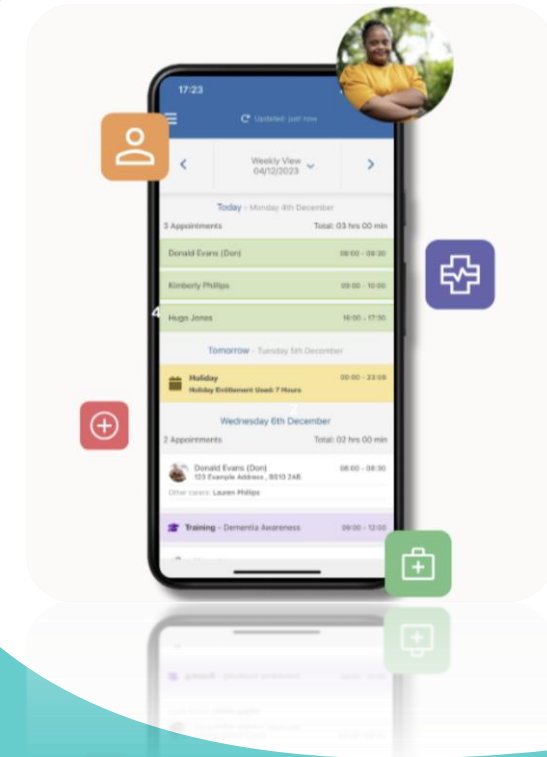


Nourish Community

Welcome to your Digital Transformation pack. This has been designed to enhance your skills and provide essential information about Nourish Community.



This is a high-level overview of how to navigate Nourish Community.



Throughout this digital familiarisation pack, we will refer to CarePlanner as your Nourish Rostering system. We are currently in the process of rebranding. Nourish Community is your Care Planning platform.

Nourish Rostering (CP) is your primary platform. Nourish Community will act as an extension of this, predominately used by your Admin team.

Your carers will continue to use the Nourish Rostering (CP) mobile app.

Glossary

Internet Browser (e.g. Google Chrome) – A software programme used to display information, typically to access web pages.

Integration team – The Nourish team responsible for ensuring the synchronisation of systems and data. They also provide you with your log-in details for Nourish Community.

SNOMED - Terminology that is used and recommended by the NHS (Clinical vocabulary for use in an electronic health record.)

Appointment sync - A feature that must be enabled to synchronise appointment information and tasks from Nourish Rostering (CP) to Nourish Community.

Sync - Short for “Synchronise”. This ensures two or more things work in harmony - typically by moving data from one place to another. An example of this would be the care plan from Nourish Community to Nourish Rostering (CP) to show in the Clients’ profile and on the mobile app.

Mapped regions - Regions used to segregate Clients and Carers into groups, typically based on the team managing them, the type of care they receive or their location. Mapped regions are those you agree to sync from Nourish Rostering (CP) to Nourish Community.

Mandatory field - A field that must be filled out and completed. These are identified with a black or red asterisk (*)

Toggle – A switch to change between two options, for example “on” or “off”.

Tasks - A list of items or support needs completed during an appointment, created from Nourish rostering (CP) such as Breakfast, Laundry and Shopping.

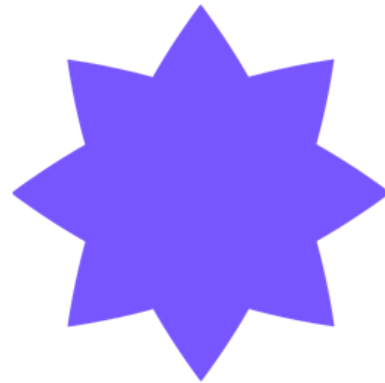
Timeline - A sequence of events for an individual Client. Information will sync from Nourish Rostering (CP) to Nourish Community onto the ‘Timeline.’ This will include assessments within Nourish Community.

Interactions - These appear on the Client’s timeline in Nourish Community. This is any exchange with the Client, this could be a Task, an Assessment or Care plan.

Circle of Care /Portal or Family Portal – The Circle of Care consists of contacts such as a family, friends, or healthcare providers. From here an additional feature can be enabled to allow for Family Portal access. This provides specific Client information via the web browser in a read-only format, providing reassurance to loved ones. There are 3 levels of access that can be chosen.

GP Connect - A feature that allows Health and Social care providers to have access to GP Records for people supported (available for services in England only).

Knowledge Check



Nourish Community Adoption

Nourish Community has been built with the user in mind.

For optimal product adoption we recommend you implement a Client onto the system as you work through this Digital Transformation Pack.

Upon completion of this, you will have successfully onboarded a Client.

To confirm product knowledge an interactive quiz has been provided as a final step.

