

FAQ – Nourish Community

***Please note will refer to CarePlanner as your Nourish Rostering system. We are currently in the process of rebranding. Nourish Community is your Care Planning platform.**

1. Is it 1 login for Nourish Rostering (CP) and Nourish Community?

No. We recommend you have 2 browser windows open.

Nourish Rostering (CP): <https://yourinstancename.care-planner.co.uk>

Nourish Community: <https://org.nourishcare.co.uk/login>

2. Can I make new Admin users for Nourish Community?

Yes you can create your own Admin users to access Nourish Community, however these profiles would initially start from Nourish Rostering (CP), and role amended/ upgraded in Nourish Community to become a user of Nourish Community. Please ask your Account Manager for a guide we have on this.

3. Do I build profiles in Nourish Rostering (CP) and Nourish Community?

Profiles are built in Nourish Rostering (CP) only.

4. How do I get profiles from Nourish Rostering (CP) to show in Nourish Community?

Please assign 1 region to the profile in Nourish Rostering (CP) (which is a region you have requested to sync to Nourish Community previously.) (Non mandatory – If your Client/Carer has an email address in their profile, this must be unique and not appear anywhere else in the system. If 2 Clients/Carers share an email address, you will need to either remove 1, or replace 1 with a different email address.)

5. How do my Carers see Nourish Community?

Nourish Rostering (CP) will remain your primary platform. Your Carers will not access Nourish Community.

6. When I view my Clients in Nourish Community, I can only see them within their own region, is there a view all option?

Not at this time. You can only view your Clients, per region.

7. I have some profiles on Nourish Community I don't recognize? – Frank, Rosemary, David, Nourish Support and Service Manager.

These are training profiles and access for us as superusers – you cannot remove these profiles. Please ignore them. You can use Frank to test anything you need instead of using a live Client profile.

8. Why cant I see my Care plan I made in Nourish Community, back in Nourish Rostering (CP)?

We advise you complete 95% of the Care plan in Nourish Community. Then go back into Nourish Rostering (CP) Clients profile > Care plans > tick 'Sync Care plan.' Back to Nourish Community > Finish the last 5% of your Care Plan 'Save & update' for the final time. 15-30 minutes later a PDF, read only copy will be visible back in the Client profiles in Nourish Rostering (CP) (Enabling the sync is a 1 off step. This can then be left ticked, so any updates will automatically pull through from Nourish Community. – After 15-30 mins.)

9. Can I build my own Care plans (per client)?

Click the Care plan tab in Nourish Community > press the + you can add in a folder/page. Once you have the page you can press the + again and add in a Care Plan.

10. Can I customise my own Care plan template – and use this as a default moving forward?

Yes, please contact your Account Manager or Nourish Community Support. **Please mention you are a Nourish Community customer.**

11. Can I build my own Assessments?

Assessments in Nourish Community, are of industry standard and signed off by a client lead.

Please ensure when searching for an assessment you are using industry terminology as it may already exist within the community Library. If you cannot locate the Assessment you are looking for you can request an Assessment to be added to the library. – Please note this would need approval from our Clinical lead, and is not guaranteed.

Please contact us. Log into Nourish Community > Support bubble (right hand corner) > Message > send us a message > talk with Nourish. **Please mention you are a Nourish Community customer.**

12. How do I document my Clients consent?

Log into Nourish Community > Click on your Client > Timeline > Teal Plus button > Consent > Complete / Upload a document.

13. Where do I see handover notes/ diary entries in Nourish?

As of 01/07/24, handover notes can sync to your Clients timeline in Nourish Community – Please email your Account Manager to request this – Please note, if you have already set up your Family portal and assigned the role of 'Family', once the handover sync is enabled these contact will automatically see all handover notes moving forward.

14. Do Carers use the Nourish Rostering (CP) or Nourish mobile app?

Carers will continue to use the Nourish Rostering (CP) app only.

15. Does Nourish Community have MAR Charts?

No. At this time, medication remains a feature you would use of Nourish Rostering (CP). Carers leave outcomes to these medications using the Nourish Rostering (CP) app.

16. What syncs over from Nourish Rostering (CP) to Nourish Community?

Client/ Carer profile: Title, gender, first name, surname, DOB, Health/NHS no, email address.

Once your 'Task mapping' has been completed, we can turn on the 'Appointment sync' feature. This populates information from Nourish Rostering (CP) to the Clients timeline in Nourish Community inc: Optional check in/out notes, actual times (call monitoring), Carer assigned and tasks. As of 01/07/24 you can also request via your Account Manager to have the 'Handover note sync' enabled – this will pull through all new handover notes from the Nourish Rostering (CP) app to your Clients Timeline in Nourish Community. Please note, if you have already set up your Family portal and assigned the role of 'Family', once the Handover sync is enabled these contact will automatically see all handover notes moving forward.

17. What syncs from Nourish Community to Nourish Rostering (CP)?

Care plans only.

18. My Assessment are in read only view & I cant edit it?

Once you have saved an Assessment, it is then read only. You cannot edit this. If you needed to make a change, you will need to recomplete this.

19. How to I edit my Care plan in Nourish Community?

To make a change to a Care plan, you will need to click 'Update Care Plan' – You can then update this section and save with a amber, green or red tick.

20. Why doesn't my Clients Timeline in Nourish Community show more information, such as tasks, clock in/out times?

Please contact your Account Manager – Please mention no information from Nourish Rostering (CP) is syncing to Nourish Community – We can then discuss, 'Task mapping', 'Appointment sync' and 'Handover sync.'

21. How do I add more critical information options?

Allergies, intolerances, medical conditions, mobility aids, medical procedures are already built into the system, when completing an Assessment or Care plan you can choose from a prepopulated list. If what you are looking for is not listed, please contact us. Log into Nourish Community > Support bubble (right hand corner) > Message > send us a message > critical information. **Please mention you are a Nourish Community customer & message us your request.**

22. How do I set up GP connect?

Log into Nourish Community > Support bubble (right hand corner) > help > search 'GP Connect for Nourish Community' > once you have completed the steps > please contact your Account Manager, who can put you in touch with our Integrations Team to enable this.

23. Do you have body maps/ incident forms my Carer can complete in the field?

At this time, we do not have the functionality to complete this using the Nourish Rostering (CP) mobile app. Request for this functionality has been provided in feedback.

24. Is the Family/Client portal an app or browser?

The portal is accessible via a web browser/ safari if using a mobile, not an app. Steps on how to set up can be found below.

25. How do I set up the Family/Client portal.

Add family and friends via the Family Circle in Nourish Community. Complete the mobile number and email address fields as a mandatory requirement. The email address must be unique and not exist in any other contact or profile within Nourish. Once created > click on the contact, scroll to the bottom 'Family portal' and toggle on 'Access to the family portal' & choose the family portal role based on what you would like this person to see.

A 1 off passcode is sent as a text.

An email is then sent to the contact containing the website (URL link), In which to access the family portal.

26. How do I get support with Nourish Community?

Log into Nourish Community > Support bubble (right hand corner) > Message > send us a message > talk with Nourish. **Please mention you are a Nourish Community customer.**

These are real people. Available 365/7 days a week. Response time will vary depending on number of enquires.

There are also lots of self-help article within the support feature. Nourish are not contactable by phone.

Alternatively please contact your Account Manager.