



Mobile Care Monitoring

# Getting started

# Relatives Gateway for Relatives



DRIVING OUTSTANDING CARE

# Overview

Relatives Gateway is a service provided by Person Centred Software to our care homes, allowing you to access information about your relatives in care. This information may include the care plan, daily care provided, means of sharing pictures and messages and much more, enabling you to be more in touch with your relatives. The use of this service is managed by your relative's care provider through the Person Centred Software cloud.

## Getting started

To access the Relatives gateway, you must first have received an email containing instructions on how to log in. Click on the hyperlink at the bottom to get started.



## Home sweet home

Logging in takes you to your home page. From here, you can change the relative whose information you're viewing and check their happiness chart. The size of each icon on the happiness chart corresponds to how many times that emotion was recorded on that day. The navigation bar at the top can be used to access a variety of services and data.



## FAQ

We recommend checking out the FAQ first. It contains information about who to contact if you run into any problems, as well as how to change your login details.

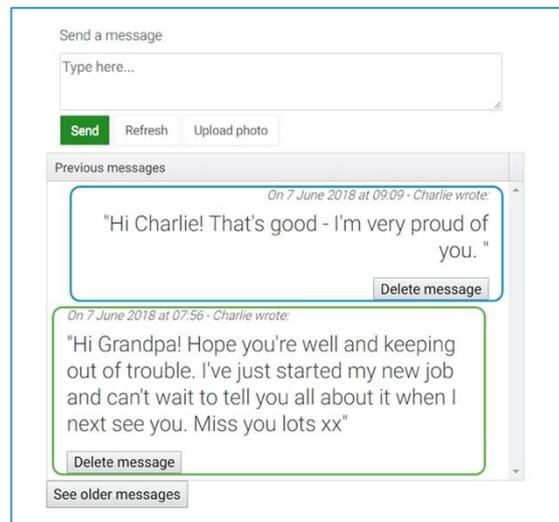
## Home page

At any point, you can return to the home page by clicking on the Person Centred Software icon in the navigation bar.



## Sending Messages

Messages are sent via the care home. Care workers will receive the message, and show them to your relative at their first availability. In turn, your relatives can respond through the care workers. You can see a history of your online conversation with your relative, as well as send messages yourself, by clicking on 'Messenger' in the navigation bar.



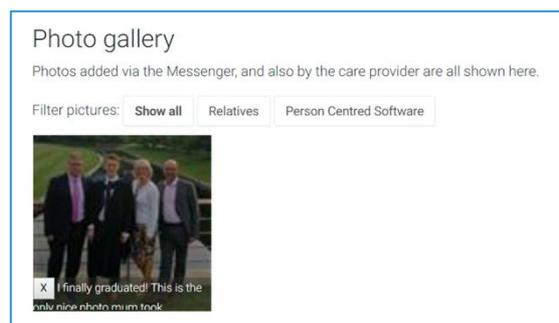
## Say 'Cheese'!

Click on 'Upload photo' to send a photo message. You can add a description to the photo. The photo and their description will appear in the message stream, just like any other message.



## Photo Gallery

Photos shared via messenger, or added by the Care Home, can be viewed by clicking on 'Photos' in the navigation bar.



## Mistakes happen

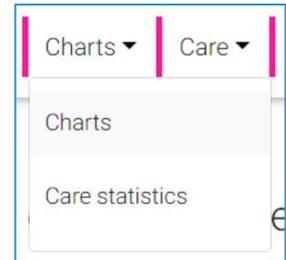
Clicking 'Delete message' will delete the message from both your feed and your relative's feed. If you're quick, you can intercept an erroneous message before it's delivered to your relative. If that message contained a photo, then the photo will also be removed from your photo gallery. Make sure you don't delete anything precious to you!

## Stay Informed

It's important that you know your relatives are being cared for. We provide a variety of data to help you stay in the know.

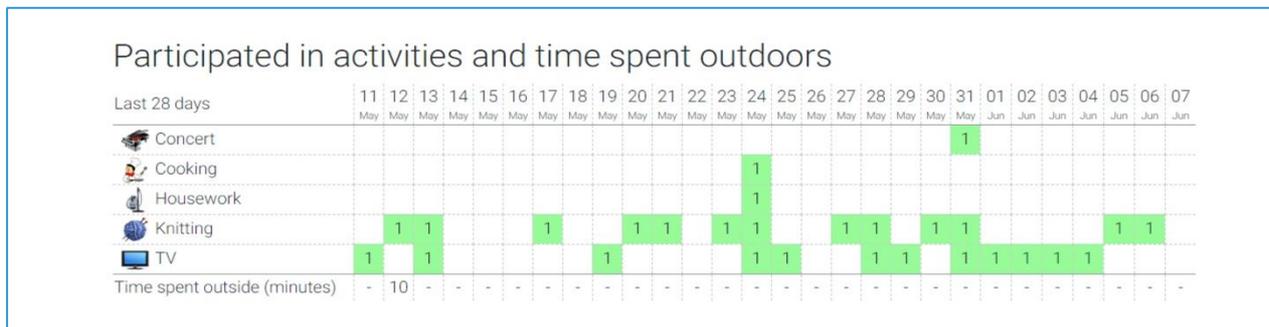
## Navigation

Hover over 'Charts' to reveal a drop-down menu. You'll see two options: 'Charts', and 'Care Statistics'. Click on one to get started.