Nourish Community Functionality

Nourish Rostering (CP) is your primary platform for scheduling Client appointments, assigning care tasks, managing medication, coordinating staff, and generating detailed invoices and timesheets. Nourish Community is an extension of this by helping you assess client needs, develop personalised care plans, connect with Clients' families via the Family Portal, and integrate with GP Connect. Nourish Community will help you streamline care management and enhance communication across care networks

Nourish Community Functionality:

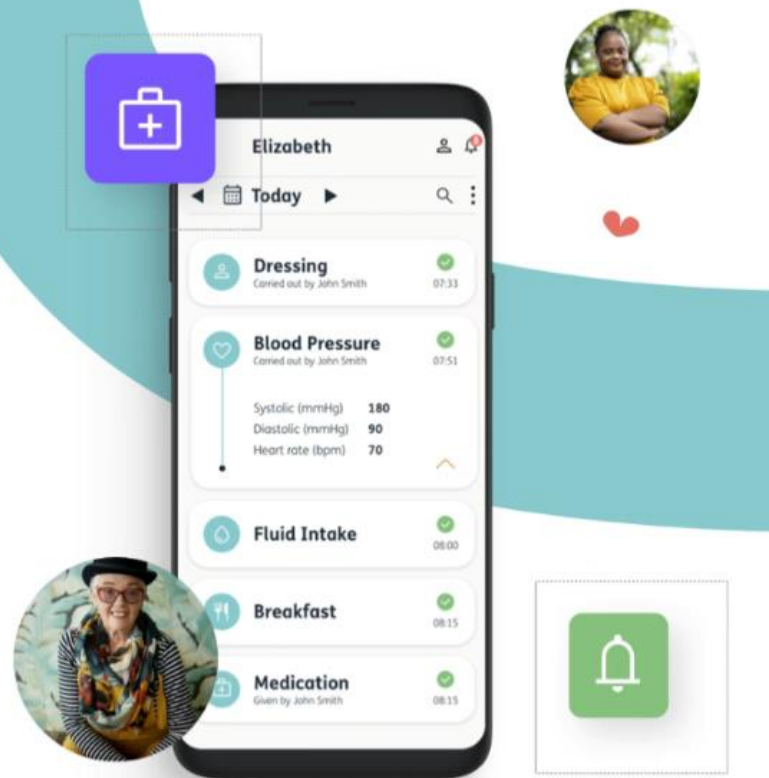
- Assessment Library
- Care Plan template
- Family portal
- GP Connect (England only)
- Reporting



Navigation Tour



Nourish Community



*Play me



Recommended Workflow

Follow the below set up:

Start with 1 profile at a time. This shows what digital care planning looks like for 1 Client and ensures all review dates are not due at the same time resulting in a large workload in 3-6 months/ upon review.

- > Update relevant Profile data
- > Assessment(s) 'Community Care Needs Assessment' (recommended) as the Initial assessment tool
- > Timeline - Appointment sync and Handover sync (liaise with your Account Manager for more information on this)
- > Completing Care Plans
- > Adding contacts to the Circle of care
- > Enabling the Family portal
- > GP Connect set up

Logging In

Login details:

Nourish Community login details will be provided to you by our Integrations team.

Browser Recommendation:

- Open Nourish Rostering (CP) in one internet browser window.
- Open your Nourish Community in another internet browser window.
- Use Google Chrome for both



Profile Sync

Follow the below steps:

Clients & Carer profiles start in Nourish Rostering (CP.)

To sync this profile from Nourish Rostering (CP) to Nourish Community, you need to have **1** mapped Region assigned.

*It's important to note, should the Client/Carer have an email address in their profile, this must be **unique**, however this is not a mandatory field.

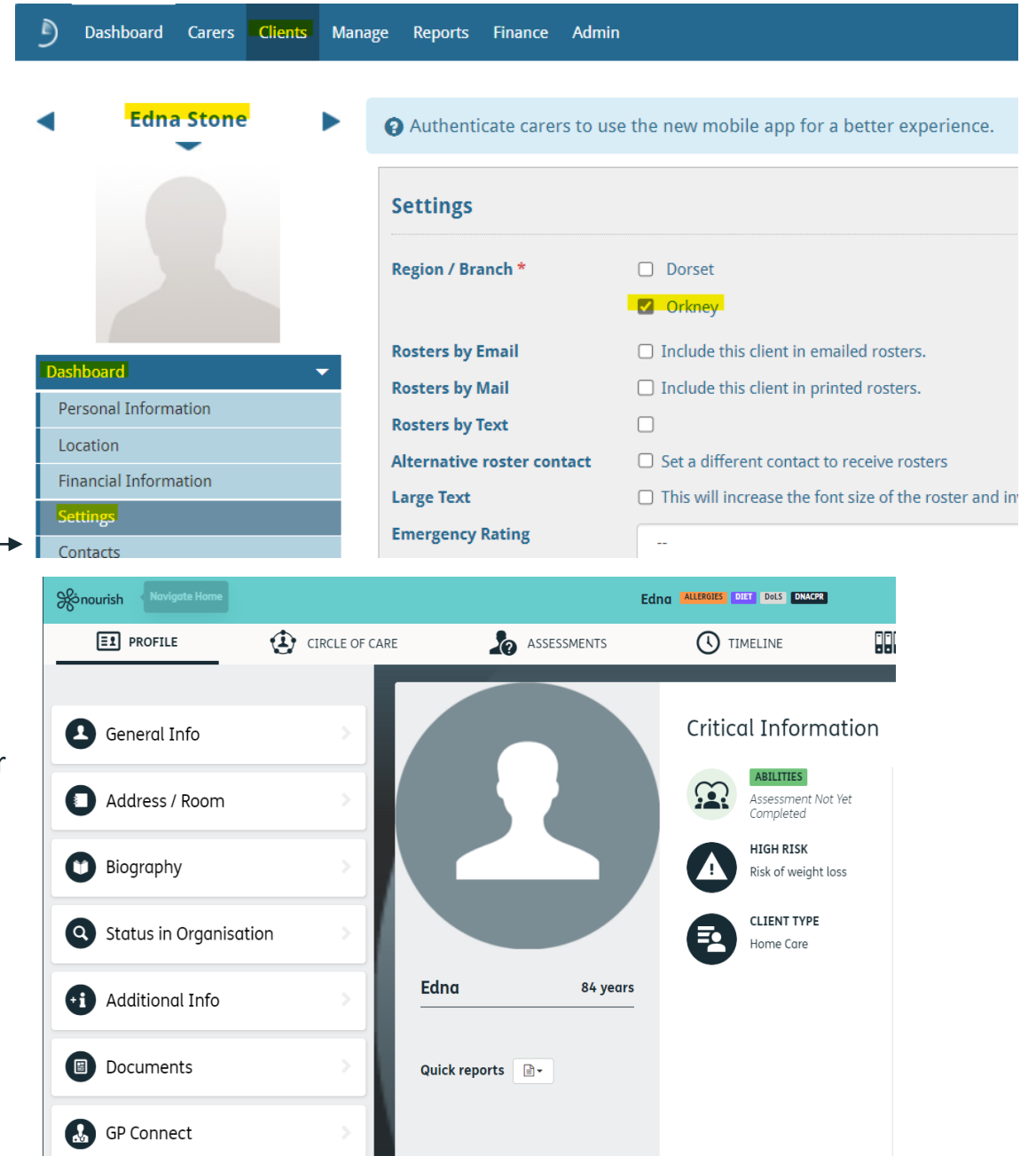
How to allocate a profile to an existing region:

