



Person
Centred
Software

mCare

Radars Integration

Contents

What is Radar?	3
Key Features of Integration	3
Cost	3
Integration Between mCare and Radar	4
Step 1: Creating an Order	4
Step 2: Accessing the Admin Section in mCare.....	4
Step 3: Accessing the Integration Menu in mCare.....	5
Step 4: Setting up the Integration in mCare.....	6
Step 5: Obtaining your Authentication Details from Radar.....	6
Step 6: Configuring when Accidents/Incidents are sent.....	7
Step 7: Providing Radar with Your Internal API Key.....	8
How the integration will look	9
Care Notes Option	9
Accident/Incident Option.....	11
Viewing the Event in Radar	13
mCare Contact Details.....	14
Live Chat.....	14
Ticket.....	15
Phone/Email.....	15

Introduction/Overview

This documentation outlines the PCS integration between mCare and Radar.

What is Radar?

Radar Healthcare provide a software solution for quality, compliance and risk management. Their product assists with incident reporting, risk management, incident management and auditing to support residents' safety.

Key Features of Integration

- Able to record accident/incident forms without the worry of duplicated records across two systems.
- Ability for care staff to input more details on the care app when recording an accident or incident which then gets included within the form that is sent across to Radar.

Cost

To discuss costs please contact our Customer Success team directly who can discuss this further and raise the order for you. Once the order has been raised and accepted you can then follow this set-up guide. You can contact them by email:

clientsuccess@personcentredsoftware.com

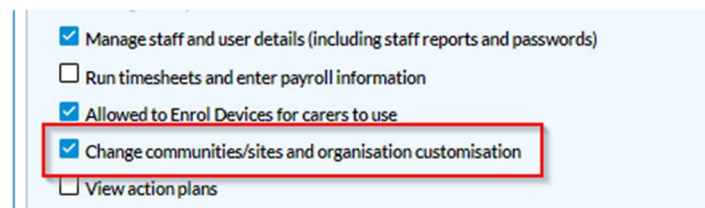
Integration Between mCare and Radar

Step 1: Creating an Order

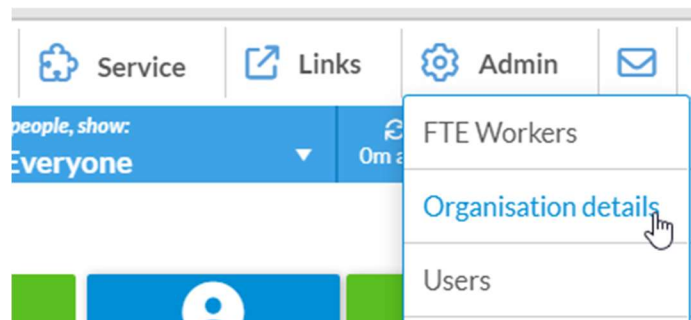
To create an order, you will either need to reach out directly to our **Customer Success** team who will raise this for you, or you can contact our **mCare Support** team who will be able to pass on your contact details and they will get in contact with you directly to raise this order. An order is required for the set-up menu to appear within your mCare account.

Step 2: Accessing the Admin Section in mCare

To set up the integration you will need to be an organisation admin within mCare. For Admin Access, you will need the **'Change communities/sites and organisation customisation'** staff access right. This can be granted by someone who already has this access right. Please speak to your manager regarding receiving this access if you do not have this. Due to GRPR, PCS are unable to amend staff access rights on your behalf.



Once you have admin access to the system and the order has been raised and accepted, you will then need to go to **Admin > Organisation Details** in mCare



You will be presented with a list of all the homes in the organisation. You will then need to click on the name of your home that the integration has been raised for on the left side of the screen (the background of this will be blue).

Kings Bridge	Kings Bridge and the organisation
Kings Bridge/Service Users	Kings Bridge
Kings Bridge/Service Users/Unit 1	Service Users
Kings Bridge/Service Users/Unit 2	Service Users
Kings Bridge/Service Users/Unit 3	Service Users
Kings Bridge/Staff	Kings Bridge
Kings Bridge/Training	Kings Bridge

Step 3: Accessing the Integration Menu in mCare

After following Step 2, you will then need to locate a heading called **'Integrations'**. Underneath this heading you will see the option for **'Radar'** with a toggle next to it, along with any other separate integrations that have been set up for the home. If you are unable to see this toggle after the order has been accepted, then please contact a member of the mCare Support team who will be able to assist.


