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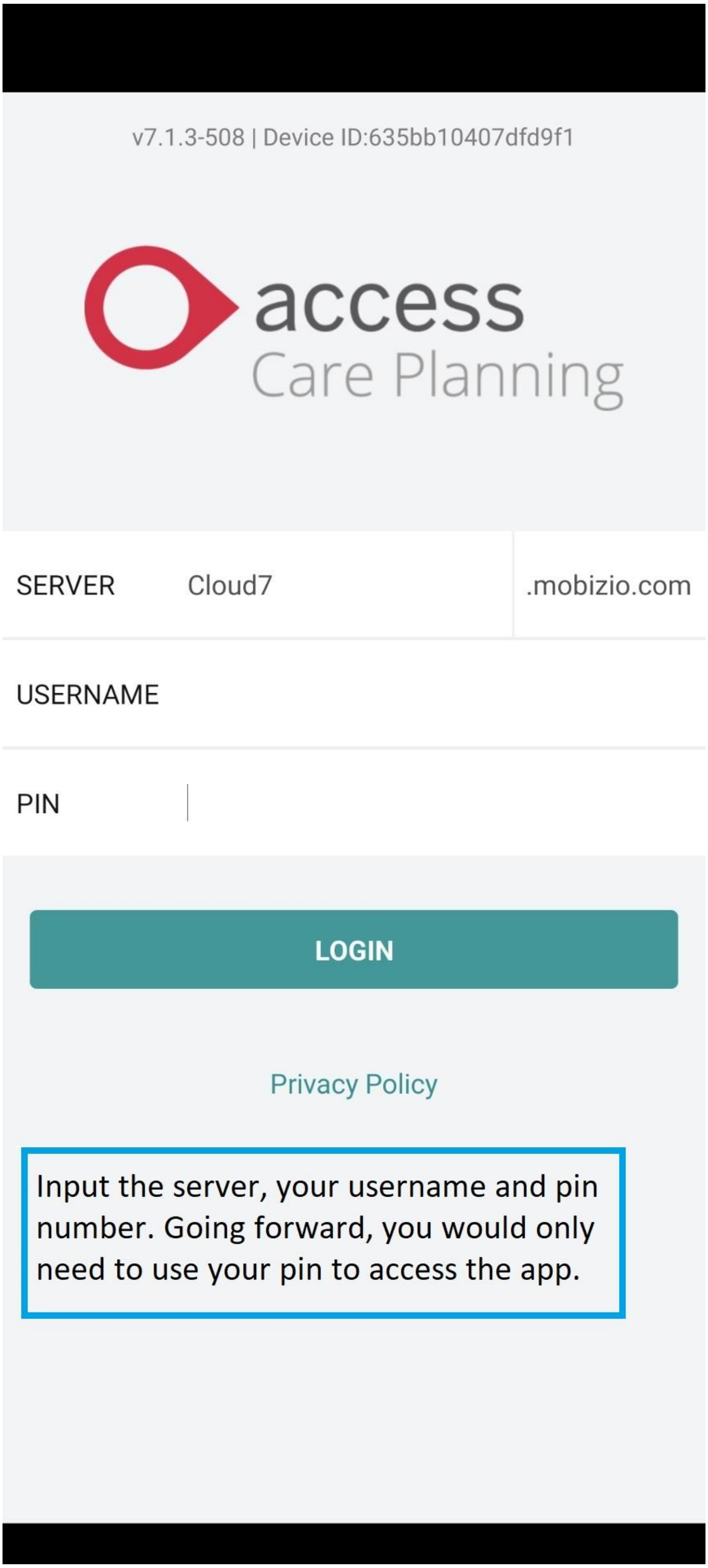
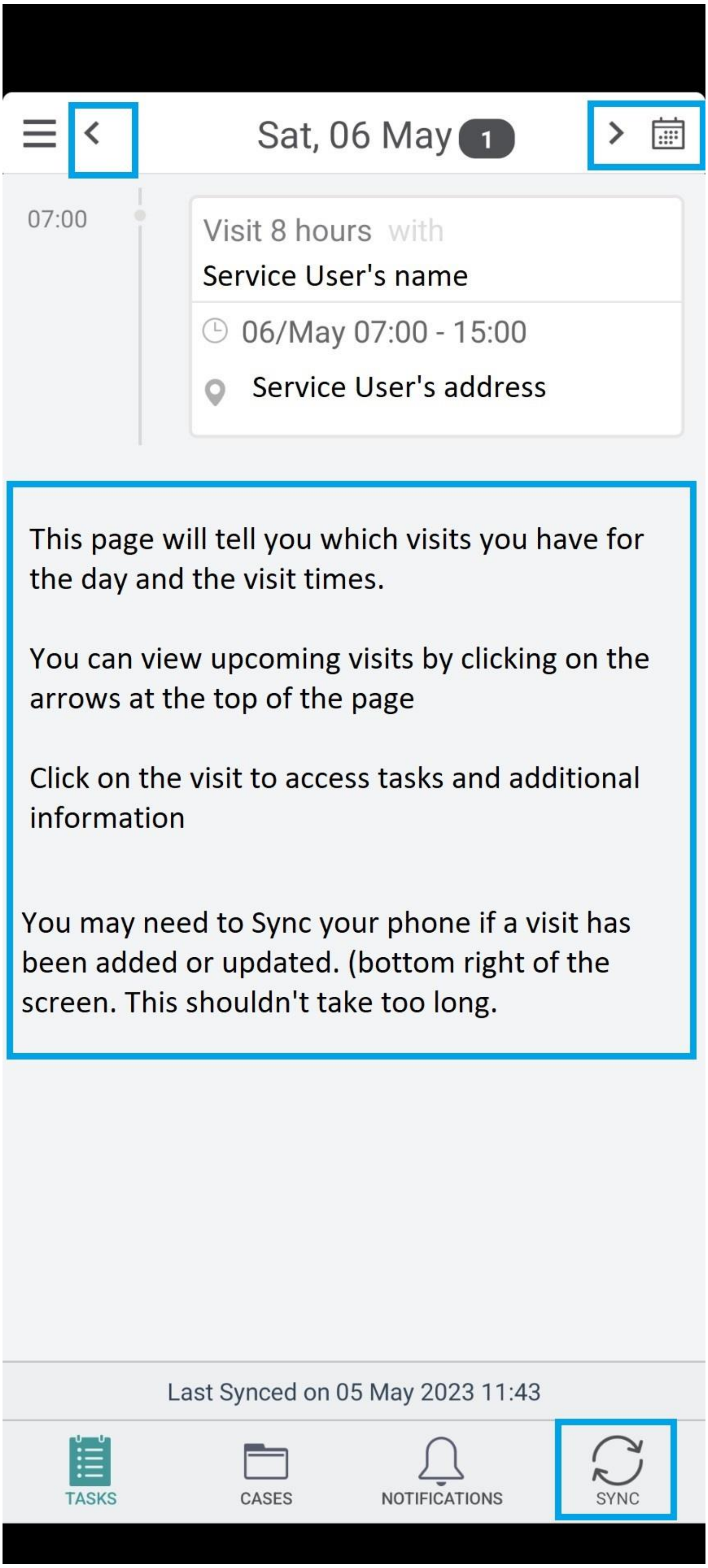
access

# A quick 'how to' guide




Input the server, your username and pin number. Going forward, you would only need to use your pin to access the app.

