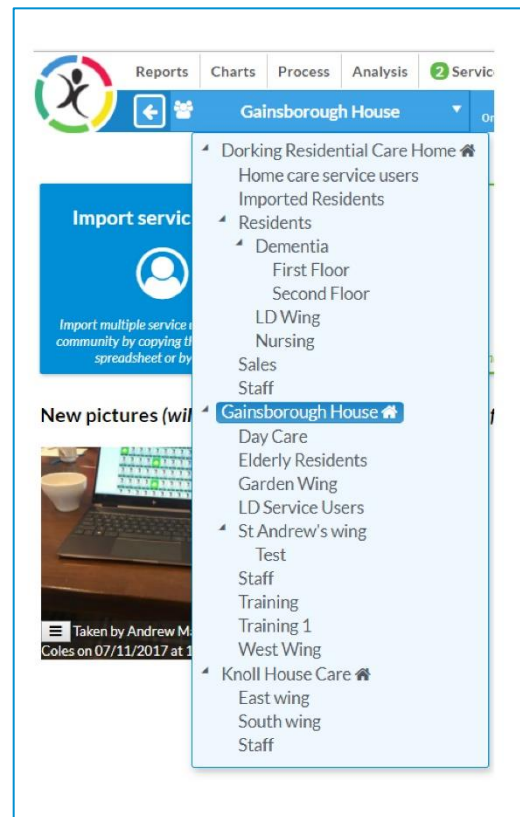


Where did that picture go?

When you take a photo using the Care App, so that your pictures are kept secure they are not saved directly on the device but are automatically uploaded to Monitor.

In Monitor Navigate to the Location home page (represented by small picture of the house).

You'll then see New pictures that have been taken with the Care App ready to use!



Click on the tiny button and choose to 'Make a person's profile picture', then click on the name of the resident.

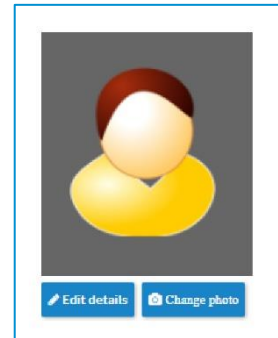


Change photo

You can also set Staff or Service Users photos by clicking on the 'Change photo' button next to their profile picture.

From the 'Change photo option' you can:

- Allocate photo from the photo stream
- Copy and paste an image
- Select an image from your computer's library



Next stages

You're all set up! What's next?

Wait a minute, take a breath

Good to see that you have come this far, let's take a minute to review what we have covered before you continue.

Following these guides, you will have achieved a lot already!

To maximise your training day, you should have:

- ✓ Set up Service User records and basic file information.
- ✓ Set up Staff records and created the user accounts for those who require access to the Care App
- ✓ Given the correct permissions to users that require access to Monitor
- ✓ Know how to get help from Support and from help documentation
- ✓ Set up your devices so that staff can logon and charged them up ready to go
- ✓ If you felt brave, you may also have put pictures on the residents and staff

What next?

If you have training booked, we look forward to meeting you. Please make sure your team members are assigned to the training sessions they need.

Have a look through the next few pages of this document to familiarise yourself with the general navigation around MCM.

Put up the posters we have sent you to promote MCM is coming soon! If you haven't received any, please contact support.

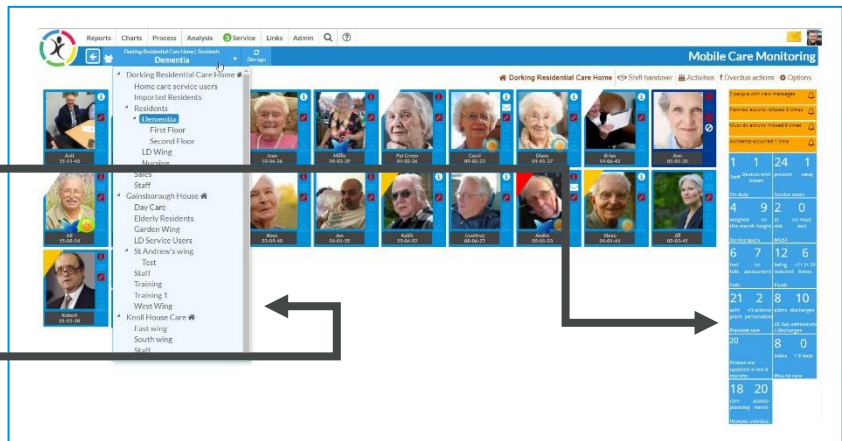
Spread the word around your home, it really will benefit everyone!