Nourish Rostering (CP) > Clients/ Carer (top blue bar) > Choose Client/ Carer > Dashboard (under their name) > Settings > Select Region > Save.

> The profile then syncs.



Nourish Community

The screenshot displays the Nourish Rostering (CP) interface. At the top, a navigation bar includes links for Dashboard, Carers, Clients (highlighted), Manage, Reports, Finance, and Admin. Below this, a profile for 'Edna Stone' is shown with a placeholder image. A dropdown menu under the profile name lists options: Dashboard (highlighted), Personal Information, Location, Financial Information, Settings (highlighted), and Contacts. To the right, a 'Settings' panel is visible, showing 'Region / Branch' with 'Orkney' selected (indicated by a yellow highlight and a checked checkbox). Other settings include 'Rosters by Email', 'Rosters by Mail', 'Rosters by Text', 'Alternative roster contact', 'Large Text', and 'Emergency Rating'. A notification banner at the top right states: 'Authenticate carers to use the new mobile app for a better experience.'

Below the main interface, a smaller screenshot shows the 'Nourish Community' profile view for 'Edna'. The top navigation bar includes 'PROFILE', 'CIRCLE OF CARE', 'ASSESSMENTS', and 'TIMELINE'. The 'PROFILE' tab is active, showing a list of sections: General Info, Address / Room, Biography, Status in Organisation, Additional Info, Documents, and GP Connect. On the right, 'Critical Information' is displayed, including 'ABILITIES' (Assessment Not Yet Completed), 'HIGH RISK' (Risk of weight loss), and 'CLIENT TYPE' (Home Care). The profile name 'Edna' and age '84 years' are shown at the bottom of the profile card.

Profile Sync

It is important to note, profiles sync from Nourish Rostering (CP) to Nourish Community only.

This is referred to as a 1-way sync.

This means all profiles are built in Nourish Rostering (CP) and sync to Nourish Community.

If you need to make changes to the Client's profile including:

- Title
- First name
- Surname
- Date of birth
- Health/ NHS no.
- E-mail address

This must be made in Nourish Rostering (CP) which will update the profile in Nourish Community.