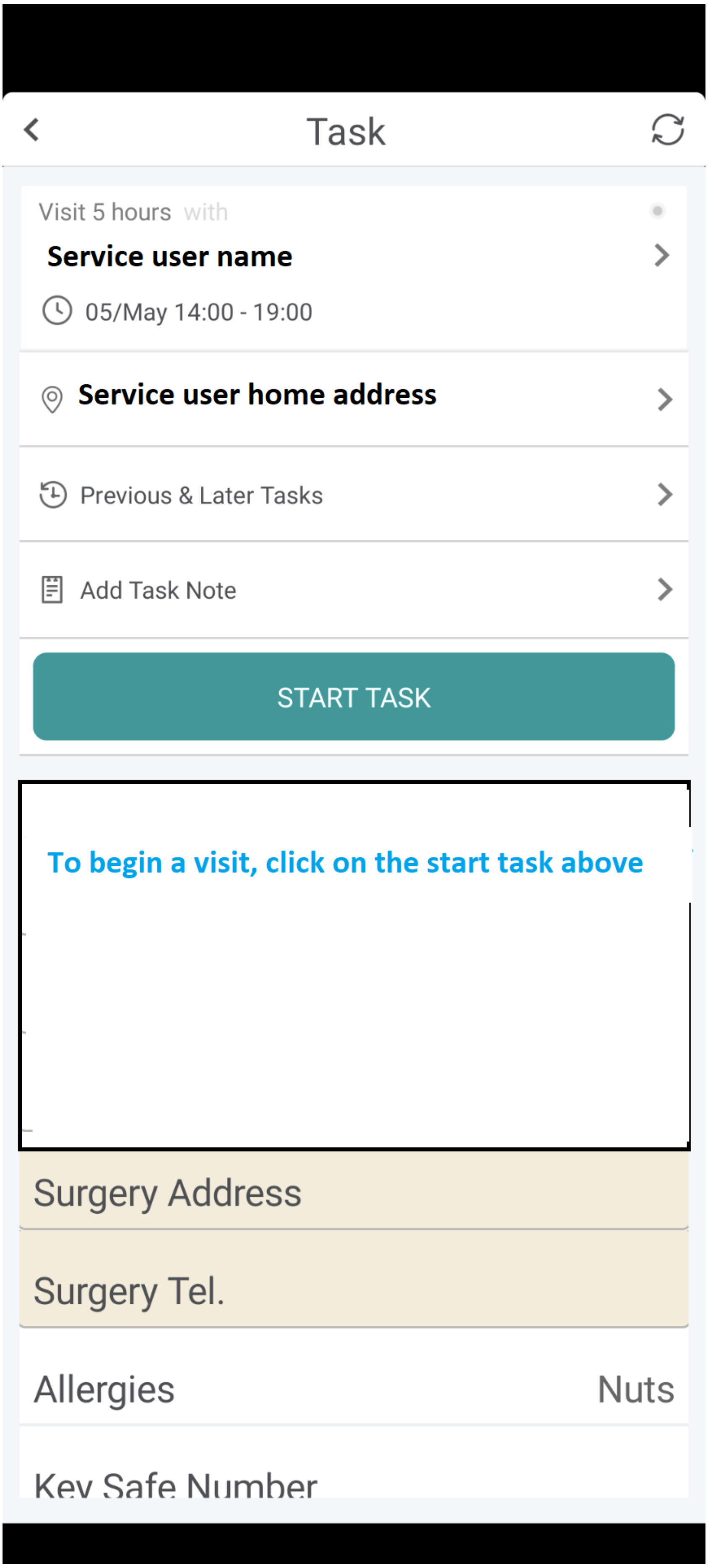


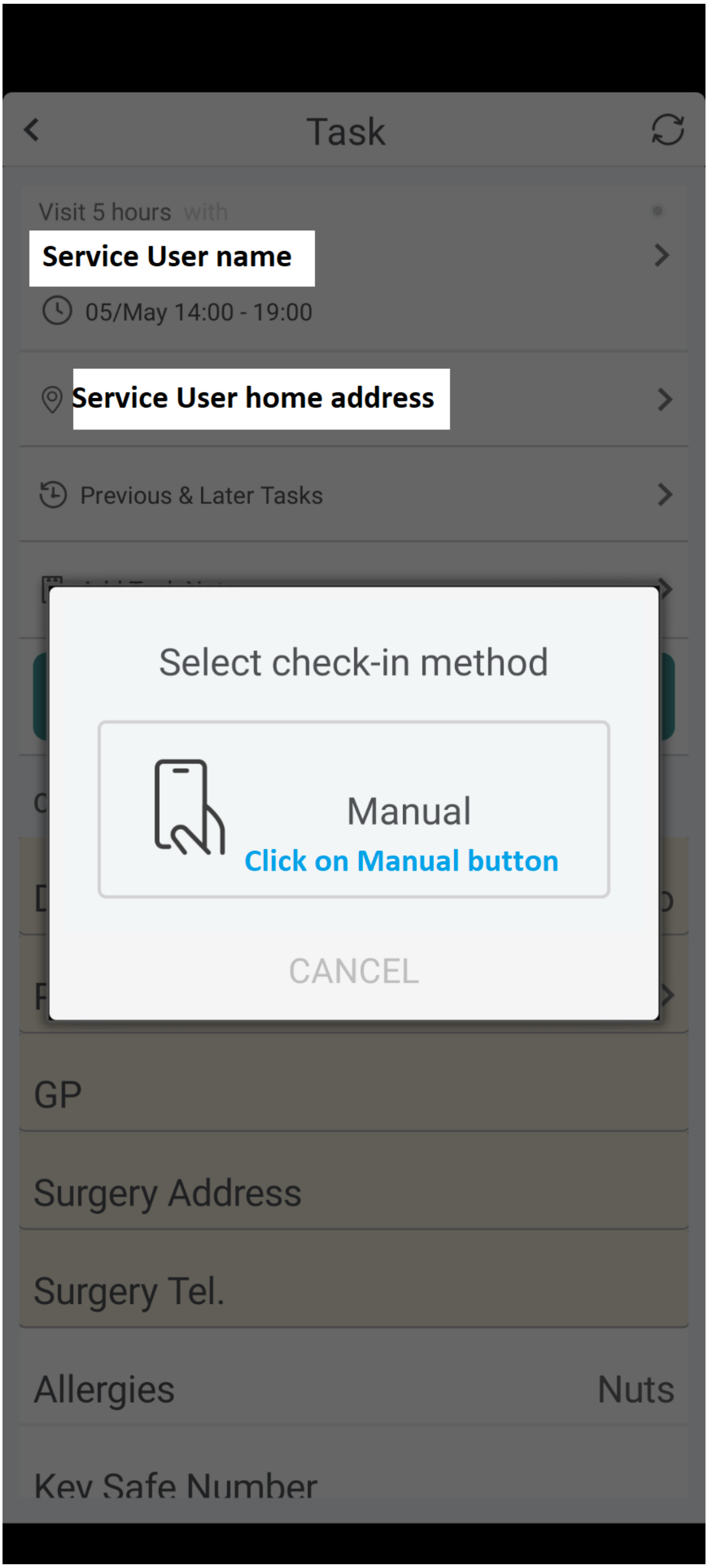

This page will tell you which visits you have for the day and the visit times.

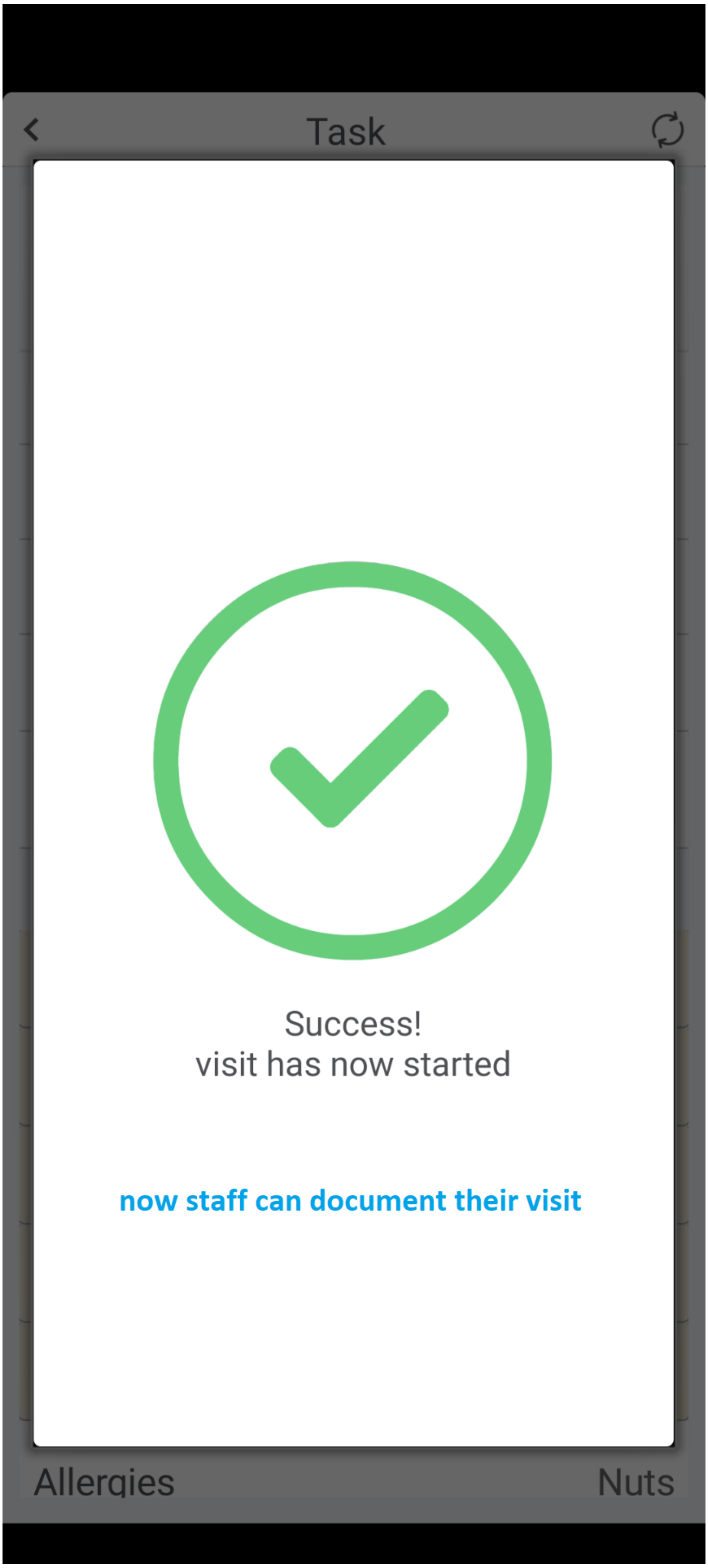
You can view upcoming visits by clicking on the arrows at the top of the page

Click on the visit to access tasks and additional information

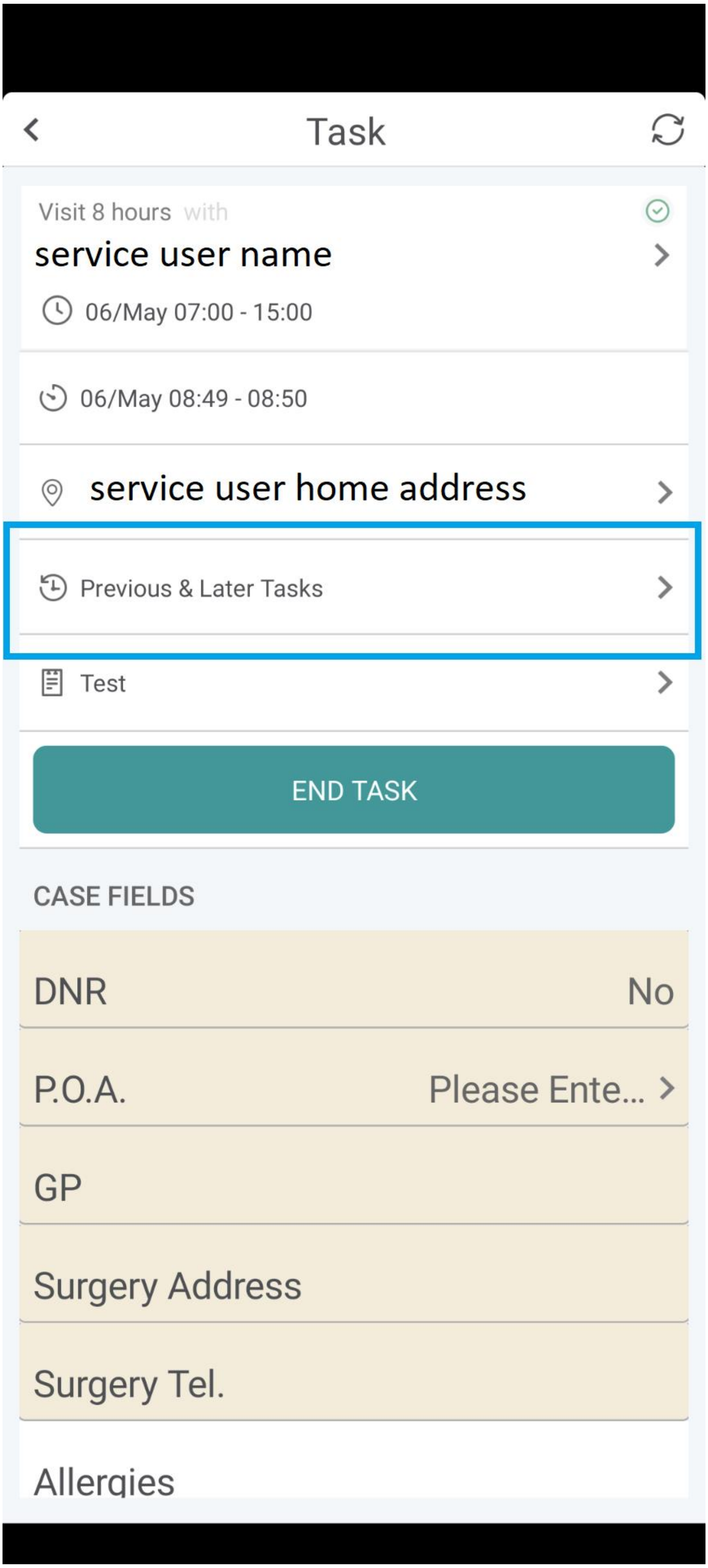
You may need to Sync your phone if a visit has been added or updated. (bottom right of the screen. This shouldn't take too long.