Finding your way

Communities and General navigation

Select blue notification tiles to highlight Service User records that have raised the alert or that require some actions

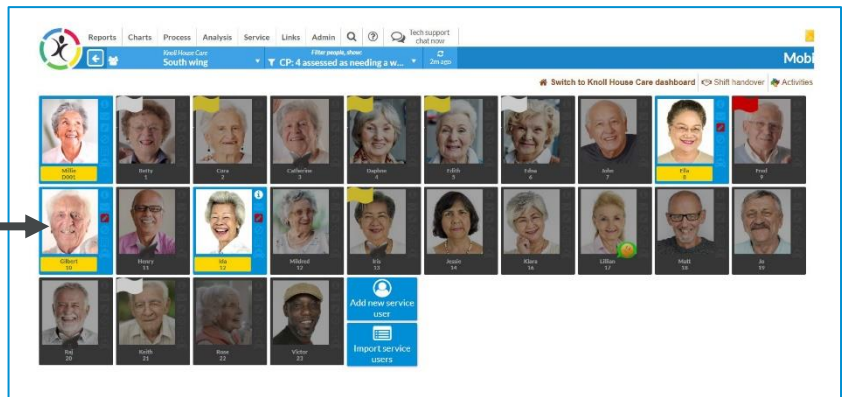
The 'Community' selection is used to navigate to locations and communities for Service Users and Staff



In the spotlight?

Highlighted service user based on the notifications selected are shown with yellow name badges.

Click on their picture to open their records



Easy navigation

You can switch between service users from the 'currently viewing' bar. The service user list shows a filter symbol next to their name when the records match the selected filter type. But you can always jump to anyone in the same community if you like!



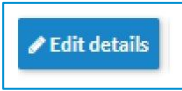
Home sweet home

Takes you back to the community home page.

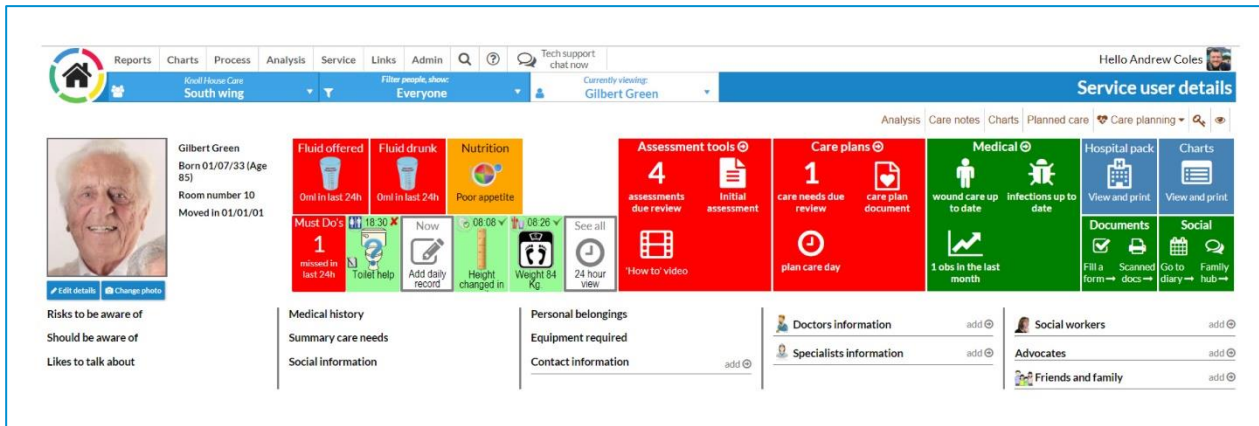


Service user record navigation

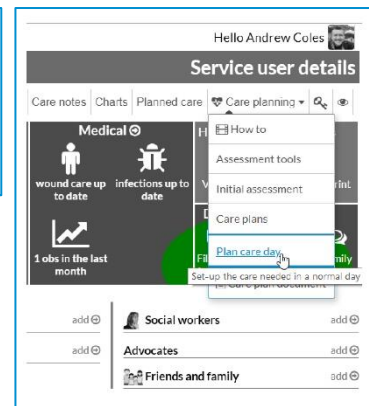
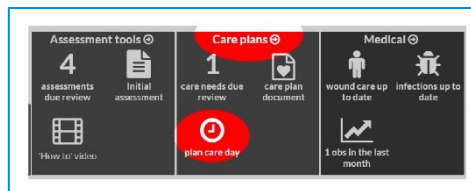
To change the personal / file information (including their height)



The service user record features: Personal / File information, Completed (green) and planned actions (white), Responsive warning tiles for 'watches' (such as fluid & bowels), Informative Assessment, Care plan and documentation tiles.



Use the tiles to navigate to areas of the care plan. Or you can use the quick links in the menu.



Informative Tiles

The various tiles in the Service User record will inform you if things need to be done, whilst providing a way of navigating a person's record. The red tiles indicate something needs to be done or a risk. Click on the information to take you to the relevant area. Here is an example:

<p>Assessments due for review have turned the tile red</p>	<p>Click on the number to show the assessment tools that need to be completed</p>	<p>Green tile and a tick, now the assessments are all up to date</p>

Need support?

Create a support request in Monitor
or start a Tech Chat