Integration: _____

OneLondon user name _____

OneLondon password _____

Integrations

Click to configure

 Radar

The following integrations are not licensed, please speak to your account manager if required.

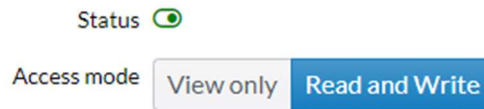
Webster MedSig, ResHub, PainChek, PainChek Test, Mirus, MED e-care, IonMy, Atlas eMAR, Comentis, CareMedsDemo, CareMeds, BestMeds, Generic API, Abait

Please note that when the integration is not activated then the green toggle in the below image will appear greyed out. Setting up the integration in the next steps will switch this on and then turn green as shown in the below image. Click on the grey **'Cog'** icon to access the integration set-up menu.

Step 4: Setting up the Integration in mCare

After clicking on the grey cog symbol next to the integration you will then be displayed with the below screen. Ensure **'Status'** is switched on and displays as green and then select the option for **'Read and Write'**.

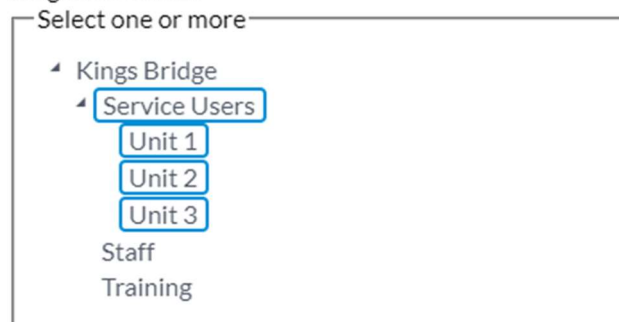
Integration details



On the left-hand side of **'Integration Details'** you will see **'Community Access'**. The integration needs to be given access to the communities within the location. If you give access to the sub-level communities, the integration will be set up for all locations containing resident information.

Community access

Which communities (including child communities) can this integration access?



Step 5: Obtaining your Authentication Details from Radar

You will need to obtain your API details (**Username**, **Password** and **API URL**) from Radar directly to set up the integration within mCare. The **Organisation Code** and **Location Reference** are details which are set in Radar by yourself and will need to be mirrored in mCare. You will also need to obtain the following IDs from Radar: **Incident type ID**, **Service user type ID**, **MRN number ID**, **Forename ID**, **Surname ID**, **Date of birth ID**, **Fallback author ID**.

*Please note the authentication details can only be requested by a member of staff that has admin access to mCare to set up this integration. This will only need to be done for the first initial home set up with the Radar integration. The **Username**, **Password**, **Organisation code** and **API URL** will then be re-used across any future homes you would like to set up. The **IDs** may vary and should be checked with Radar for other homes.*

Saving Accident/Incident Form:

This option will allow the details to be sent across to Radar upon completion of the Accident/Incident form in mCare. After a care note has been recorded and flagged as either an Accident or an Incident, the form can be viewed by going to **Process > Accidents** or **Process > Incidents**. You will then be able to make any changes necessary to the shortened Accident/Incident Form. Upon saving the form, it will then be sent to Radar to go through your configured workflow. The reference for the event will be sent back to mCare from Radar in order to tie the two events together. After the Accident/Incident has been completed in Radar, the closure status will be sent to mCare which will sign off the form. Once this has been signed off it will be located under **Reports > Accidents** or **Reports > Incidents** and will state the staff member that signed off this form.