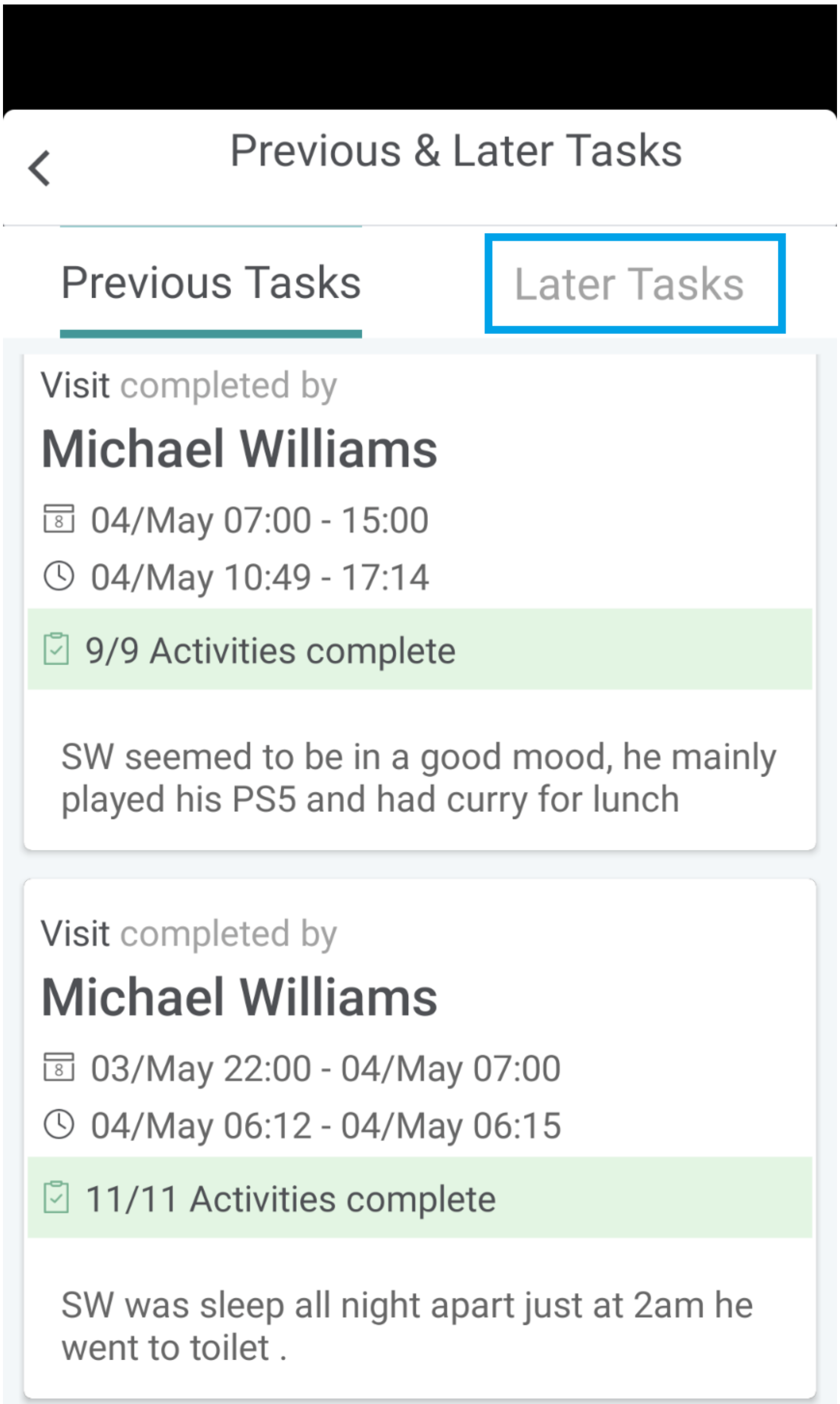

Task
Visit 5 hours with
Service user name
05/May 14:00 - 19:00
Service user home address
Previous & Later Tasks
Add Task Note
START TASK
To begin a visit, click on the start task above
Surgery Address
Surgery Tel.
Allergies
Nuts
Key Safe Number


Task
Visit 5 hours with
Service User name
05/May 14:00 - 19:00
Service User home address
Previous & Later Tasks
Select check-in method
Manual
Click on Manual button
CANCEL
GP
Surgery Address
Surgery Tel.
Allergies
Nuts
Key Safe Number



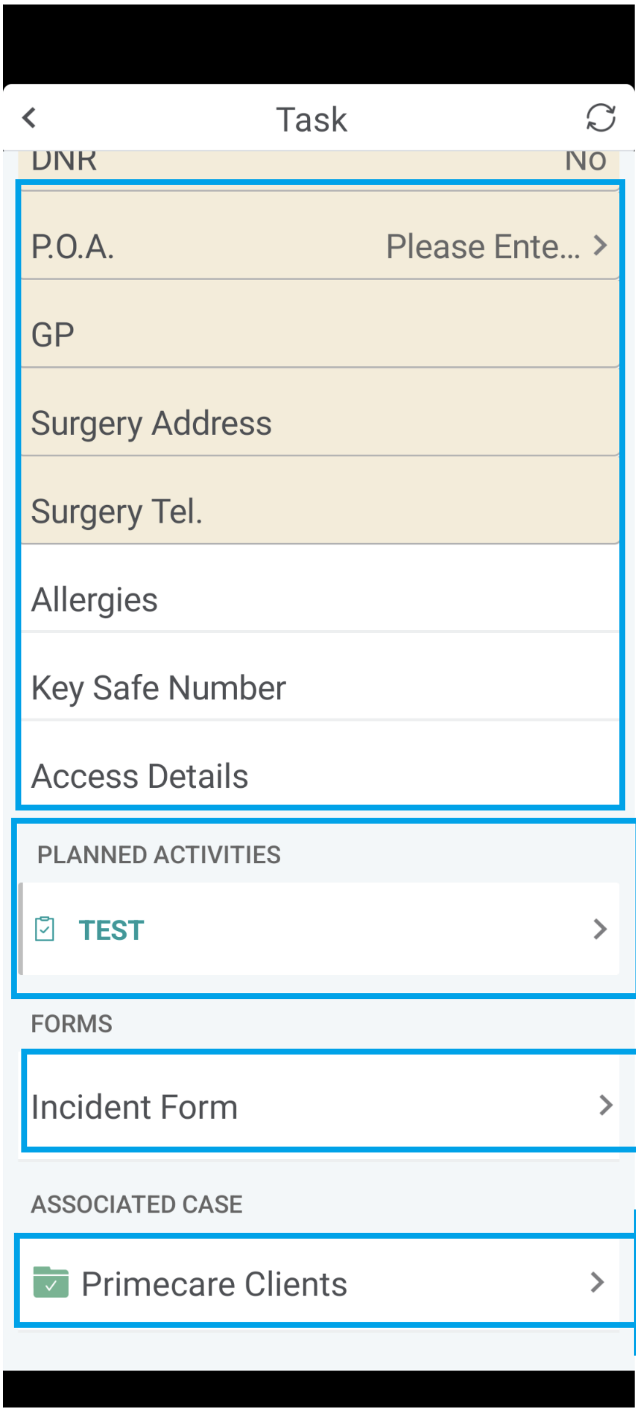
Task
Success!
visit has now started
now staff can document their visit
Allergies
Nuts


Task
Visit 8 hours with
service user name
06/May 07:00 - 15:00
06/May 08:49 - 08:50
service user home address
Previous & Later Tasks
Test
END TASK
CASE FIELDS
DNR
No
P.O.A.
Please Ente...
GP
Surgery Address
Surgery Tel.
Allergies




Here you can read task notes 'handover' from previous visits with each support staff.

You can also see who is scheduled for future visits as well (located at top of the screen




Additional information about the service user can be found here, and which can be updated accordingly.

**Planned activities**

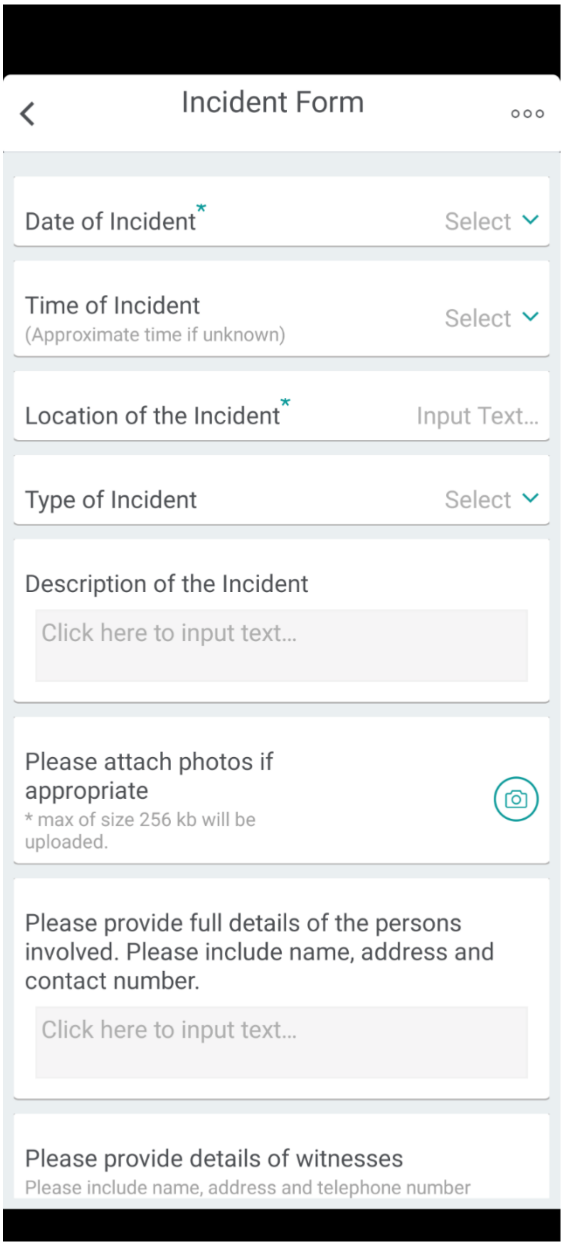
Here you will find the planned activities for the service user. This can include information on where to meet the service user, medication prompts, and wellbeing checks. This can be updated accordingly.

**Incident forms:**

Clicking on this enables you to complete and send off an incident form.

**Primecare Clients:**

Enables staff to read previous notes, access risk assessments, key contacts etc.



Incident Form

Date of Incident* Select

Time of Incident
(Approximate time if unknown) Select

Location of the Incident* Input Text...

Type of Incident Select

Description of the Incident
Click here to input text...

Please attach photos if appropriate
* max of size 256 kb will be uploaded.

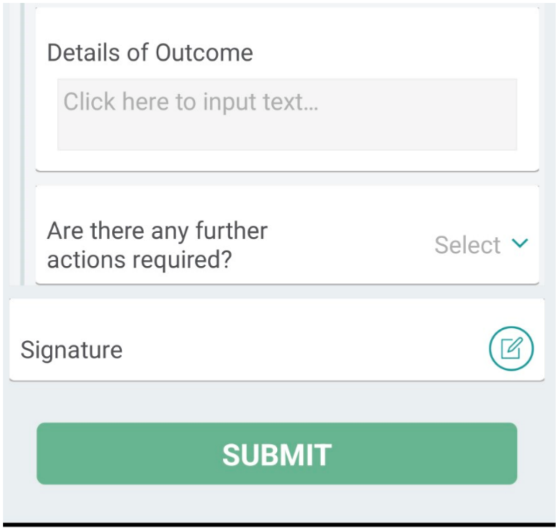
Please provide full details of the persons involved. Please include name, address and contact number.
Click here to input text...

