Access System Policy & Procedure

Director Responsible: Director

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Approved by: SMT

DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
18.08.2018	Adele Houston	1st version	1
16.05.2019	Robert Krawcyzk	Creation of 2nd version	2
07.04.2022	Iain Dodds	Review of 2nd version	3
06.01.2025	Iain Dodds	Review of 3rd version	4

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CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	April 2022

1.   POLICY STATEMENT

The purpose of this policy and procedure is to define how Primecare Health LTD utilise the feature and benefits of the Access system, and actions required where the system is unavailable.

- To minimise the possibility of service failure reducing the risk of missed visits. Individual visits are monitored on a log in / log out basis and monitored hourly.
- Where phone signal isn't available, staff are to contact on call in the first instance.
- When new tasks are added to visits, staff are to 're sync' their phones to receive them
- To allow staff to focus on agreed preferences and outcomes.
- To promote more attention to delivering person centred care.
- To make information in care notes readily available detailing any current health concerns or issues requiring attention.
- To give families peace of mind by requesting access to care notes so they are up to date with any changes their loved ones may have.
- To have the ability to track service users who have been admitted to or discharged from hospital or respite.
- Is cloud based so it can be accessed from tablets and phones and gives access to information in the event of a server failure within Primecare Health LTD.

When there are system outages, staff must contact the office or on-call and update the notes at the earliest opportunity.

The Access system is not used as a call monitoring system. Staff should record entry and exit times a part of their evidence of service delivery.

Staff should ensure that they have the Access app on their phones and is pin protected for GDPR and Confidentiality purposes.

Staff should contact the office when registering a new phone.

Primecare Health LTD would always promote more contact time with individuals and less times on phones.

Staff to log into all calls on entry to service users' homes, or at the start of the service e.g. medication pick up.

Staff to log out of calls on exiting service users' homes, or at the end of the service provided.