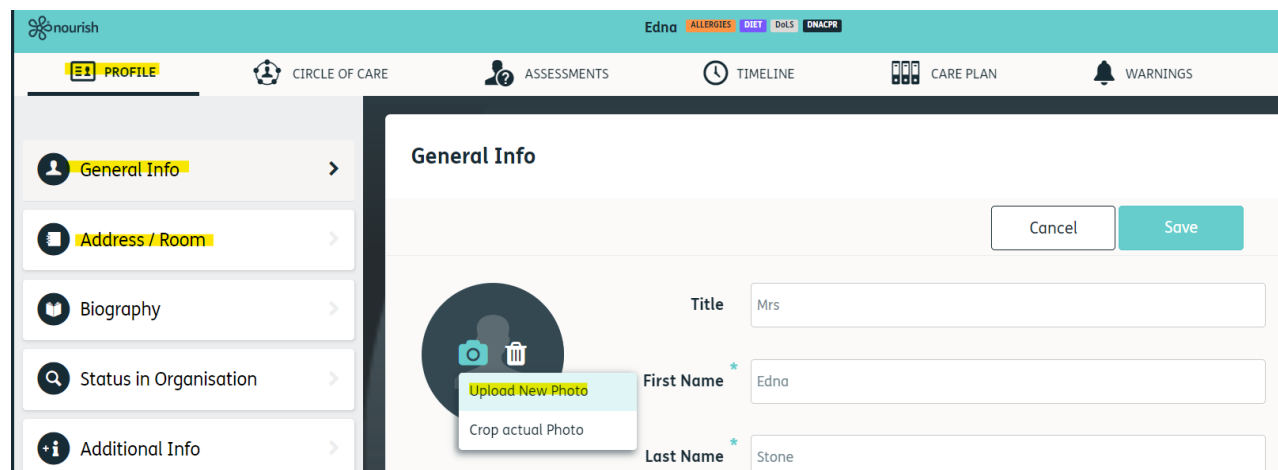


Update Profile Data

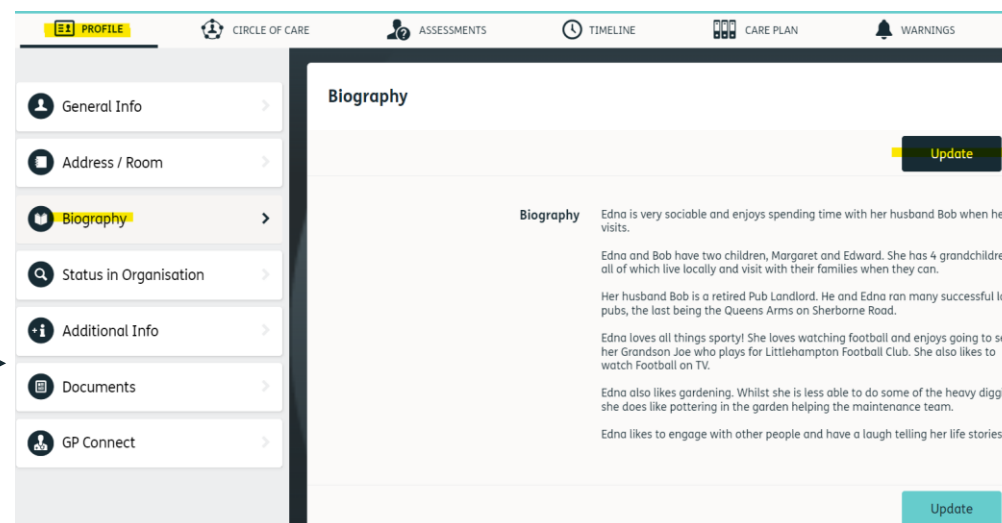
Profile information which will sync from Nourish Rostering (CP) to populate a Clients profile in Nourish Community will include:

Title, First name, Surname, Date of birth, Health/ NHS no, Email address and Region

You may consider completing further information here however some information will already exist in Nourish Rostering therefore this is only if you want to. We would, however, recommend completing information such as Address and Biography and uploading a photo.



The screenshot shows the Nourish Community interface for a client named Edna. The top navigation bar includes tabs for PROFILE, CIRCLE OF CARE, ASSESSMENTS, TIMELINE, CARE PLAN, and WARNINGS. The left sidebar lists profile sections: General Info, Address / Room, Biography, Status in Organisation, and Additional Info. The main content area is titled 'General Info' and contains a profile picture placeholder with an 'Upload New Photo' button and a 'Crop actual Photo' option. Below the photo are input fields for Title (Mrs), First Name (Edna), and Last Name (Stone). 'Cancel' and 'Save' buttons are at the top right of the form.



The screenshot shows the Nourish Community interface for the same client, Edna, but with the 'Biography' section selected. The left sidebar highlights 'Biography'. The main content area is titled 'Biography' and contains a text area with a placeholder 'Edna is very sociable and enjoys spending time with her husband Bob when he visits.' Below this is a large text area containing a sample biography for Edna. An 'Update' button is located at the bottom right of the text area.



Critical Information Dashboard

The **Critical Information Dashboard** is created by completing assessments for the Client regarding specific aspects of their care and welfare. From the corresponding assessments being completed, a reflection will be shown here.

Here you can see important information in regard to the Clients Abilities, Allergies, Diet, Intolerances, Medical conditions and High Risks.

Edna

ALLERGIES

DIET

DoLS

DNACPR

CARE

ASSESSMENTS

TIMELINE

CARE PLAN

WARNINGS



Edna

84 years

Edna is very sociable and enjoys spending time with her husband Bob when he visits.

Edna and Bob have two children, Margaret and Edward. Sh... [SHOW MORE](#)

ABILITIES

Assessment Not Yet Completed

HIGH RISK

Risk of weight loss

CLIENT TYPE

Home Care

ALLERGIES

Amoxicillin

Aspirin

Peanuts

Tree nut

INTOLERANCE

Gluten Intolerance

DIET

Cup with built-in straw

Low sugar diet

Regular (IDDSI 7)

Thin (IDDSI 0)

MEDICAL CONDITIONS

Chronic kidney disease

Diabetes mellitus type 2

Fall sensor detector

Permanent cardiac pacemaker

Wristband alarm

Badges

Edna

ABILITIES

ALLERGIES

DIET

DoLS

DNACPR

ASSESSMENTS

TIMELINE

CARE PLAN

As assessments are populated badges next to the person’s name will populate at the top of your screen, including Abilities, Allergies, Diet, DoLS (Deprivation of Liberty Safeguards) and DNACPR (Do not attempt cardiopulmonary resuscitation).