Please provide details of witnesses
Please include name, address and telephone number

Go through each of the boxes when completing an incident form. Ensure you're as detailed as possible, and include specific times. (time of medication administration, time of fall as examples)

please, no shorthand or abbreviations when completing an incident form.

click SUBMIT when completed

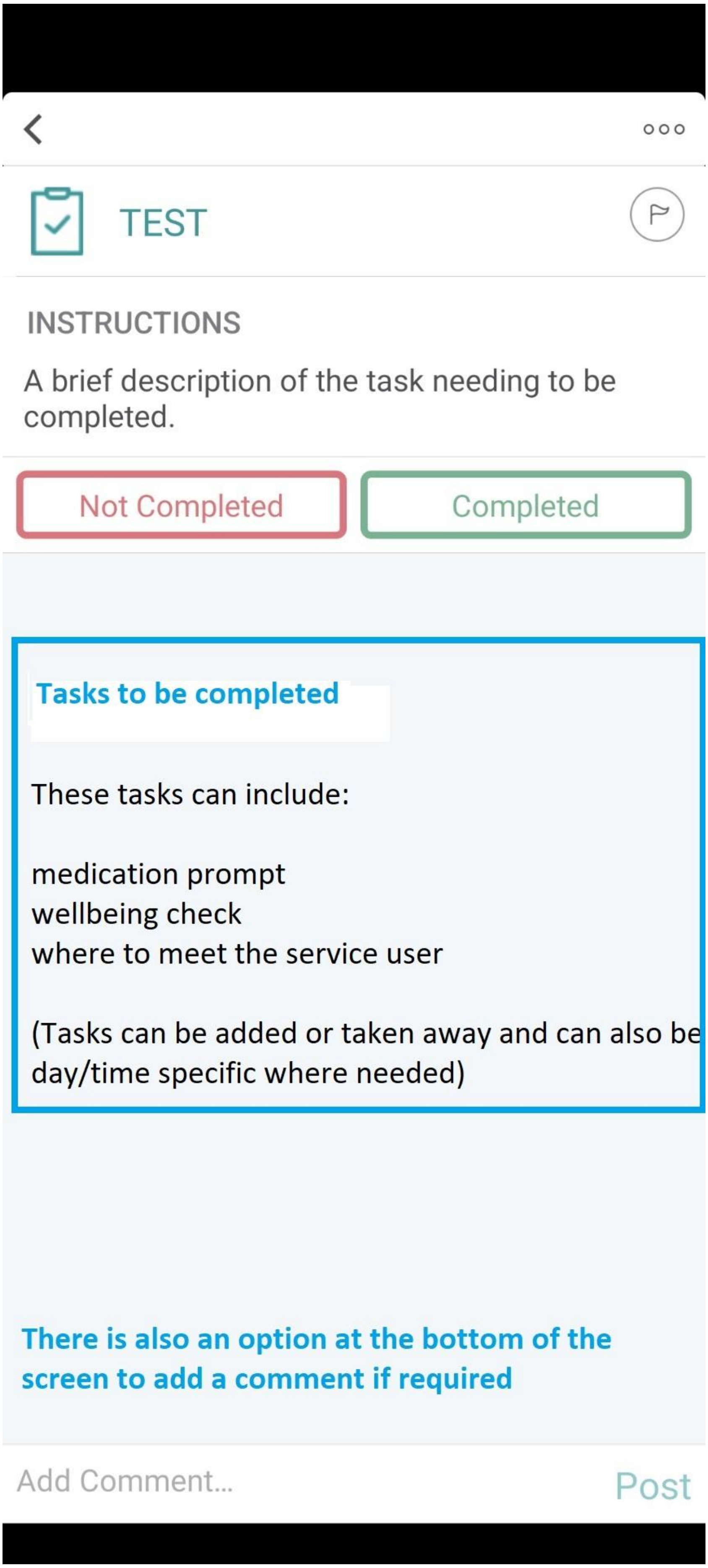


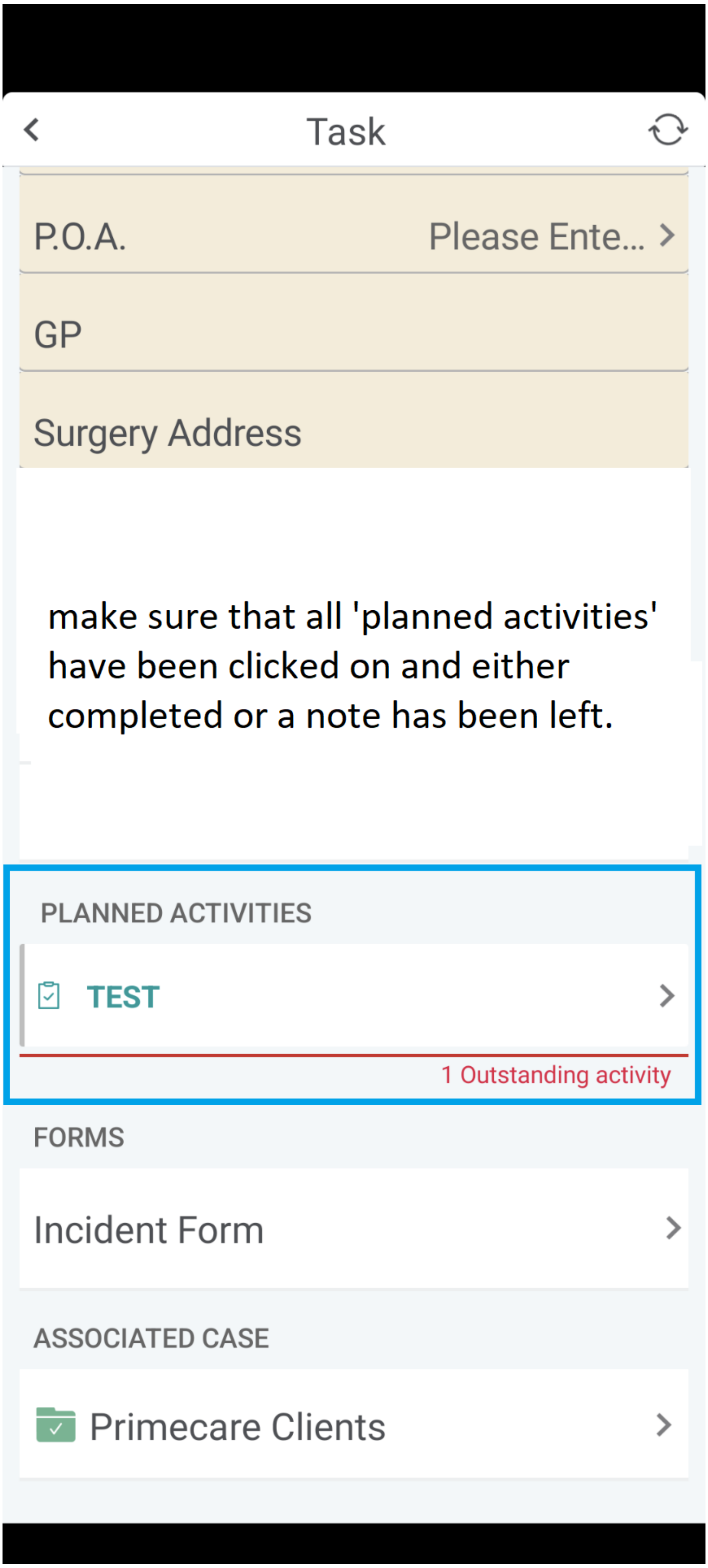
Details of Outcome
Click here to input text...

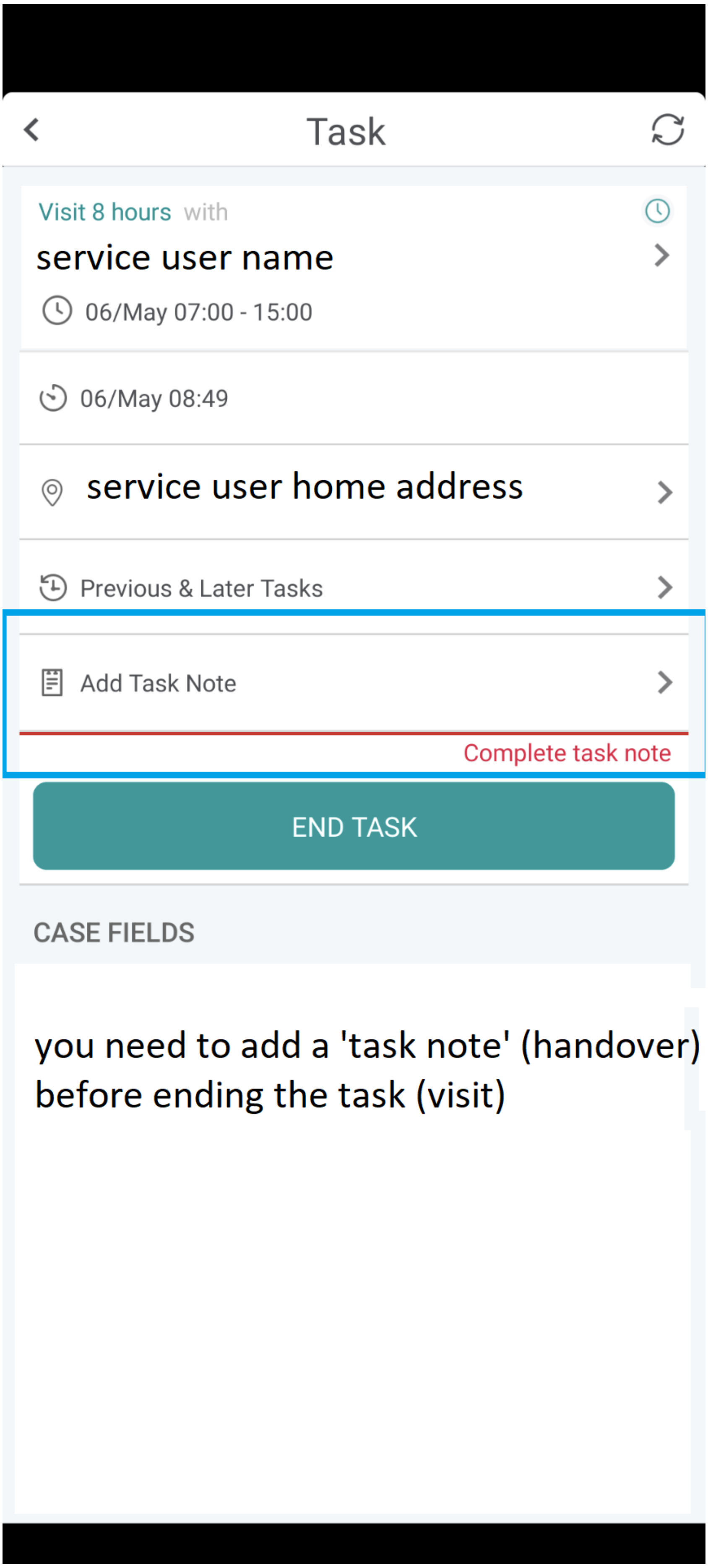
Are there any further actions required? Select