Saving Care Notes:

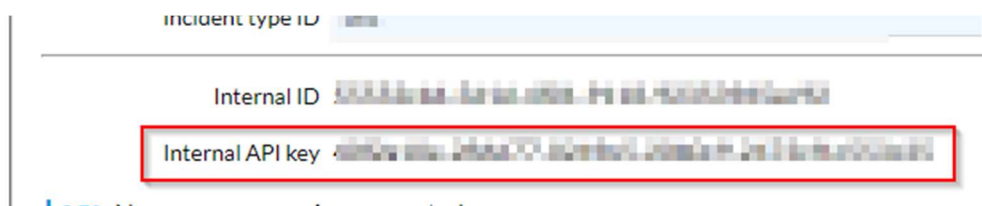
This option will allow for the accident/incident details to be sent to Radar as soon as the care note has been saved, either on the care app or Monitor. The Accident/Incident Form will still appear in **Process > Accidents** or **Process > Incidents**, but the Form will not be editable. The process will then be the same as above where the reference will be sent back to mCare and the Form will be signed off when it has been completed in Radar. Once this has been signed off it will be located under **Reports > Accidents** or **Reports > Incidents** and will state the staff member that signed off this form.

Step 7: Providing Radar with Your Internal API Key

Once you have configured all settings, you can then press **Save** in the top right corner of the screen.

After selecting **Save** it will take you back to the previous screen. Select back into the Radar integration toggle and you will now see that there is an **Internal API Key** below the list of IDs and authentication details. Copy this API key and provide this to your contact at Radar who will finalise the set up on their side.

The API key will only need to be provided to Radar for the initial home you set up with the integration. Any additional homes you can follow all previous steps without providing Radar with any different API keys.



How the integration will look

During the integration set-up process you will be able to choose whether you want to have the accident/incident details sent across upon completion of the care note itself or the form that is generated on Monitor after completing the initial care note.

Care Notes Option

When selecting the option within the integration set-up for **Saving Care Note**, any care notes flagged as an accident or incident will automatically send the details to Radar for final sign off and completion. The form itself will appear under **Process > Accident or Process > Incident** but will not be editable. Once final sign off has been done in Radar it will then be found in **Reports > Accident** or **Reports > Incident** and state the member of staff that signed off this form along with a unique reference number for the form.

Integration details

Status


Access mode

Send Accidents/Incidents upon ▼

Please see [?](#) help in the menu Additional fields

Username

This option can be done either on the **Care App** on a handset or via **Monitor** on the computer. When recording a care note and ticking the option for Accident or Incident you will then receive some additional fields to complete. Upon pressing **Complete** the care note will generate an accident or incident form which will then automatically be sent across to Radar for completion and sign off which will include the information inputted in via the care note.



Bathed

Preview of the full care note (Bathed):
 Had a bath; Nature of the Accident/Incident: Testing; Description of events leading up to the Accident/Incident: Testing; Remedial Action: Testing

Add Care note for Bathed

Had a bath

< and > characters will be replaced with less than and greater than.

Unusual
 Accident
 Incident
 Handover

Nature of the Accident/Incident

Testing

Description of events leading up to the Accident/Incident

Testing

Remedial Action
What remedial action did you take?

Testing

How long did it take?


15 mins

✔ Complete

Below is an example of how it would appear when the **Save Care Note** option is selected. All fields are not editable within the form on Monitor. The **Third Party Reference** will be sent to mCare from Radar. The follow up of the Accident/Incident will now take place in Radar. When it has been signed off, the status will be sent back to mCare stating which staff member has signed it off. Full details of the Accident/Incident will need to be viewed in Radar; mCare will only hold the initial report.

Event Details

Originating Report(s)



Bathed

Details: Had a bath. Nature of the Accident/Incident: Testing Care Notes. Description of events leading up to the Accident/Incident: Testing Care Notes. Remedial action taken: Testing Care Notes.

Action taken: Testing Care Notes

Reported on: 10/06/24 at 08:07 by Colin Horley

Mr Jane 3r

Related care notes

Care notes linked to this form will not be included in third party Incident/Accident software. Please include a brief summary of related care notes in the Incident Details or Accident Summary boxes below.

none linked

Third Party Reference

Time occurred
08:07 am


Description of events leading up to the Accident/Incident
Testing Care Notes

Nature of accident/Incident
Testing Care Notes

Action / Response

Immediate action taken / recovery

Related photos



Attachment

Related wound/infection care

none linked

Related wound/infection care

[Open record: New 1.00cm red bruise on chest: 10/06/24](#)

Signed off by Niall Davis on 10/06/24 at 10:37

Accident/Incident Option

When selecting the option within the integration set-up for **Saving Accident/Incident Form**, you will record the care note as normal. When flagging the care note as an accident or incident it will then generate extra fields which can be completed to provide more information on the accident or incident.