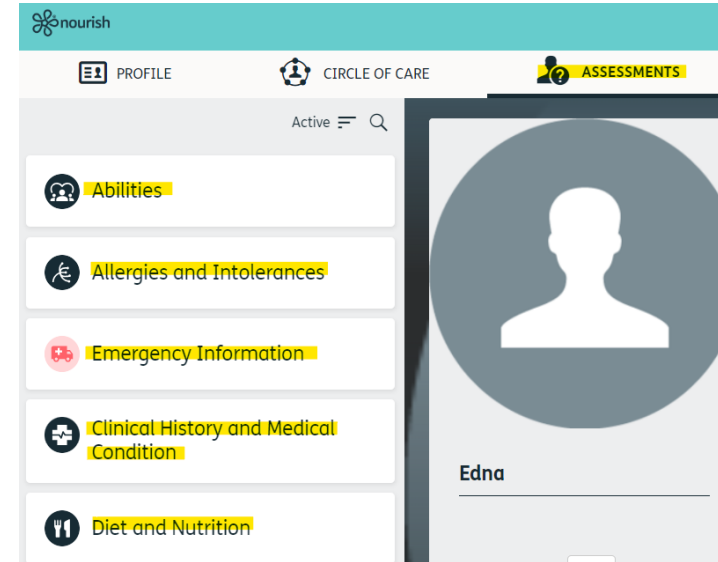
Assessments

An assessment is used to find out what needs the person has and what support is needed from us.

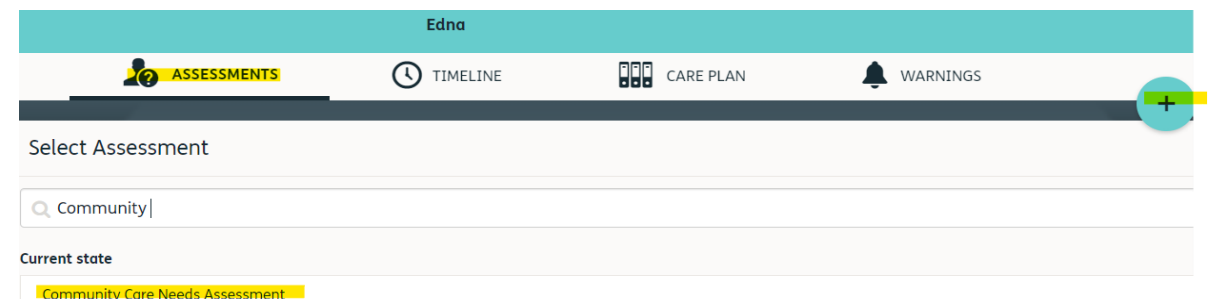
Our industry standard Assessment library can be accessed by the 'Assessments' tab (at the top) and searching the library by the blue + (top right.)

When a new Client syncs from Nourish Rostering (CP) 5 Interactions / Assessments will appear on your Clients Assessments tab – Ready to be completed.

As you add more Assessments from the library, the Assessments screen (on the left) will vary depending on the person's status and identified needs. To complete an added Assessments from the list, 'select' on the left side of the page. Once completed, the latest version of these assessments will be stored on this page.



We Recommend completing the 'Community Care Needs Assessment' as an initial assessment tool, which can be completed from the Assessments tab, by searching the library by the blue + (top right.)



Assessments

Any question marked * is mandatory and will need answering “yes” or “no” to proceed to the next question. Typically, answering “yes” will prompt additional questions or require more details. Remember to save when completed.



Community Care Needs Assessment

Medical History

Does Edna have any known past medical conditions? *



Yes



Information not available



None known

Known past medical conditions *

Select from the list below

Save

Q Type here

All Options:

Congenital pontocerebellar hypoplasia type 1

Congenital pontocerebellar hypoplasia type 1

Congenital pontocerebellar hypoplasia type 1

In most sections you can search for an option by starting to type it in. Please ensure you are using SNOMED terminology (Clinical vocabulary for use in an electronic health record.) More common options will appear at the top, through if you can't see the option you're looking for, please contact Nourish Support. (Bottom right hand corner > Message us > Critical Information.) Once you have completed the assessment save it using one of the buttons at the bottom of the page.



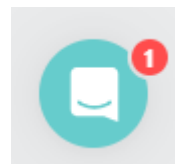
Save with a
low warning



Save & Complete



Save with a high
warning



***Once you save as assessment, you cannot edit it. Upon review you will need to recomplete the assessment.**

Assessments

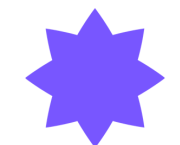
Community Care Needs Assessment

Once you have completed the information in the Community Care Needs Assessment, you may notice further actions have triggered, (at the bottom of the assessment) based on the details you have provided.

This will prompt you to complete further assessments, ensuring you are completing a thorough understanding of this person's requirements.

The actions will differ depending on the information inputted for each person.

These assessments will automatically add to your Client's Timeline.