Signature

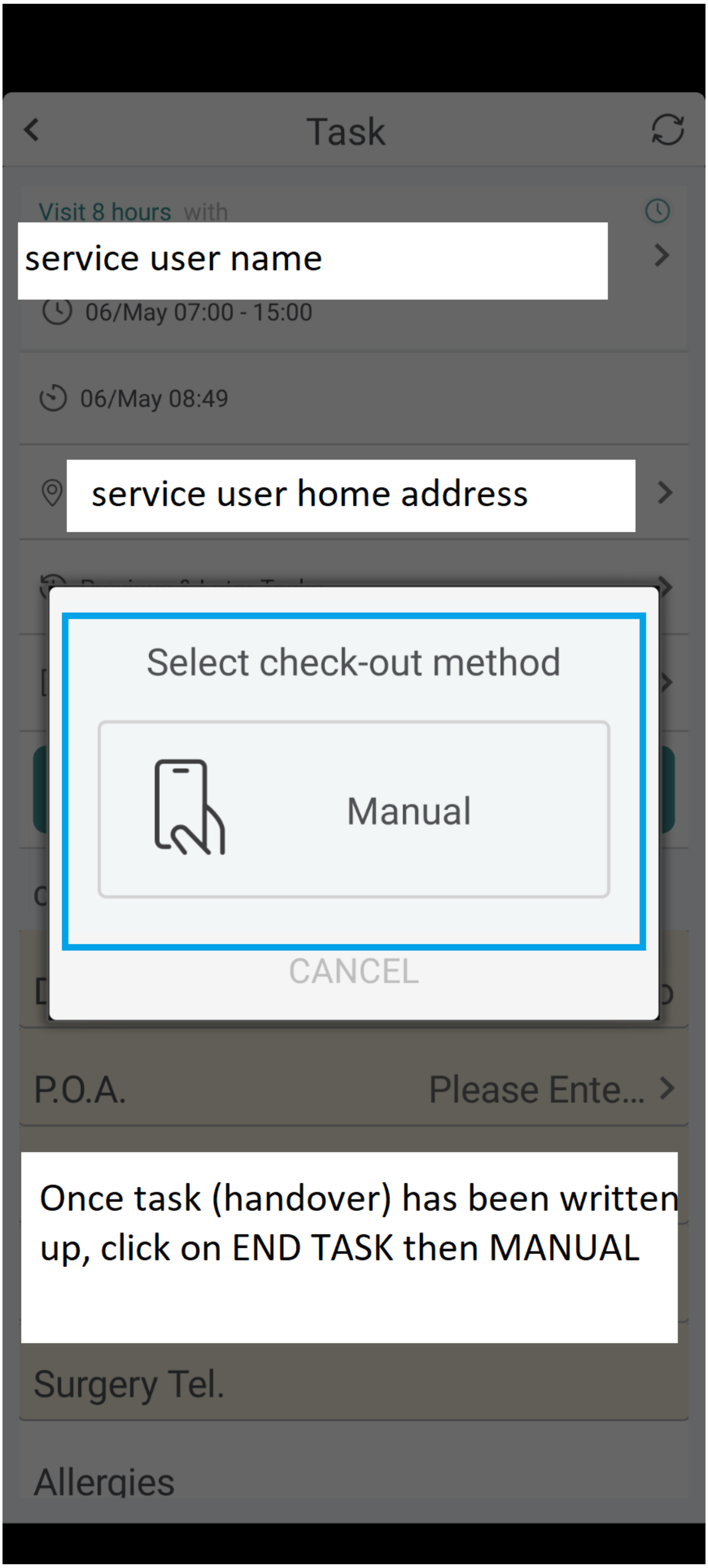
SUBMIT


TEST
INSTRUCTIONS
A brief description of the task needing to be completed.
Not Completed
Completed
Tasks to be completed
These tasks can include:
medication prompt
wellbeing check
where to meet the service user
(Tasks can be added or taken away and can also be day/time specific where needed)
There is also an option at the bottom of the screen to add a comment if required
Add Comment...
Post

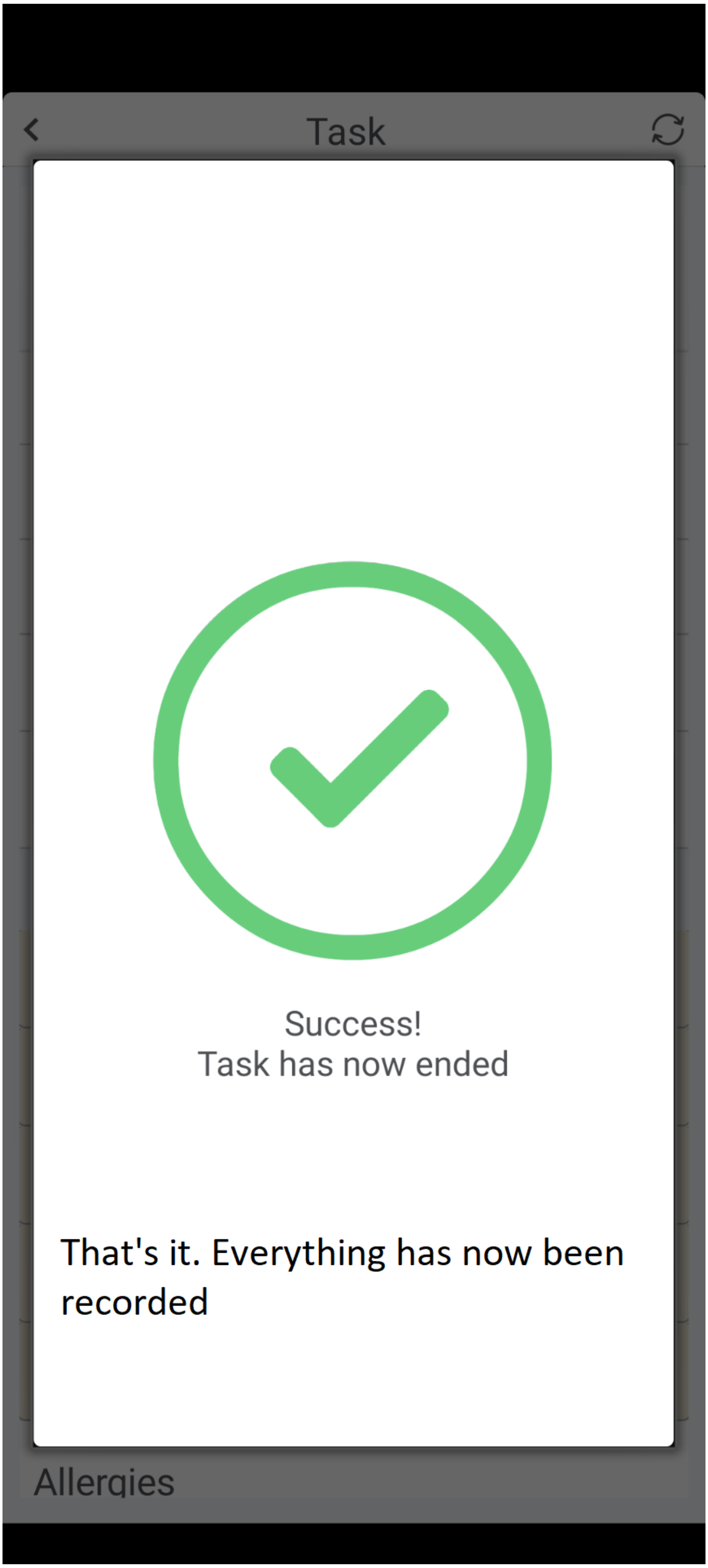

Task
P.O.A.
Please Ente...
GP
Surgery Address
make sure that all 'planned activities' have been clicked on and either completed or a note has been left.
PLANNED ACTIVITIES
TEST
1 Outstanding activity
FORMS
Incident Form
ASSOCIATED CASE
Primecare Clients

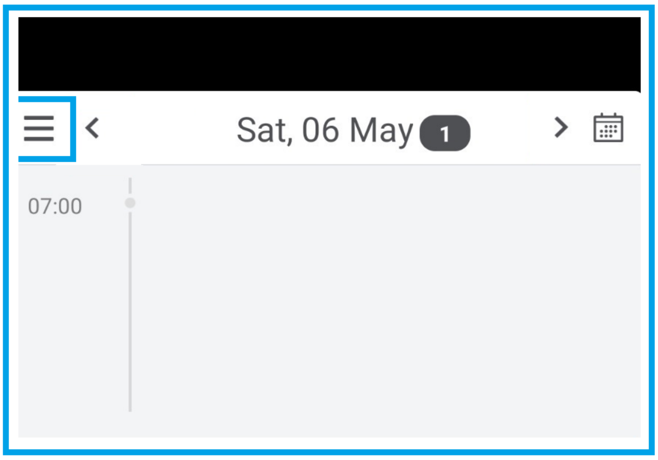



you need to add a 'task note' (handover) before ending the task (visit)

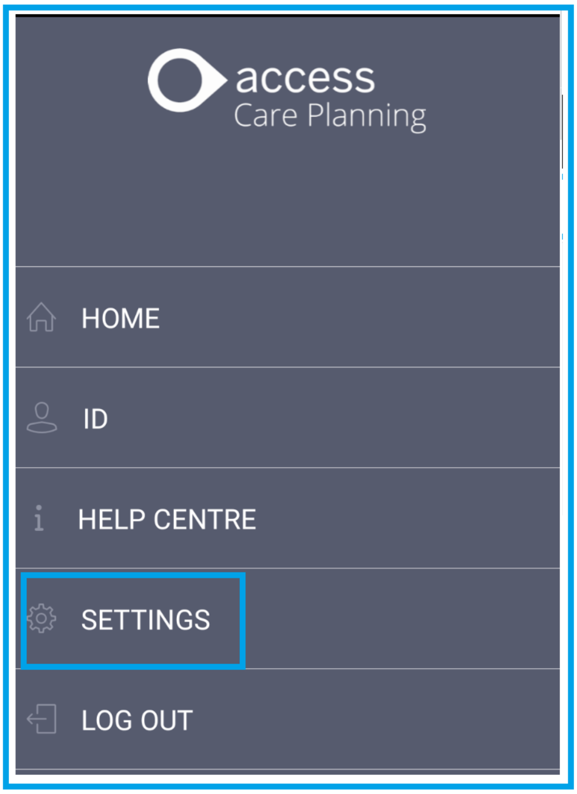



Once task (handover) has been written up, click on END TASK then MANUAL


Task
Success!
Task has now ended
That's it. Everything has now been recorded
Allergies




occasionally visits may not appear on your app.



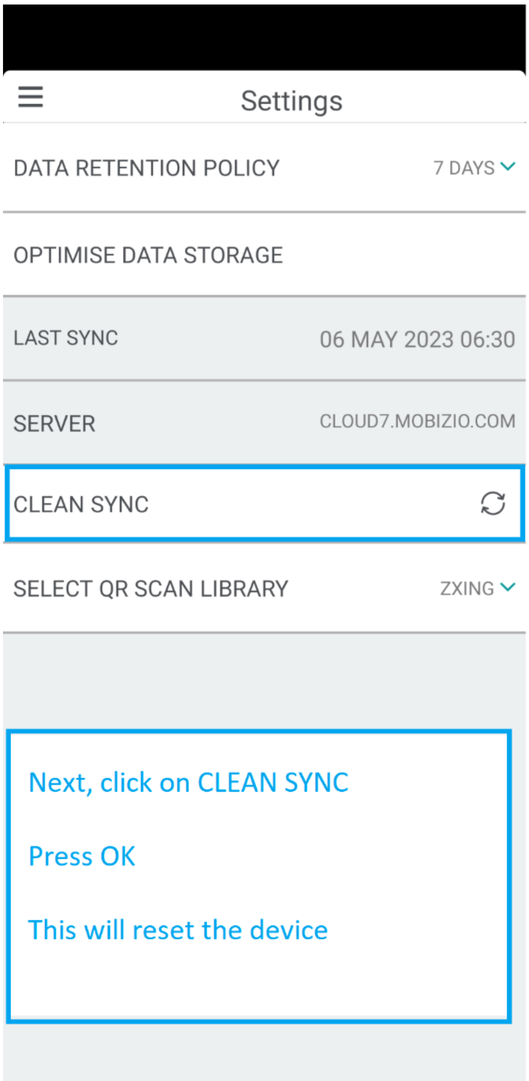

You may need to do a

CLEAN SYNC

This means that the app will do a full reset, and update itself with any new documents and adjustments to visits

