

Managing MCM Staff Logins and Access

Person Centred Software takes data security very seriously. As such, due to the sensitive nature of your data, we are not able to create new user accounts for you or change access rights for your staff if these have not been done or incorrectly entered.

We have created this guide that highlights your responsibilities, how to enable correct access and how to ensure you are GDPR compliant.

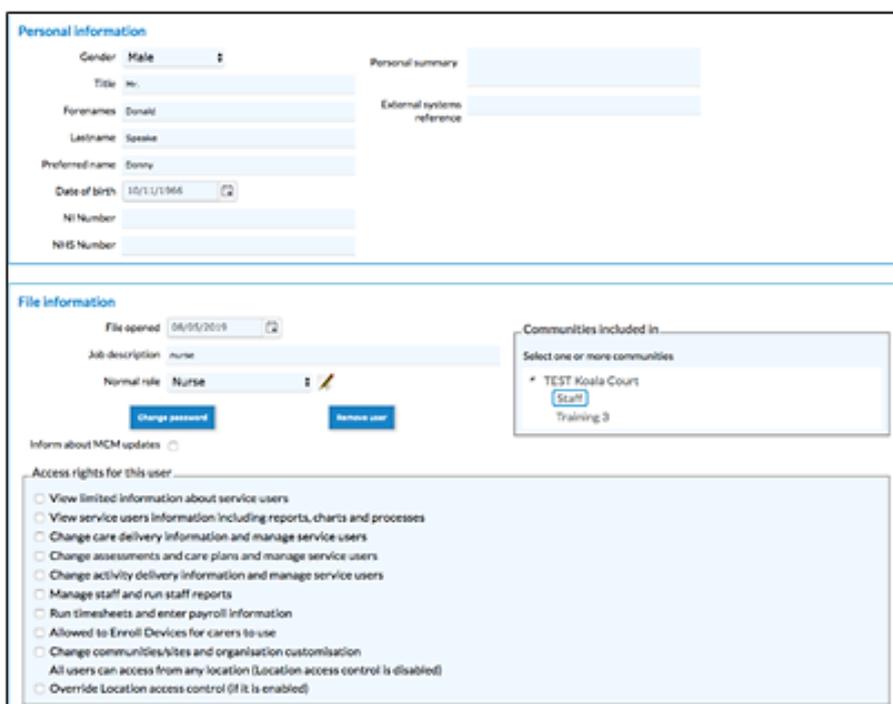
It's Your Responsibility...

...to do the following...

- Set up new staff and user records
- Make sure your staff have the correct access rights.
- Removing staff members when they leave.
- Setting up the responsible person and home manager.
- Inform PCS of when the Project Sponsor is going to change.

It is very important that when you add or import your staff into Monitor that you allocate the correct access rights to the system to ensure that you are always protecting your data.

When creating a file for a new staff member you will see this page:



The screenshot shows a web form for creating a new staff member. It is divided into two main sections: 'Personal Information' and 'File Information'.

Personal Information:

- Gender: Male (dropdown)
- Title: Mr. (dropdown)
- Fornames: Donal (text input)
- Lastname: Seale (text input)
- Preferred name: Donny (text input)
- Date of birth: 10/11/1966 (calendar icon)
- NI Number: (text input)
- NHS Number: (text input)
- Personal summary: (text input)
- External systems reference: (text input)

File Information:

- File opened: 06/05/2019 (calendar icon)
- Job description: nurse (text input)
- Normal role: Nurse (dropdown)
- Buttons: 'Change password' and 'Remove user'
- Communities included in: Select one or more communities. Includes 'TEST Koala Court', 'Staff', and 'Training 3'.
- Inform about MCM updates: (checkbox)
- Access rights for this user: (checkboxes)
 - View limited information about service users
 - View service users information including reports, charts and processes
 - Change care delivery information and manage service users
 - Change assessments and care plans and manage service users
 - Change activity delivery information and manage service users
 - Manage staff and run staff reports
 - Run timesheets and enter payroll information
 - Allowed to Enroll Devices for carers to use
 - Change communities/sites and organisation customisation
 - All users can access from any location (Location access control is disabled)
 - Override location access control (if it is enabled)

When a user account is created, they will have the ability to login to the care app without selecting any of the Access Rights on this screen (as these provide access within monitor). The Monitor Access Rights are allocated by ticking the relevant boxes.

Additional user rights can be given depending on their role and responsibilities and the nature of your organisation's structure.

