Mobile Care Monitoring

Getting started
Relatives Gateway Guide

PERSON CENTRED SOFTWARE
MOBILE CARE MONITORING

DRIVING OUTSTANDING CARE

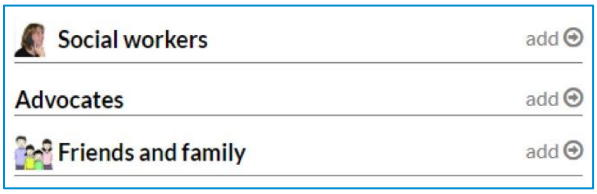
Relative’s Gateway

Adding a Contact to a Service User

Part 1: Contact Information

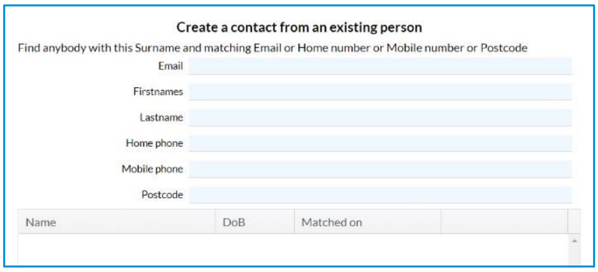
Navigation

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



Breaking it down

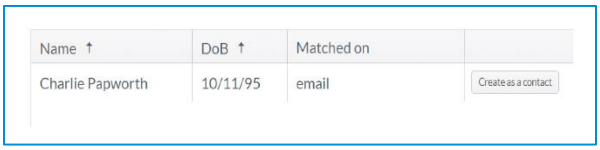
You’ll see a page with two options: in the left-hand column, you can search for relatives who already exist on the system. In the right-hand column, you can create a new person from scratch. Information will be duplicated across both columns; in case you realise you’ve chosen the wrong option.



Option 1

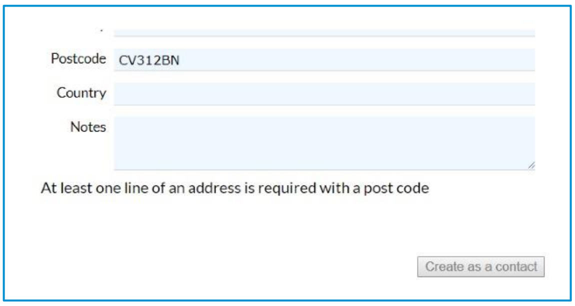
As you input information into the left-hand column, the system will attempt to match the information you’re entering to people who already exist on the system. A list of potential matches will be presented in the table in the left-hand column.

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



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:

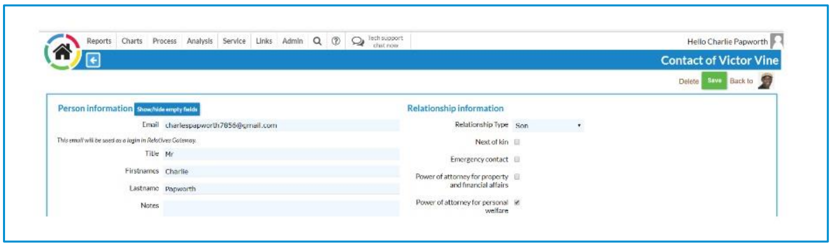


Clicking 'Create as a contact' will create the person and add them as a contact to the service user. You'll then be redirected to their details page.

Part 2: Relatives Gateway

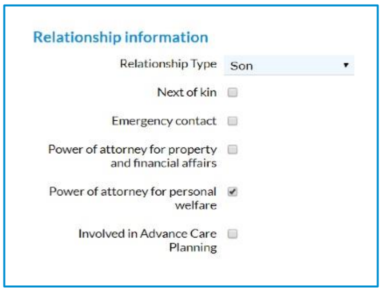
After creating a contact

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



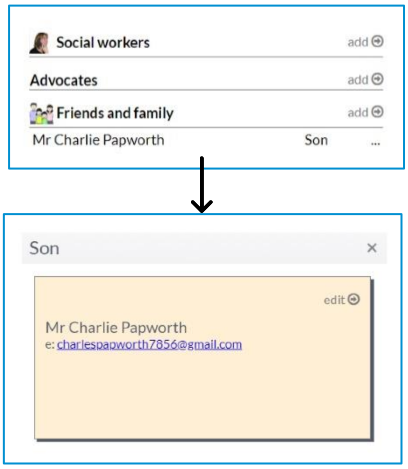
His father's son

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



A change of circumstance

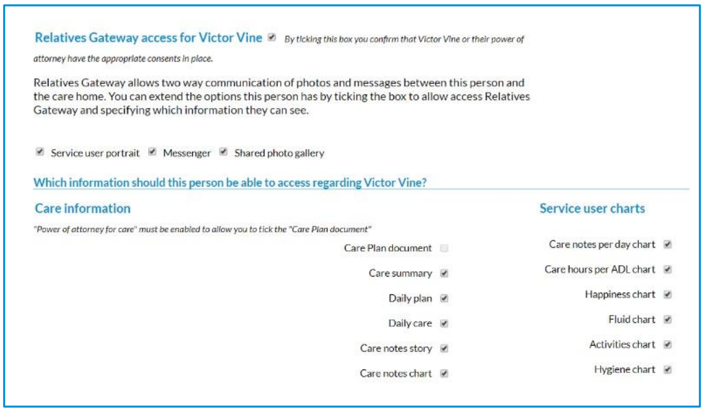
You can access this page again at a later date by clicking on the contacts name in the service user's dashboard and, in the popup, clicking 'edit'. This means you can change a contact's access to the gateway at a later date.



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.



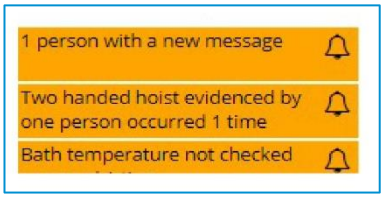
You've got mail

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.

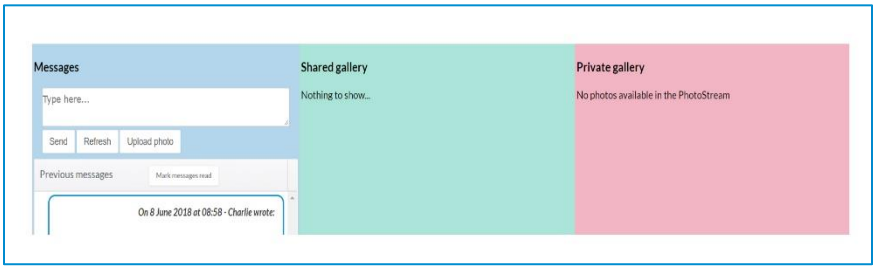


3. You'll see a white mail icon on the service user's icon in the community dashboard.

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