Integration details

Status

Access mode View only Read and Write

Send Accidents/Incidents upon Saving Accident/Incident Form Saving Accident/Incident Form Saving Care Note

Please see [help in the me](#) lication fields

Once you have completed the care note and press **Complete**, it will then generate a form which can be found under **Process > Accidents** or **Process > Incidents** depending on what you have recorded.


Process	Analysis	Service
Governance	Safeguarding	
Alerts	Accidents	
Care planning audit	Incidents	
Care planning done	Epileptic seizures	

A staff member with access to Monitor can then go to **Process > Accidents** or **Process > Incidents** where they will see the shortened Accident/Incident form and more information can be added if needed. Staff members can upload any pictures relating to this accident/incident, link any other care notes and link related wound/infection care plans. *Please note, any linked care notes, wound/infection care plans and photos will not be sent to Radar.*

The fields on this form will be read-only and the details sent to your third party system after selecting Save

Event Details

Originating Report(s)



Mr Bert Baker

Bathed

Details: Had a bath. Nature of the Accident/Incident: Testing. Description of events leading up to the Accident/Incident: Testing. Remedial action taken: Testing.

Action taken: Testing

Reported on: 05/06/24 at 09:02 by Colin Horley

Related care notes

Care notes linked to this form will not be included in third party Incident/Accident software. Please include a brief summary of related care notes in the Incident Details or Accident Summary boxes below.

none linked [Link care notes](#)

Third Party Reference

Time occurred: 09:02 am


Description of events leading up to the Accident/Incident: Testing

Nature of accident/incident: Testing

Action / Response

Immediate action taken / recovery

Related photos



Related wound/infection care

none linked [Link wound/infection care](#)

After pressing **Save** in the top right corner the details will be sent to Radar where more your configured workflow can be followed. The **Third-Party Reference** will be sent back from Radar. When it has been signed off, the status will be sent back to mCare stating which staff member has signed it off. Full details of the Accident/Incident will need to be viewed in Radar; mCare will only hold the initial report.

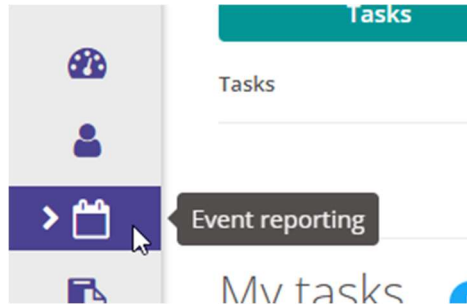
Related wound/infection care

[Open record: New 1.00cm red bruise on chest: 10/06/24](#)

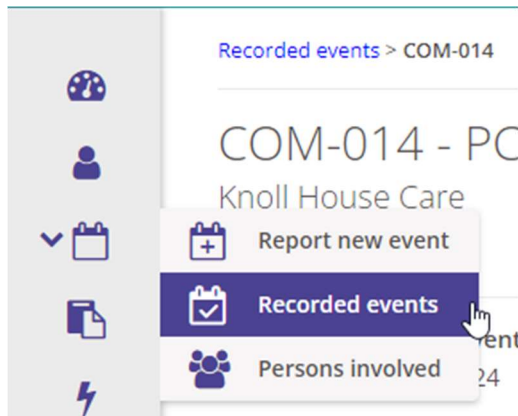
Signed off by Niall Davis on 10/06/24 at 10:37

Viewing the Event in Radar

Once you have sent the form across to Radar either by submitting the care note or completing the form and saving this, it will appear on Radar. Once you have logged into your Radar account, click on **'Event Reporting'** on the left side of the screen.



Click on **'Recorded Events'**.



You will then see all the open forms on Radar which are open or require completion and sign off. The 'Reference' on the far-left column will refer to the **Third Party Reference** that is sent across to mCare to assist you with identifying a specific form.

Reference	Event date	Event type	Description	Reported by	Status / Priority	Region / Location	Risk score	Action plans
COM-014	10 Jun 2024	PCS Test event	Had a bath; they had a full body bath including hands and feet; needed a li...	api user	Not applicable Not applicable	PCS Test region Knoll House Care	● ●	!

Click on the specific form that you would like to view, and it will appear as below. After this, you will be able to follow your configured workflow in Radar.