 **Actions**

- ☒ We need to do an abilities assessment
- ☒ We need to do a communication assessment
- ☒ We need to assess their clinical history
- ☒ We need to assess their diet and nutrition
- ☒ We need to assess their allergies and intolerances

Timeline and Appointment sync

When an assessment is complete it will appear on your Assessment tab. This will also display your Client's Timeline (on the day it was completed.)

In addition to this, due to functionality of 'Appointment sync' and 'Handover sync' information will sync from Nourish Rostering (CP) to the Client's Timeline in Nourish Community including:

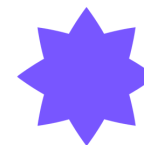
- Actual start/end appointment times
- The assigned carer
- Optional check in / out notes
- Tasks (Interactions) from Nourish Rostering (CP) - If allocated on an appointment.
- Handover notes

***For further support on 'Appointment sync' & 'Handover sync' please contact your Account Manager**

Your Client's Timeline will also display Assessments and Care Plans due for review on that day.

TIMELINE		
	Appointment Start	09:02
	Carer 1: Tom Hawkins	
	Breakfast	09:12
	Carer 1: Tom Hawkins	
	Cleaning	09:23
	Carer 1: Tom Hawkins	
	Allergies and Intolerances	19/02/2024 11:20
		
	Handover Notes	11:28
	Carer 1: Tom Hawkins Carer 1 Notes: Left Adrian in bed after helping Daniel with the hoist.	

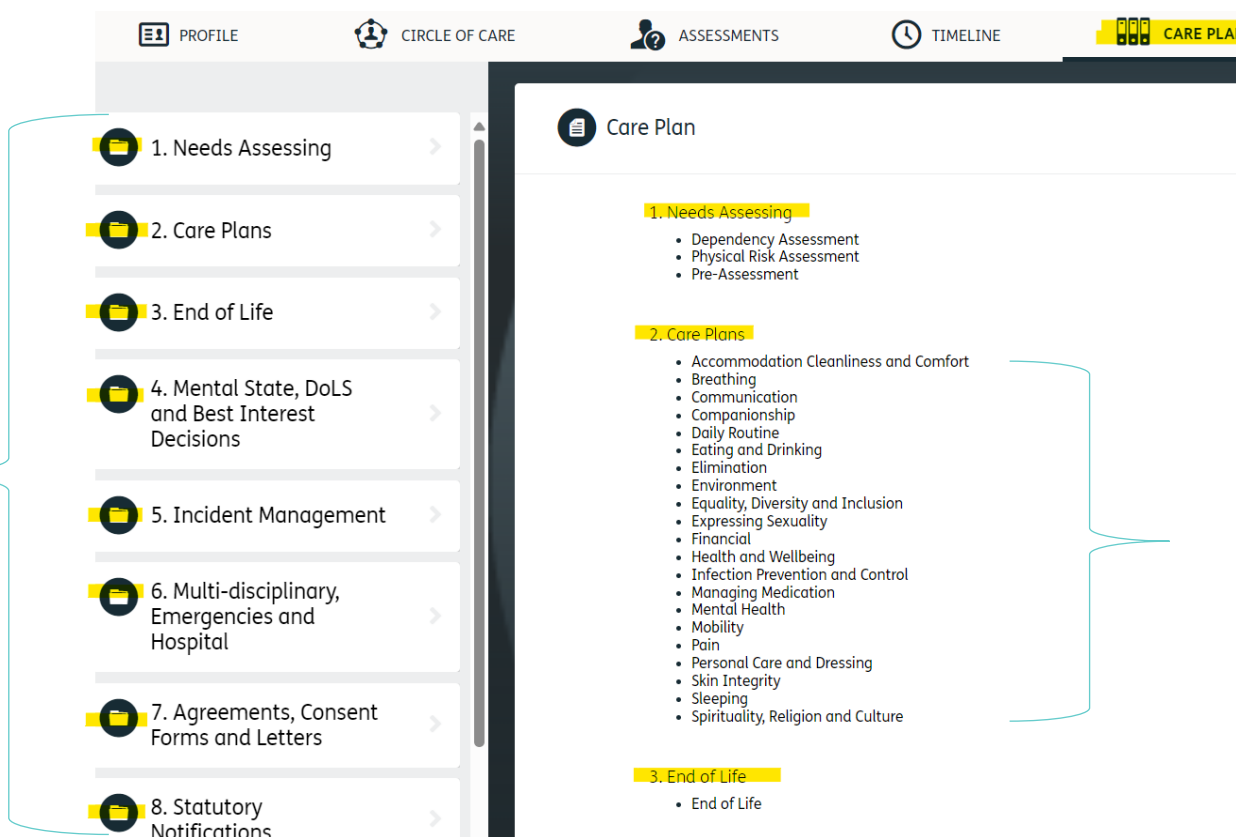




Care Plans

The Care Plan should be a record of what the support need is, what we want out of the support (planned outcomes) and how precisely we are going to meet the needs and ensure the outcomes are met.