It should only take a few minutes

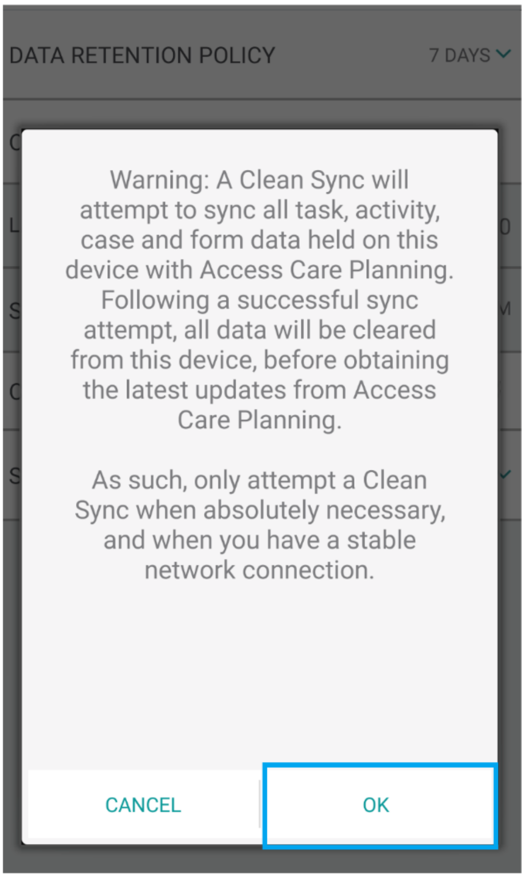
Firstly, click on the three lines (top left) then click on Settings tab.




Next, click on CLEAN SYNC

Press OK

This will reset the device

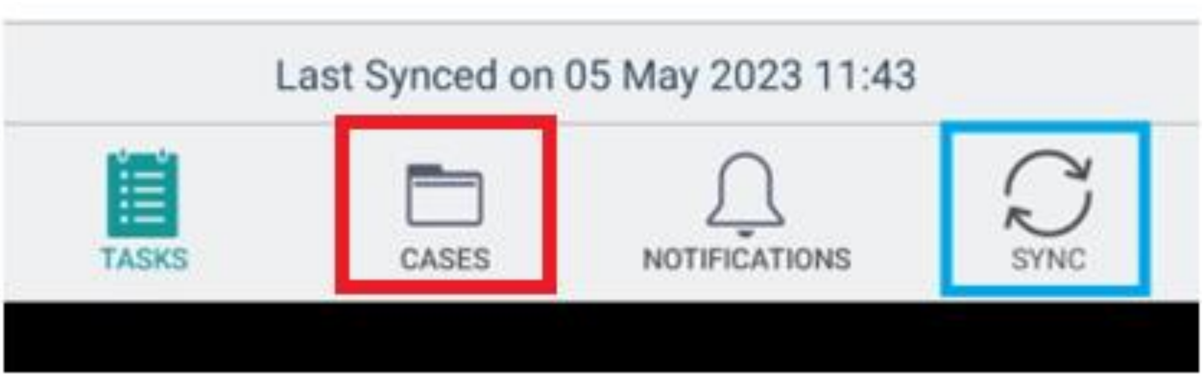



'tasks' (visits) should now appear on your homescreen. Any issues, contact the office.

Other points to consider!

# CASE FILES!

To view a specific service user's case file, you would need to do the following:




- Click on Cases at the bottom of the page.


- Click on the three dots (situated top right)
- Next, click on **FOLLOW CASES** then type in the name of the service user. Then search for the service user.
- When you have identified the service user, click on their name.
- Then click on **DONE.**

- The service user will now pop up on your case file.
- Click on the name of the service user, and it'll open up their profile.
- Click on **CASE FORMS** will bring up 'background information' on the service user – Key contacts, risk assessments, incident forms as examples.
- Click on Tasks will bring up previous and next visits and associated handover notes as demonstrated above.
- To **DELETE** a case file, click on the three dots in the right-hand corner and click on **UNFOLLOW CASES**.
- Click on the red button against the associated service user will delete the file from your phone.

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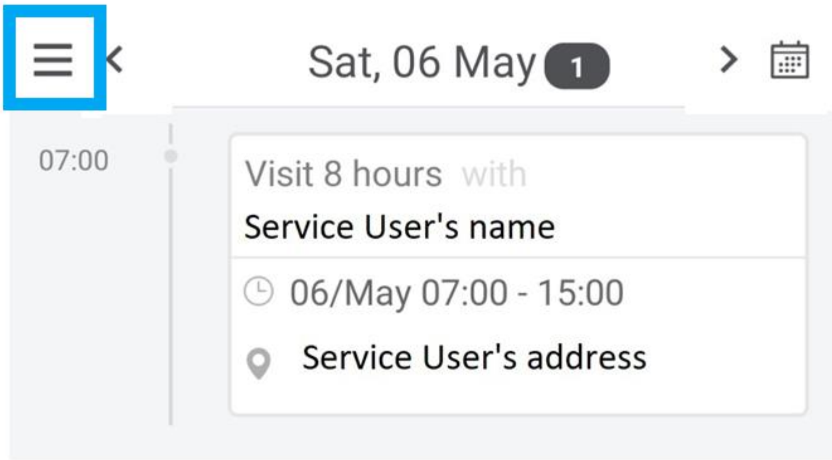
# A quick 'how to' guide

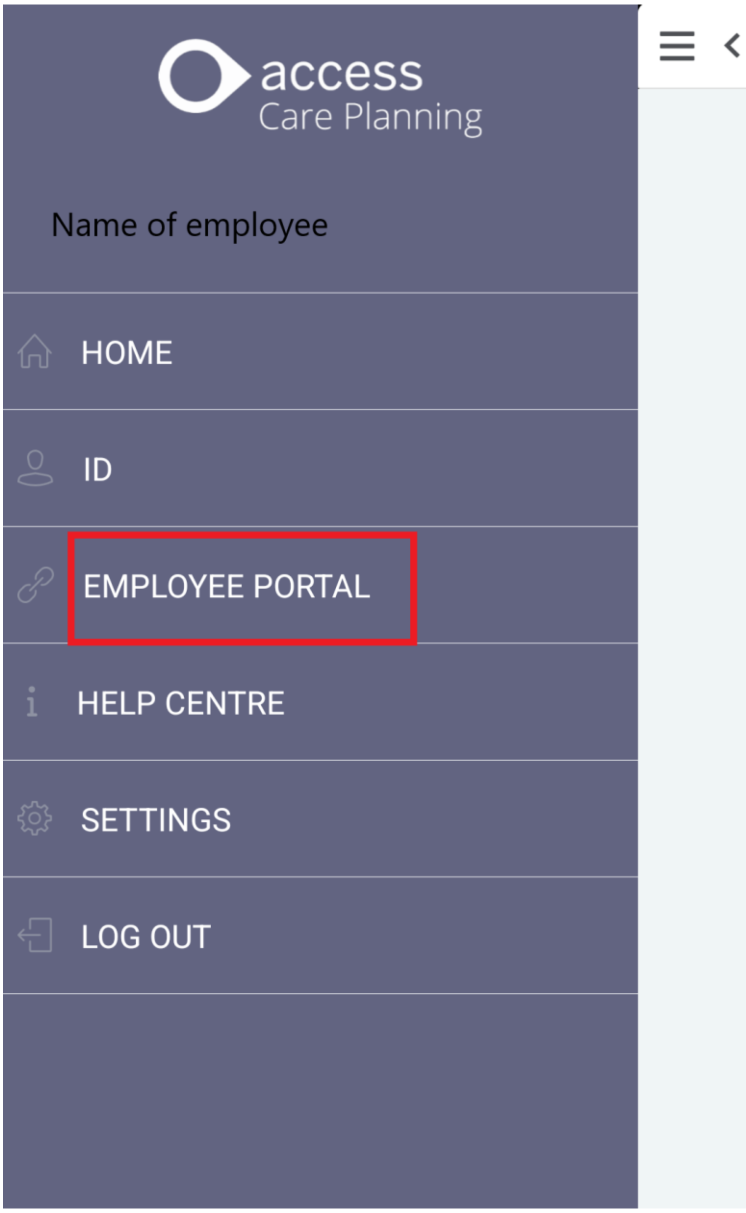
**Employee Portal**

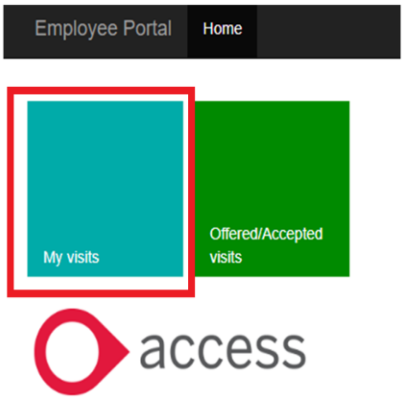


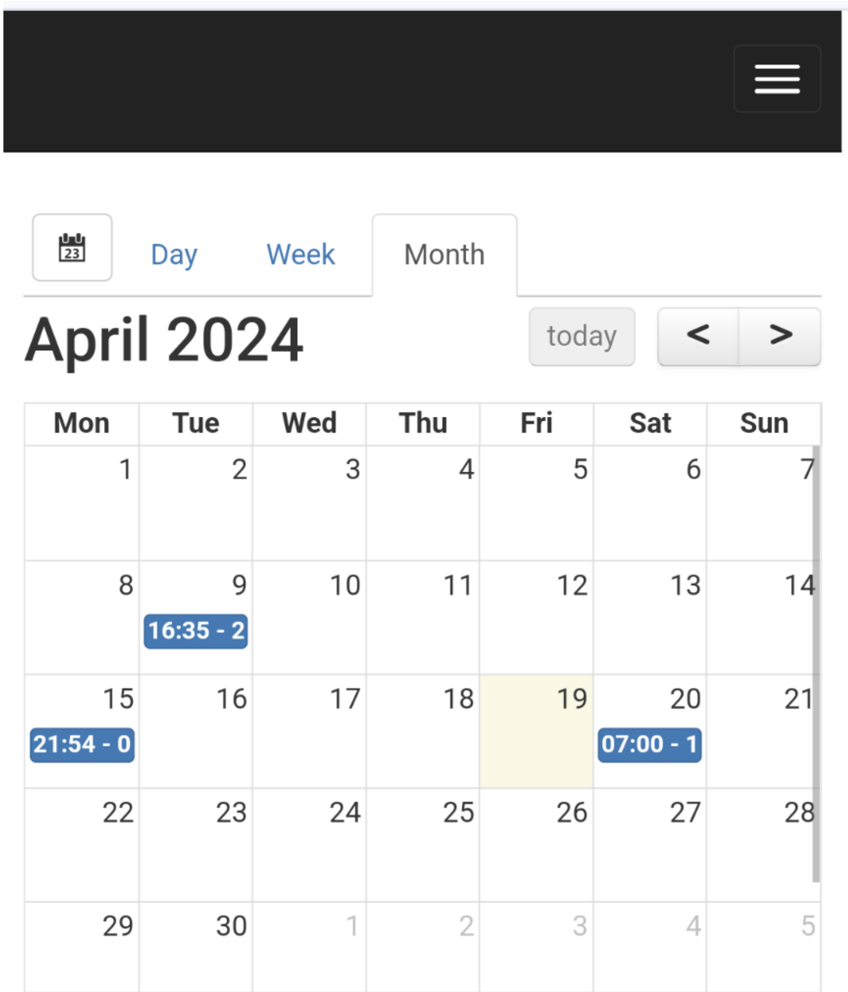

Log into your Access account.