The screenshot shows a form interface for 'COM-014 - PCS Test event' under 'Knoll House Care'. It includes a 'Not applicable' status and a 'Need Help? Click here' button. A table at the top shows 'Created on', 'Date of event', and 'Time of event' with values '10 Jun 2024', '10 Jun 2024', and '10:03'. There are 'Complete' and 'Abandon' buttons. A text area contains the title 'Title of event' and a description: 'Had a bath, they had a full body bath including hands and feet, needed a little help, was content. Nature of the Accident/Incident: Testing. Description of events leading up to the Accident/Incident: Testing. Remedial action taken: Testing.' A navigation bar at the bottom includes icons for Overview, Workflow, Forms, Notifications, Attachments, Event tasks, Action plan, Links, Comments, and History. A loading indicator 'Overview loading...' is visible.

For more information regarding completing these forms and general queries on Radar you will need to contact Radar directly using the contact details below.

Radar Contact Details

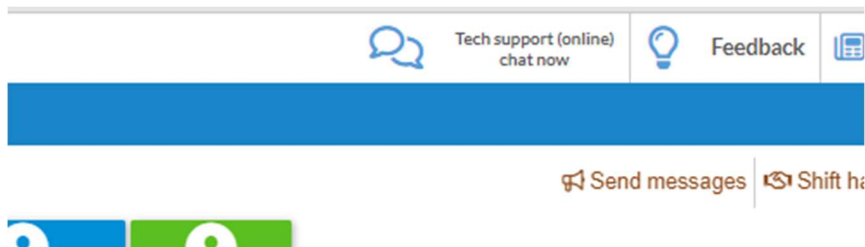
If you need to contact Radar directly you can contact them on **0330223 0872** or by emailing support@radarhealthcare.com

mCare Contact Details

If you would like to get in contact with the mCare support team to either set up the integration or for any further queries, there are a few different ways you can get in contact.

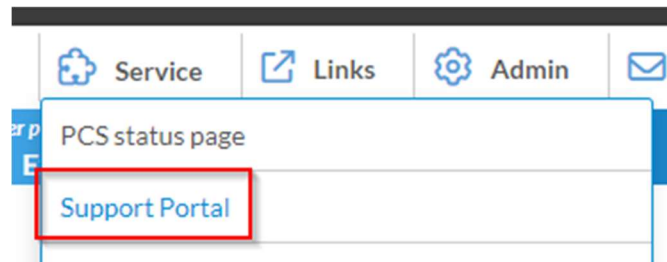
Live Chat

If you log into your mCare account, you will see in the top right of the screen **‘Tech Support (online) Chat Now’**. Clicking onto this will take you directly into a live chat with a member of the support team.

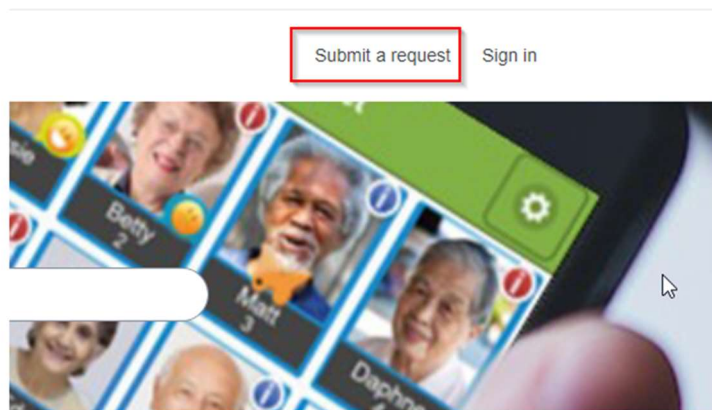


Ticket

If you log into your mCare account, at the top of your screen you will need to locate the 'Service' tab which has a puzzle icon next to it. Click onto this and then click on 'Support Portal'.



This will take you to a new page where you can view all current open tickets. In the top right corner you can then click on 'Submit a Request' to raise a ticket with our support team.



Phone/Email

Alternatively, you can contact mCare Support via email or phone.

Email: support@personcentredsoftware.com

Telephone: 0117 200 1474 ext 1

Support Opening Times: 8am – 5:30pm, Monday to Friday

Need support?

Create a support request in Monitor
or start a Tech Chat