Folders

The screenshot shows the Nourish Care Plan interface. At the top, there are navigation tabs: PROFILE, CIRCLE OF CARE, ASSESSMENTS, TIMELINE, and CARE PLAN (highlighted in yellow). On the left, a sidebar lists eight folders, each with a folder icon and a right-pointing arrow:

- 1. Needs Assessing
- 2. Care Plans
- 3. End of Life
- 4. Mental State, DoLS and Best Interest Decisions
- 5. Incident Management
- 6. Multi-disciplinary, Emergencies and Hospital
- 7. Agreements, Consent Forms and Letters
- 8. Statutory Notifications

The main content area displays the 'Care Plan' page. It has a header 'Care Plan' with a document icon. Below it, the content is organized into three sections, each with a yellow header and a list of items:

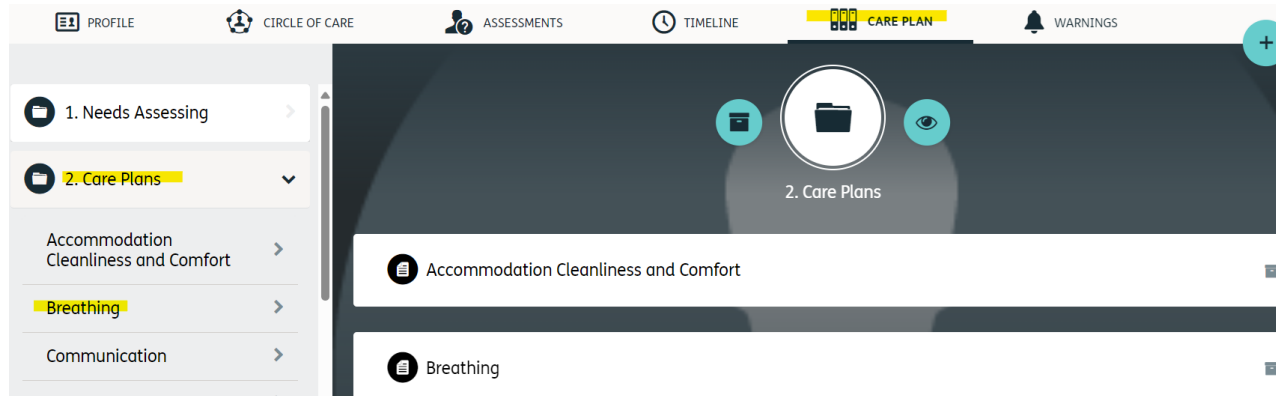
- 1. Needs Assessing**
 - Dependency Assessment
 - Physical Risk Assessment
 - Pre-Assessment
- 2. Care Plans**
 - Accommodation Cleanliness and Comfort
 - Breathing
 - Communication
 - Companionship
 - Daily Routine
 - Eating and Drinking
 - Elimination
 - Environment
 - Equality, Diversity and Inclusion
 - Expressing Sexuality
 - Financial
 - Health and Wellbeing
 - Infection Prevention and Control
 - Managing Medication
 - Mental Health
 - Mobility
 - Pain
 - Personal Care and Dressing
 - Skin Integrity
 - Sleeping
 - Spirituality, Religion and Culture
- 3. End of Life**
 - End of Life

Pages (these are within the folders)

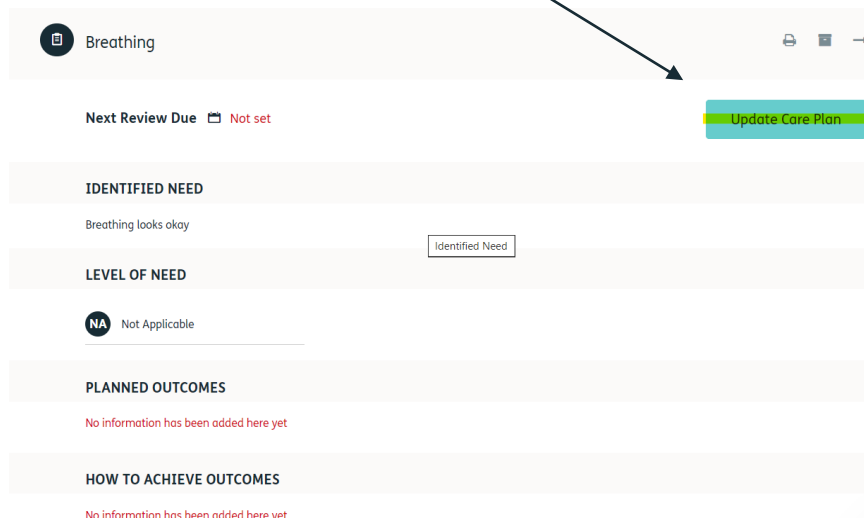


Care Plans

To complete a Care Plan > Care Plan tab (at the top) > Choose the folder on the left (Care Plans) > Click the Care Plan you want to complete (in this example 'Breathing.')



> Update Care Plan button



> If you would like this Care Plan to be added to your Emergency Admission Pack/ Hospital Passport you can toggle this on. This is in the top right corner of each Care Plan.



***Toggling on the above feature, should be for high priority Care Plans, not all.**

Care Plans

- NA Not Applicable
- NA Not Applicable
- 0 Independent
- 1 Low Need
- 2 Moderate Need
- 3 High Need
- 4 Severe Need

IDENTIFIED NEED

Write identified need here...