Click on the three lines at the top right as show here in blue.

Click on **EMPLOYEE PORTAL** (halfway down on the screen) This will open another page.






## MY VISITS.

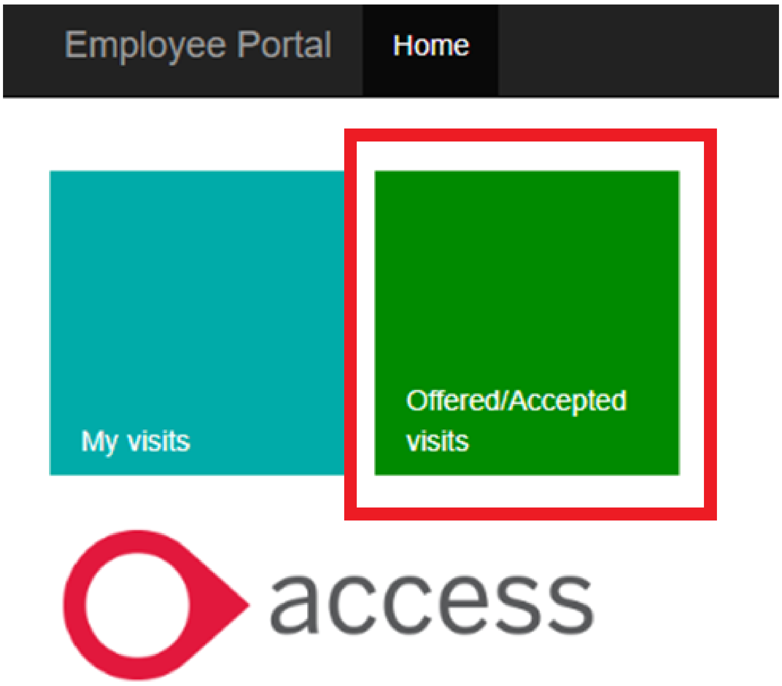
If you click on this tab (highlighted in red), it will display your upcoming rota daily, weekly,

Each of your visits are **BLUE**.

If you hoover over these, they will display details including names and times of a specific visit.

As well as

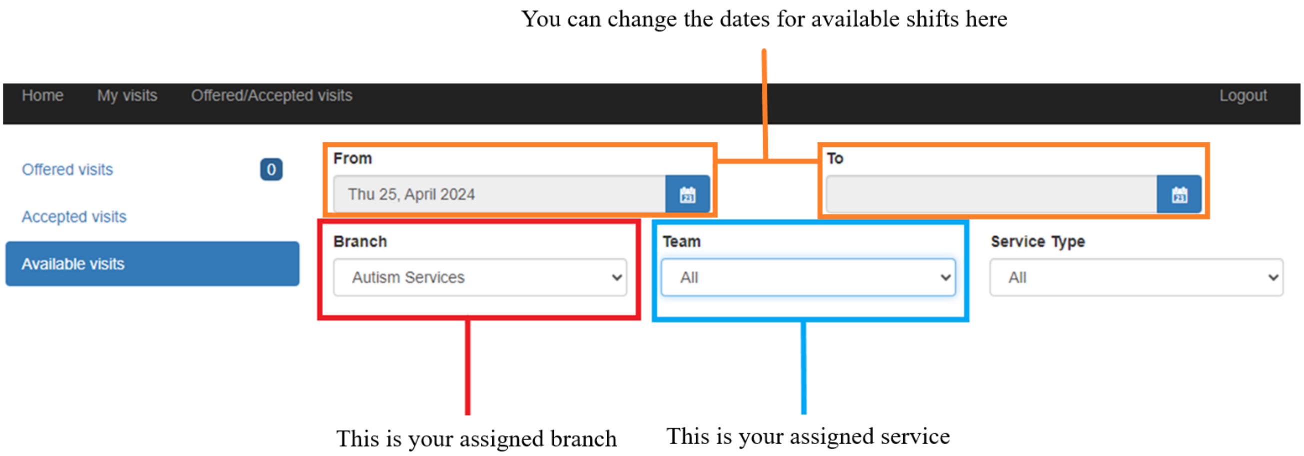
# PICKING UP AVAILABLE SHIFTS

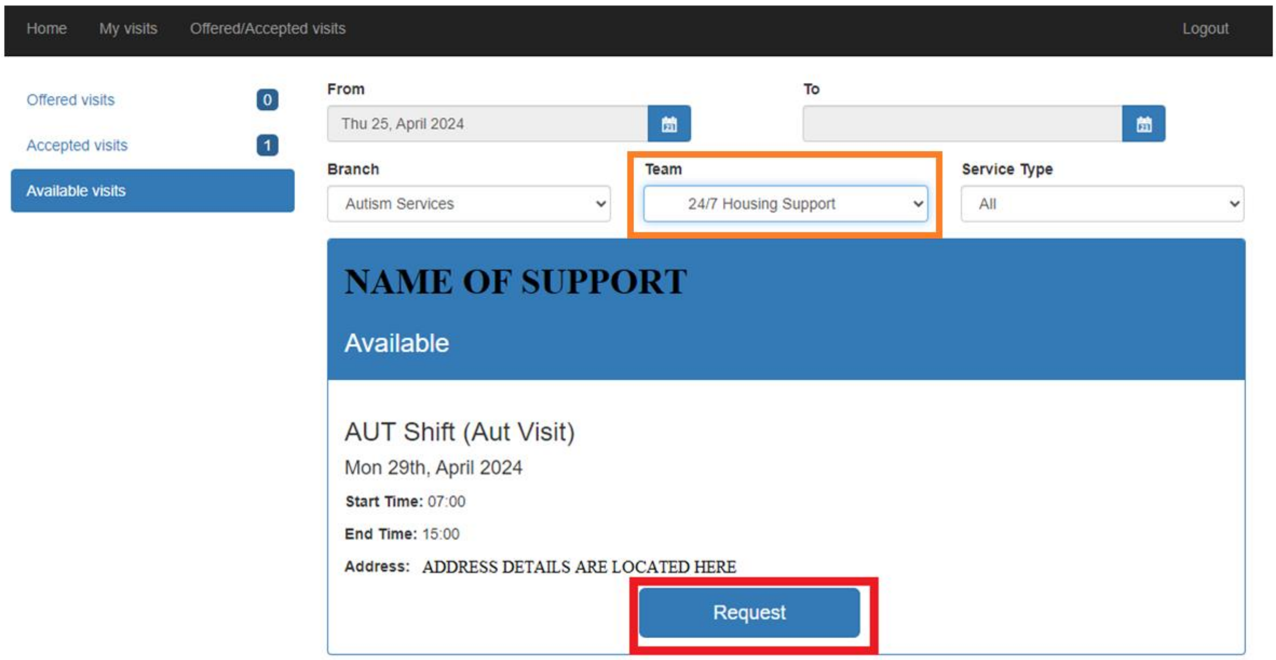



You can also pick up available visits depending on what branch and service you are assigned to.

To start, click on the Offered/Accepted visits button as shown highlighted in red.

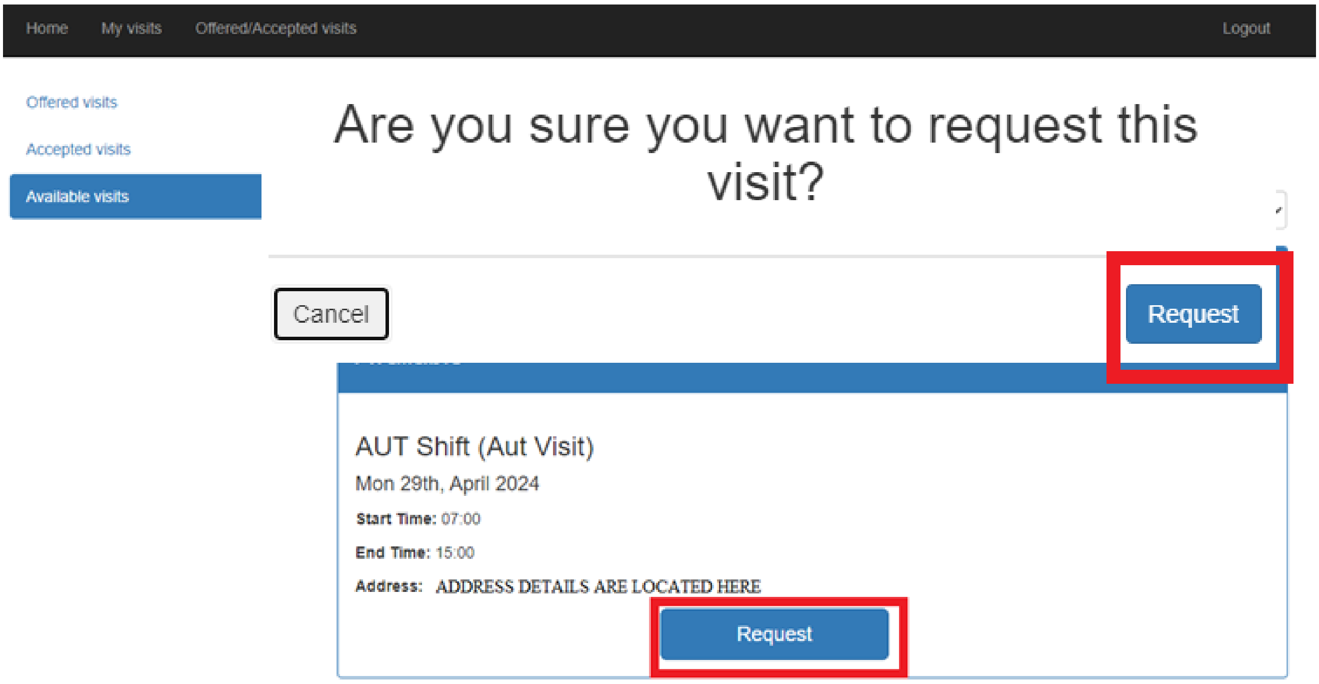
# To see available shifts:

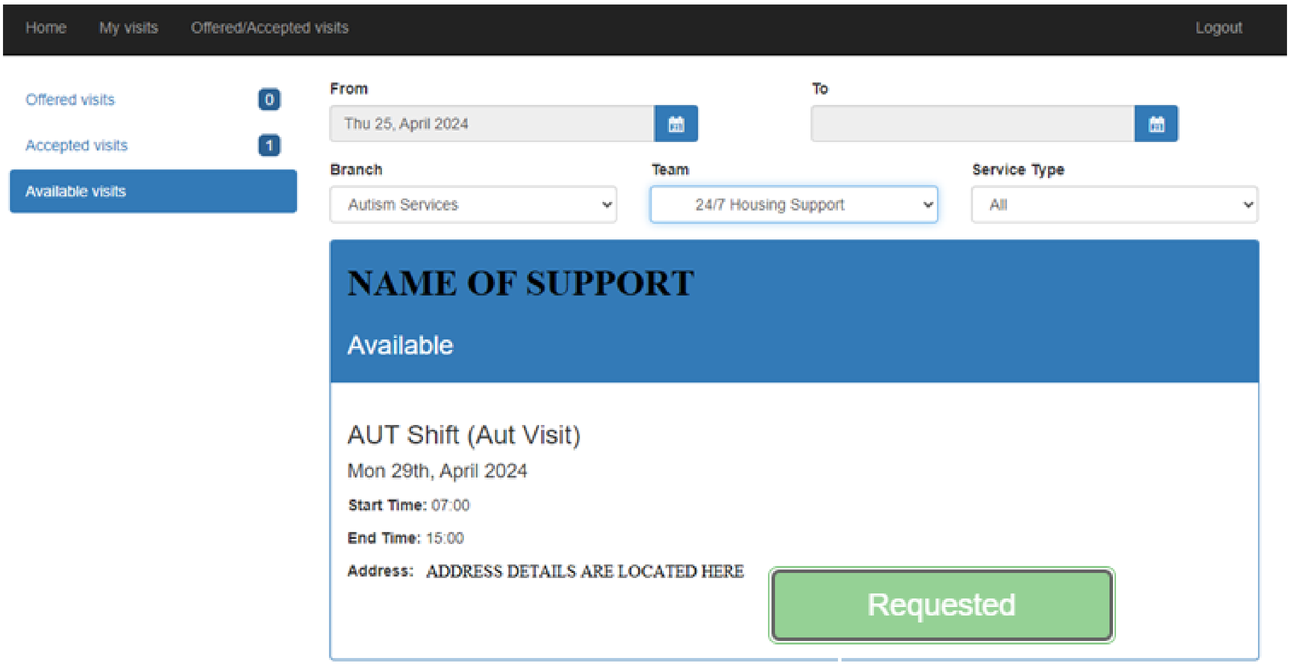



Using the Team drop down menu (highlighted orange), select a specific service to see if a visit is available.

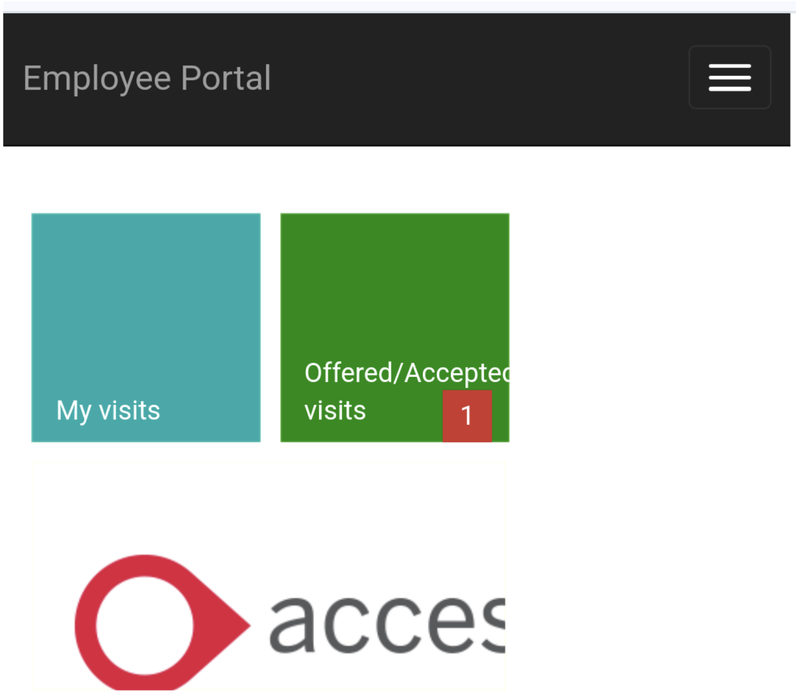
Click on the REQUEST button (highlighted red). Then click REQUEST again.



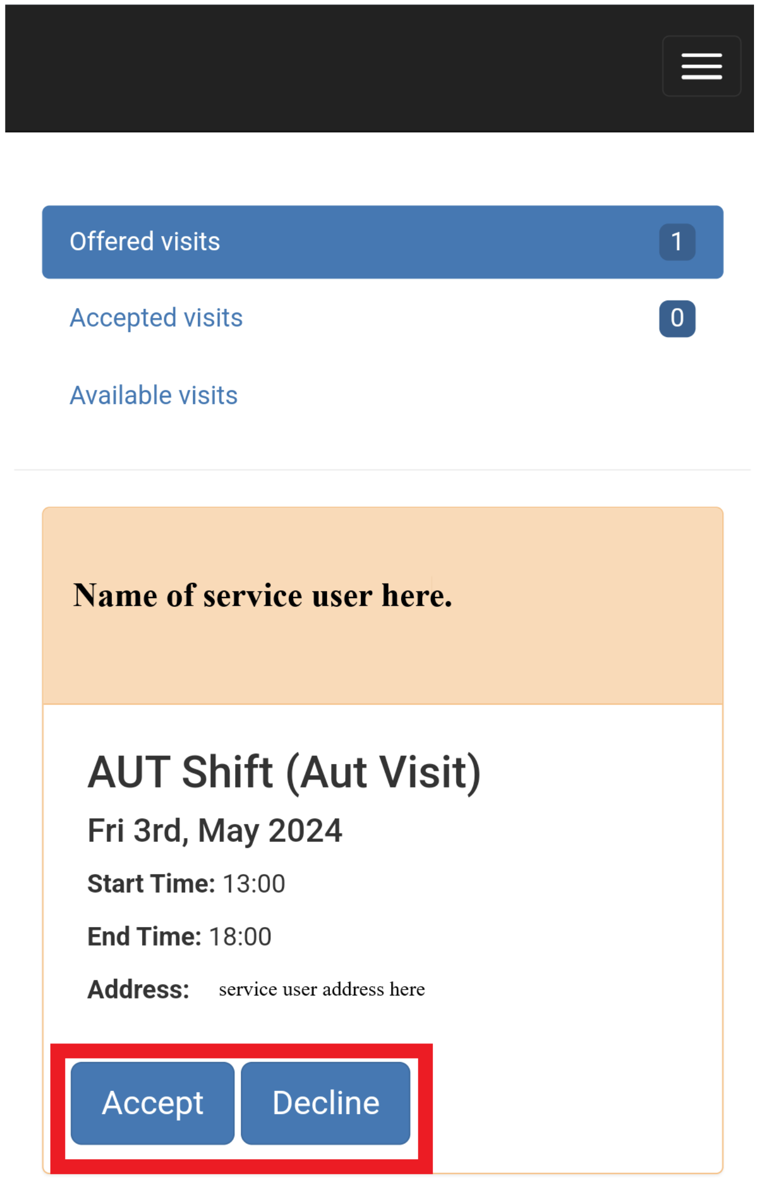



The visit has now successfully been requested and the office made aware. They will then in turn contact you with an outcome as soon as possible.

# Being offered shifts

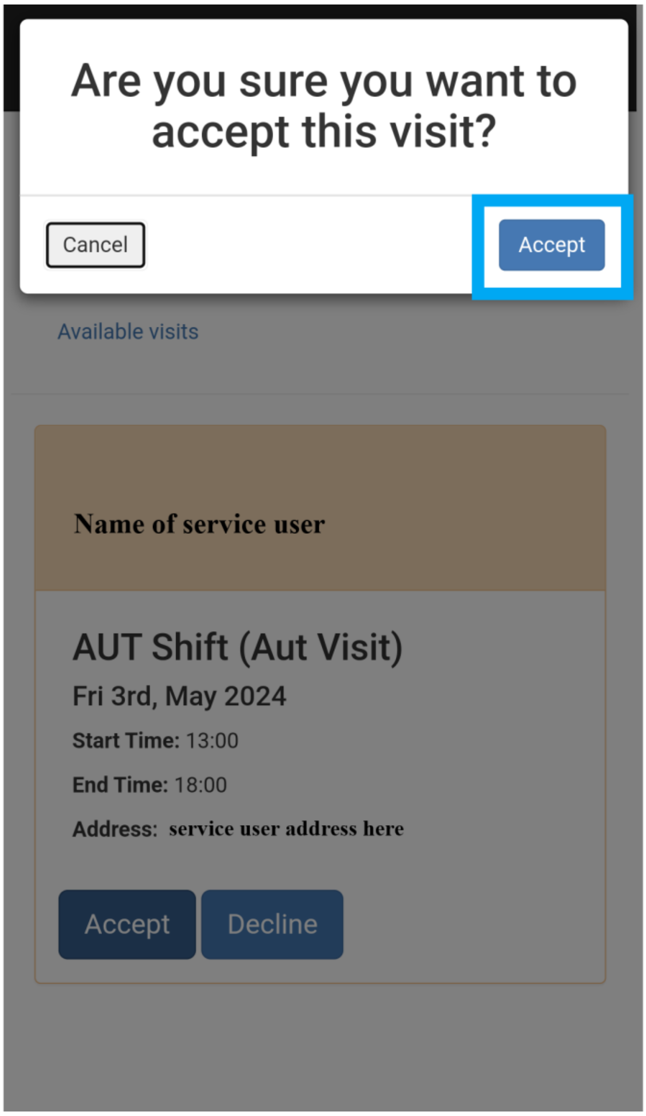



The office may offer available visits to support staff. They will appear on your Employee Portal depending on the number of visits that have been offered (in this case one)




The selected visit will be displayed at the bottom of the page.

You can either accept or decline the offered visit (highlighted red)




To confirm or decline the visit click on the box again.

(highlighted blue)

This will then send a notification to the office.

If you have accepted the visit it will appear on your rota and calendar.

Any questions please contact the office in the first instance:

01506 890 970

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# FAQS

- ***Do I need to register my phone?***

- Every member of staff needs to register their phone in order to use Access. I have been in touch with everyone to do this. If you are still needing to register, please complete the ***'how to download app'*** guide attached here. Once I receive your phone details, I will then email over your unique username and pin number.

- ***Do I need to register if I get a new phone?***

- If you have a new phone, it will still need to be registered. Please register your new phone following the ***'how to download app'*** guide for reference. A new unique username and pin number will be issued.

- ***How do I see my rota?***

- There is a calendar button situated top right of the app. Clicking through this will display your specific visits for the rota period. In addition to this there is a line at the top that says ***'previous & later tasks'.*** Previous tasks will display handovers from past visits and later tasks will show you future scheduled visits and who is assigned to them.

- ***Do I need to log in for every shift?***

- Yes, you do. Failure to log in will mean your shift won't register on the system. Please log in / log out for every visit on your schedule. Do this within the service user's home.

- ***What If I'm working with someone else. Do we both need to log in?***

- Yes, both members of support staff need to log in. If there are two members of support staff working the same shift, one would take the **'lead'** and complete the handovers notes, and the other would take the **'non lead'.** They would simply write in the **'add task note'** box (top of the visit) **'non lead'** for reference.

- **Handover:**

- Please complete your handover via the **'add task note'** at the top of the visit and **NOT** within the individual tasks at the bottom of the visit.

- It makes it very difficult for others to read the previous handover. Simply, **'complete'** the tasks at the bottom of the page and highlight in the overall handover if required. Please, no shorthand or abbreviations. Detail exact times such as when medication was taken or when incidents took place.

## OTHER CONSIDERATIONS

- Please be specific when completing your handovers.
- Handovers to be completed via 'the task note' at the top of the app and **NOT** within the individual tasks at the bottom.
- No slang or abbreviations.
- Please ensure you include specific times – administration of medication or when an incident/event took place for example.