



Mobile Care Monitoring

Getting started

Relatives Gateway

Guide



DRIVING OUTSTANDING CARE

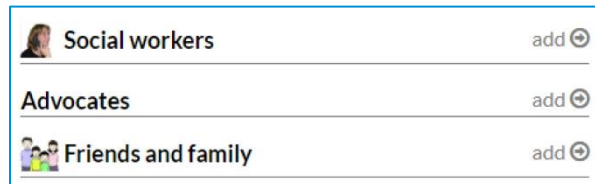
Relative's Gateway

Adding a Contact to a Service User

Part 1: Contact Information

Navigation

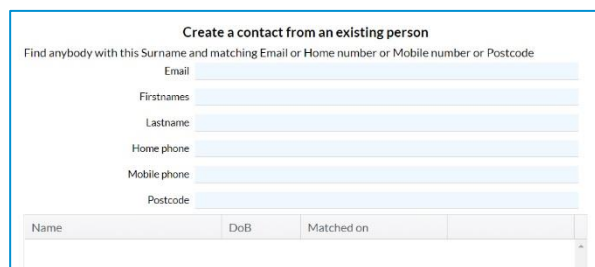
Near the bottom of the service user's record; click on 'add' next to 'Friends and family'.



A screenshot of a user interface showing three categories: 'Social workers', 'Advocates', and 'Friends and family'. Each category has a small icon and an 'add' button with a plus sign.

Breaking it down

You'll see a page with two options: in the left-hand column, you can search for relatives who already exist on the system. In the right-hand column, you can create a new person from scratch. Information will be duplicated across both columns; in case you realise you've chosen the wrong option.



A screenshot of a form titled 'Create a contact from an existing person'. It includes a search instruction: 'Find anybody with this Surname and matching Email or Home number or Mobile number or Postcode'. The form has input fields for Email, Firstnames, Lastname, Home phone, Mobile phone, and Postcode. Below the form is a table with columns: Name, DoB, Matched on, and an empty cell.

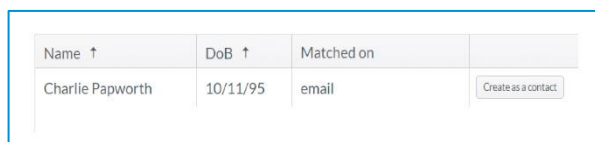


A screenshot of a form titled 'Create new person as a contact'. It has input fields for Title, Firstnames, Lastname, Gender (with a dropdown menu showing 'Persons gender'), Email, Home phone, Mobile phone, and Work phone.

Option 1

As you input information into the left-hand column, the system will attempt to match the information you're entering to people who already exist on the system. A list of potential matches will be presented in the table in the left-hand column.

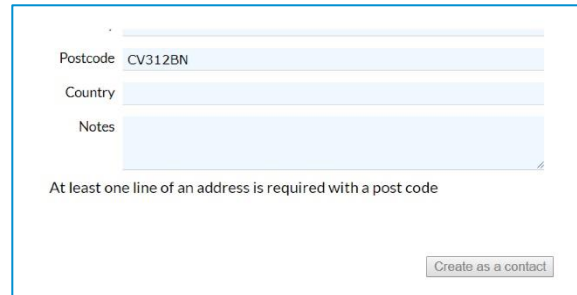
If the system has identified the correct person, click on 'Create as contact' to add them as a contact to the service user. You'll then be redirected to the contact's details page



Name ↑	DoB ↑	Matched on	
Charlie Papworth	10/11/95	email	Create as a contact.

Option 2

Fill out as much information as possible. At the bottom of the column, you'll see a 'Create as a contact' button. If it's not greyed out, click it: you've submitted a sufficient amount of information. If it is greyed out, it will be accompanied by a warning above it, notifying you of what's wrong. For example:



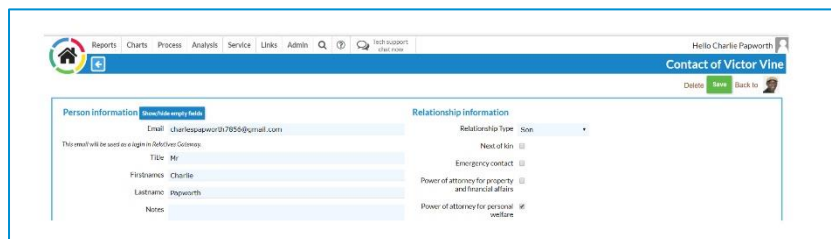
A screenshot of a form with the following fields: Postcode (CV312BN), Country, and Notes. Below the Notes field, a warning message reads: "At least one line of an address is required with a post code". A "Create as a contact" button is located at the bottom right of the form.

Clicking 'Create as a contact' will create the person and add them as a contact to the service user. You'll then be redirected to their details page.

Part 2: Relatives Gateway

After creating a contact

Having clicked on the 'Create as contact' button, you'll be redirected to the following page:



A screenshot of the 'Contact of Victor Vine' details page. The page is divided into two main sections: 'Person information' and 'Relationship information'. The 'Person information' section includes fields for Email (charlespapworth7856@gmail.com), Title (Mr), Firstnames (Charlie), Lastname (Papworth), and Notes. The 'Relationship information' section includes a dropdown menu for Relationship Type (set to Son), and several checkboxes: Next of kin, Emergency contact, Power of attorney for property and financial affairs, Power of attorney for personal welfare (checked), and Involved in Advance Care Planning.