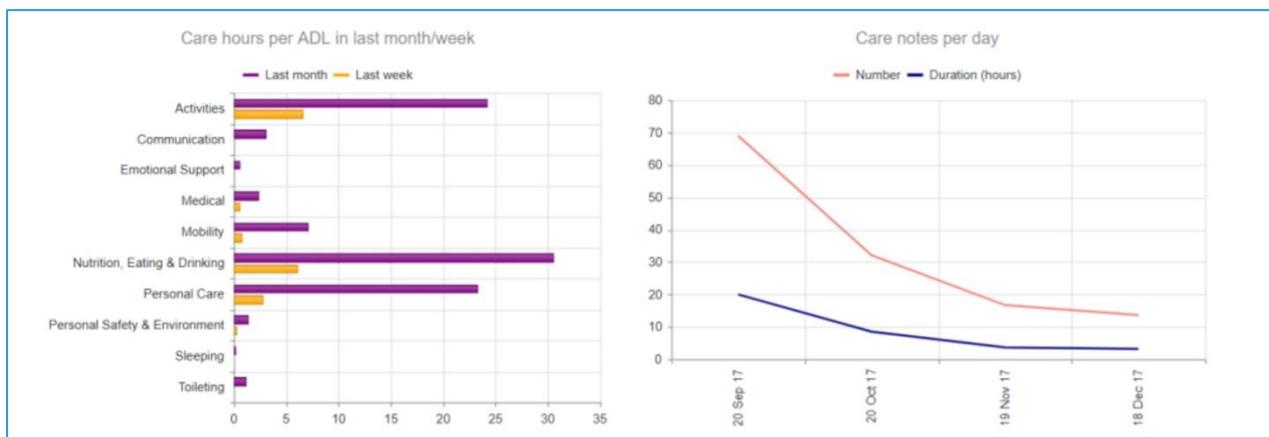
## Charts

Clicking on 'Charts' will redirect you to a page comprised of a variety of charts and graphs containing relevant care information from hygiene to fluid intake. These are updated live; you'll never need to wait to feel reassured that your loved ones are getting the care and attention they need.



## Care Statistics

Click on 'Care statistics' and you'll see up to two graphs; one shows the number of care notes per Activity of Daily Living (ADL) in the last week and the last month. The other graph shows the number of care notes recorded each month alongside the duration of the care delivered.

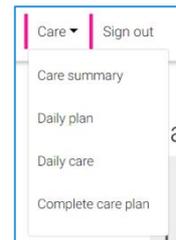


## Overview

In the 'Care' section, you'll find additional text information about your relative's daily life. You'll see what their care home has planned for them, what they got up to yesterday, and a summary of how their care has transformed over time.

## Navigation

Hover over 'Care' to reveal a drop-down menu. You'll see up to four options: 'Care summary', 'Daily Plan', 'Daily care' and 'Complete care plan'.



## Care Summary

The care summary shows most recent monthly analysis for the service user, compared to their first month as a resident, or the same month a year ago if they have been a resident for a year or longer.

Care Summary for Mr Alfred Jones	
22 Nov 16 to 19 Dec 16	22 Nov 17 to 19 Dec 17
199 care interventions in the month of which 41 were in the last week	381 care interventions in the month of which 95 were in the last week
57 hours spent caring for Alf of which 12 hours were spent in the last week	89 hours spent caring for Alf of which 21 hours were spent in the last week
Alf was involved in 45 activities lasting a total of 12 hours	Alf was involved in 43 activities lasting a total of 18 hours
8 care episodes involving 0 hours care during sleeping hours	Alf was happier at the end of this month than the beginning
Alf was happier at the end of this month than the beginning	Alf was on average content towards the end of this month
Alf was on average content towards the end of this month	Alf had 5 falls
Alf had 1 fall	

## Daily Plan

The daily plan shows a summary of information about your relative, alongside their plan for the day.

### Daily Plan for Mrs Ida Barnet

**Date of birth:** 03/10/45

**Room number:** 12

**Risk of falls:**  
May become tearful easily when disorientated

**Talks about:** Her family - Gardening - Animals

61.0 kg  
1.50 m  
**BMI:** 27.1

**Medical history:** Dementia - CHF - Difficulty in Breathing - #NDF (2014)

**Care needs:** Ida requires help with all aspects of care needs, both physically and emotionally.

**Social information:** Ida has 2 daughters (Elizabeth and Slobhan) who live locally, both medically trained. She has 4 grandchildren. Her sister lives in North London, but she has not seen her for years.

**During the afternoon**  
A bit of Mozart and Bach on Thursday at about 14:00  
I like a hot cup of cocoa in the evening



## Complete Care Plan

If you have power of attorney for personal welfare, you'll have the ability to view your relative's care plan document. This is a multi-page document, containing information from scored risk assessments to a detailed element-by-element look at their long term care plan. Importantly, it contains a consent page at the bottom, which you will be asked to sign when the care plan is agreed. Click on 'Complete care plan' to access it.

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## Daily Care

The daily care shows a diluted account of evidenced care for your relative. There are three different ways of viewing the information: "Daily Care", "Care Notes Story" and "Care Notes Chart". The care notes chart allows you to filter information.

## **Need support?**

Please visit the FAQ page within Relatives Gateway or contact the care home directly.