

Access Care Planning App Policy & Procedure

Statement and Purpose of Policy

To promote employee focus on the correct use of the access care planning app within the client's electronic care plan' to ensure effective records and communication between employees.

Scope

All Serenta Homecare Employees

Policy

The access care planning app is maintained to facilitate the flow of information from one care visit to another. All employees are required to complete the electronic access care planning app at each visit provided. If for any reason they are unable to log onto the access care planning app they must contact the office so tasks and eMAR medication can be verbally given over the phone, tasks and eMAR can be signed off as they are completed by the office staff member.

It is the employee's responsibility to ensure the correct data is entered into the access care planning app i.e.:

- Sign each task of individually
- If a task is not completed leave a note to explain why
- Sign the eMAR as the medication is seen taken
- Add visit note to pass onto the next care worker regarding the client
- Complete all forms as applicable

A percentage of the Access Care Planning tasks are audited by the Quality & Compliance Officer or Registered Manager and any abnormalities actioned.

Any forms submitted regarding clients are actioned by a member of office.

Electronic copies of the clients care plan, tasks and eMAR may be viewed by external organisations given appropriate authorization and are the property of Serenta Homecare and should be retained for 6 years.

Procedure

Employee Responsibility

All employees are responsible for ensuring the following:

- Reading the previous tasks completed and visit notes
- Completing the tasks and visit note at the end of each visit
- Log in and out electronically at each visit inside the property
- Where the call is attended by two employees one care worker must be the primary carer and complete the tasks and visit note the second care worker must read through the notes and tasks to ensure these are correct then also leave a visit note
- Stating facts not opinions
- Only using abbreviations that will be recognisable to other employees
- Detailing any problems or concerns that have been identified in an additional note form then submit this.
- Noting any visitors in attendance at the visit on the visit note
- Informing the office via additional notes form of any concerns about the paperwork in the home or health of the client.

Document Control

Date Approved: June 2023

Target Audience: All Serenta

Homecare Staff Review

Date: June 2025

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