His father's son

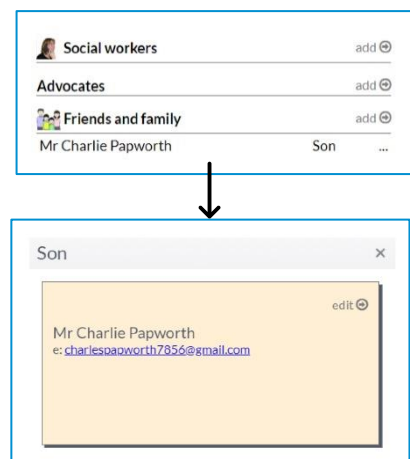
Select the relationship type from the drop-down menu and tick any appropriate check box.



A close-up screenshot of the 'Relationship information' section. It shows a dropdown menu for 'Relationship Type' set to 'Son'. Below it are several checkboxes: 'Next of kin', 'Emergency contact', 'Power of attorney for property and financial affairs', 'Power of attorney for personal welfare' (checked), and 'Involved in Advance Care Planning'.

A change of circumstance

You can access this page again at a later date by clicking on the contacts name in the service user's dashboard and, in the popup, clicking 'edit'. This means you can change a contact's access to the gateway at a later date.



A screenshot showing a service user dashboard with a list of contacts. The contacts are categorized into 'Social workers', 'Advocates', and 'Friends and family'. Under 'Friends and family', there is a contact named 'Mr Charlie Papworth' with a relationship type of 'Son'. An arrow points from this contact to a popup window titled 'Son'. The popup window shows the contact's details: 'Mr Charlie Papworth' and 'e: charlespapworth7856@gmail.com', with an 'edit' button in the top right corner.

Relatives gateway access

To give the contact access to the relative's gateway, tick the underlined box. You can then choose which services they have access to, such as messages and photos, as well as which care information they can view. If you have not already ticked the 'Power of attorney for personal welfare' box, you will not be able to tick the 'Care Plan document' box

Remember to click 'Save' when you're done. If you've given the contact access to the relative's gateway, an automatically generated email will be sent to them with their login information.

Relatives Gateway access for Victor Vine By ticking this box you confirm that Victor Vine or their power of attorney have the appropriate consents in place.

Relatives Gateway allows two way communication of photos and messages between this person and the care home. You can extend the options this person has by ticking the box to allow access Relatives Gateway and specifying which information they can see.

Service user portrait Messenger Shared photo gallery

Which information should this person be able to access regarding Victor Vine?

Care Information	Service user charts
<input type="checkbox"/> Care Plan document	Care notes per day chart <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Care summary	Care hours per ADL chart <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Daily plan	Happiness chart <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Daily care	Fluid chart <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Care notes story	Activities chart <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Care notes chart	Hygiene chart <input checked="" type="checkbox"/>

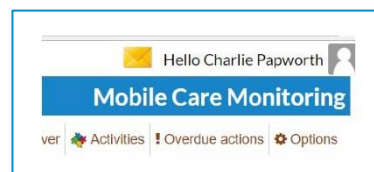
Power of attorney for care must be enabled to allow you to tick the "Care Plan document"

You've got mail

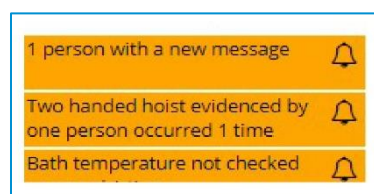
A service user's relatives can send them messages and photos via the Relative's Gateway. We don't expect you to be able to show or read the message to the resident immediately, but hopefully you'll be able to find time within a week of it being received.

There are a variety of ways that you'll be made aware of a new message:

1. You'll see a yellow-letter icon in the top-right of your screen in monitor, next to your name. This alerts you to the fact that a service user has a message but does not tell you which one.



2. When viewing a community, in the alerts on the right-hand side of the page, you'll see a notification. Click on it to highlight all service users with a new message to read.



3. You'll see a white mail icon on the service user's icon in the community dashboard.

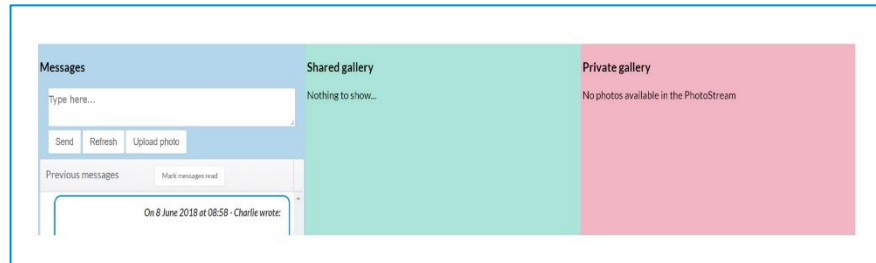


4. In the service user's dashboard, the family hub icon will be green.



Family hub

Click on the family hub icon in the service user's dashboard to access the family hub. You'll see three columns: 'Messages', 'Shared Gallery', and 'Private Gallery'.



Messages

To view a new message, look to the 'Messages' column of the family hub. You'll see a full history of the service user's conversation with their relatives. Once you've shown the message to the service user, you can respond on their behalf using the text box. You can also send photo messages, for a more personal touch. Click on 'Upload photo' to get started. Viewing a message is not enough to remove the message notifications. In order to remove them, you have to click "Mark message as read"



Need support?

Create a support request in Monitor
or start a Tech Chat