It is important to note that worker's rights can be updated at any point, whether you wish to remove them or add additional responsibility.

Please remember to re-allocate management rights to another person if that person leaves.

Detailed information on the access rights are provided at the end of this document.

Managing access at Home Level

Our recommendation is that at least two people for each home, have the Manage staff access rights selected so that there is always someone able to maintain the necessary access rights.

Please note: 'Manage staff and run access reports' will only allow you to maintain the access rights for the workers accounts in the home(s) that you see when you log in.

Managing access at System Admin level

We recommend that there should also be at least two people with "Change Community/ Sites and organisation customisations" so that customisation settings can be managed.

Leavers...

When someone leaves your organisation, you need to have a process in place that ensures that their access is removed so that they cannot log in to view/change any data. If the person that is leaving has any rights to Monitor that no one else has then make sure you transfer this to someone else. This is important especially for your management and senior staff.

Worker Access Rights Report

We have created a Workers Access Rights report, which you can find in Monitor under Process Menu then Data Security. This report will allow you to see the access rights of your staff and when they last changed their password for added security. This gives you a good insight into everyone rights and also helps you to ensure that your homes can run effectively.

Don't Forget...

Maintaining correct data is important to get right and is a GDPR requirement and so we recommend including this in your Company's policy and Procedures.

Access Rights Explained

Here is a more detailed guide to Access Rights for Monitor that may be useful to help you decide which you need to grant to your staff.

Access Rights	Description View	Impact of Right	Additional Information	Example Roles Used For
View limited information about service users	Gives users access very limited access to service users and list of care interventions. Can view care notes and care plan. Can evidence care within the device.	This gives access to Monitor, if only this access right is given then user will be able to see service user files of communities you have access to.	Do not have access to the following: Group Reporting or analysis and processes. Unable to edit information - it will come up with a log in page if they click on something, they do not have access, for example changing a care plan. Cannot add staff or service users or edit current information.	CQC Inspectors, IT Staff, Carer Staff with access to Monitor who do not do care planning
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.	If this is ticked, it will override "View limited information about services users". They will have access to Process and Analysis Menus in addition to the information above.	Has access to reports (not group reporting), Has the ability to see more detail on care plans and assessments details, however, cannot add risk assessments and cannot review any existing assessments. Cannot plan care day, however, can add a daily record. Cannot add staff or service users or edit current information.	Carer Staff, Activity Staff, Nurses and Home Managers
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.	Create Residents and set up/change "planned care"	This permission allows the user to plan any Must Do Care, for example if they need medication at a certain time every day.	Senior Carers, Nurses and Home Managers
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	Carry out Assessments within care plans and review them.	Also, allows them to be able to add any service users and change their settings.	Senior Carers, Nurses and Home Managers
Change activity delivery information and manage service users	Required for activities planning	Create/Amend New Group Activities.		Activity staff
Manage staff and run staff reports	For users that need to set up or edit staff records		Can change user permission, suspend staff, change passwords for staff. Gives you access to staff worktime, shift handover notes read, observation.	Home Managers, Administrators

Access Rights	Description View	Impact of Right	Additional Information	Example Roles Used For
Run timesheets and enter payroll information	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.	Gives you access to Timesheets in Other Report and the ability to change payrates under edit staff.	Shows hours worked, this functionality is not used that much.	Home Managers, Administrators
Allowed to Enrol Devices for carers to use	This allows for staff to be able to enrol any device to have access to MCM.	Ability to enrol devices without having to give them full admin access.	This is useful if you are sourcing your own devices. Should only be given to trusted employees.	IT Department (if you source own devices)
Change communities/sites and organisation customisation. All users can access from any location (Location access control is disabled)	"For organisation administrators who'll be responsible for setting up any new communities or changing customisation options, such as Master Actions."	If you do not have this, then you will not be able to see Admin Menu. This permission also allows you to enrol devices.	Can also change organisation settings, so this should only be given out to limited people within the organisation. Can change branding, IP address restrictions and customisation.	Regional Managers, Directors
Override Location access control (if it is enabled)	This allows for staff to be able to use monitor outside of restricted IP address that might have been set up.	Be able to access monitor via the internet with any connection.	By default, MCM is configured to be accessible from anywhere in the world from any internet connection. This is used for staff who want to view monitor outside of the restricted IP address. This is ideal for remote managers etc.	Senior Staff who work outside of restricted locations