LEVEL OF NEED

NA Not Applicable

PLANNED OUTCOMES

Write planned outcomes here...

HOW TO ACHIEVE OUTCOMES

Write how outcomes will be achieved here...

INTERACTIONS

Description

Write interaction description here...

RISKS

Write risk title here...

Write risk actions here...

Likelihood

4 High

Impact

3 Undesirable

Risk

12 Score

RESPONSIBLE PERSON(S)

Assign responsible carers...

Identified Need: Write any of the needs you have identified in this section.

Level of Need: Choose the level of need. Nourish do not give advice on this. This is based on your assessment.

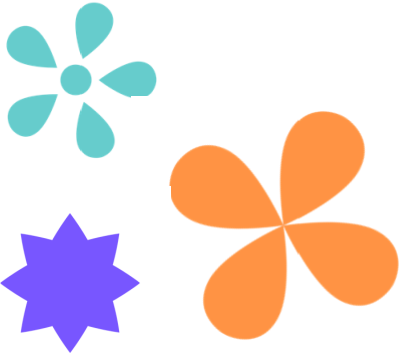
Planned Outcomes: Write what you/ they would like to achieve.

How to Achieve Outcomes: Detail the actions or how you are going to achieve the planned outcomes

Interactions: Link interactions (Tasks)

Risks: Risks associated. Likelihood & Impact. **Any risk over 12 is a high risk.**

Responsible Persons: You can assign any colleagues names into the section, who will be responsible for this area of Care Plan - For example a Key worker.





Care Plans

When you have nearly finished your **final** Care Plan in Nourish Community, you will need to turn on the Care Plan sync for the Client in Nourish Rostering (CP)

Log into Nourish Rostering (CP) > Clients (top blue bar) > Choose Client > Care Plans tab (on the left) > 'Tick' Sync Care Plan > Save (You only need to do this once per Client.)

Dashboard

Care Plans

Carers

Manage

Reports

Finance

Admin

Edna Client



Dashboard

Diary

Schedule

Roster

Call & Care Monitoring

Medication

Respite

Checklist

Tasks

Requirements

Care Plans

Sync Care Plan with  nourish

☒ Sync Care Plan

Automatically generate and upload care plan PDFs whenever Care Plan Needs are updated in Nourish

Save

Display Care Plans in Mobile App - ON.

To change whether to display Care Plans in the Mobile App, go to [Admin > Care Plans](#).

Active Care Plan

No active care plan for this client.



No Active Care Plan

Upload

***Please note, the Care Plan sync time may take up to 15-30 minutes approx. to sync to Nourish Rostering (CP.)** The system has been designed this way to ensure that, if you were to make several edits to the Care Plan in a row, all of this data would be captured before syncing to Nourish Rostering.

> Back to Nourish Community > Save the final Care plan.

Next Review Due 

18/09/2024

Cancel update



eanne Ware





Care Plans

Once the Care Plan has sync'd, the Care Plan will be available to view in Nourish Rostering (CP) in a PDF read only format.

The Care Plan will also be available to view by Carers who support this Client using the Nourish Rostering (CP) Mobile app. – Should this feature be enabled.

?

Display Care Plans in Mobile App - **ON**.
To change whether to display Care Plans in the Mobile App, go to [Admin > Care Plans](#).

Active Care Plan



Care Plan - Stella M...

Review date: 11/09/2024 - 85 days to go

Assessed date: 11/06/2024 Assessed by: Tom Hawkins

Upload date: 11/06/2024 File size: 144.85KB

Summary message to carers:
Created on Nourish at 12:36:12 11/06/2024

Expire

Replace

Nourish Rostering web browser

4:31

Appointment

Stella McEvoy

Scheduled: 09:00 - 10:00

NOT STARTED

Summary

Notebook

Info

Contacts

CLIENT INFO

Stella McEvoy

Address: 99, TA9 4HR

Monitoring method: APP

CLIENT DOCUMENTS

Care Plan - Stella McEvoy

165 KB

Nourish Rostering Mobile app

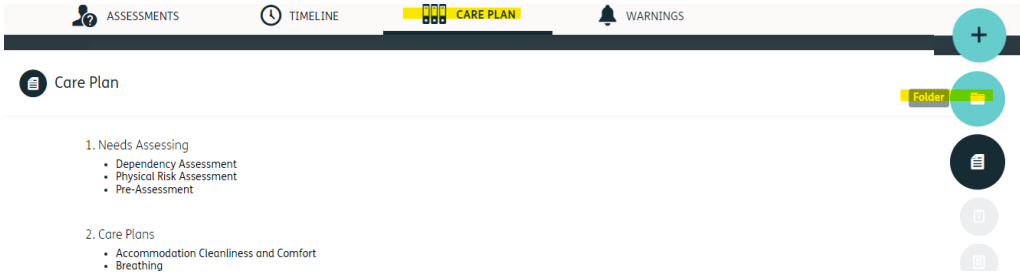
***The Care Plan is the only document that syncs from Nourish Community to Nourish Rostering.**



Care Plan Folders & Pages

In Nourish Community you can customise your Client’s Care Plan, including adding folders and pages.

To add a Folder: Care Plan (top bar) > Blue + (top right) > Folder (on the right)



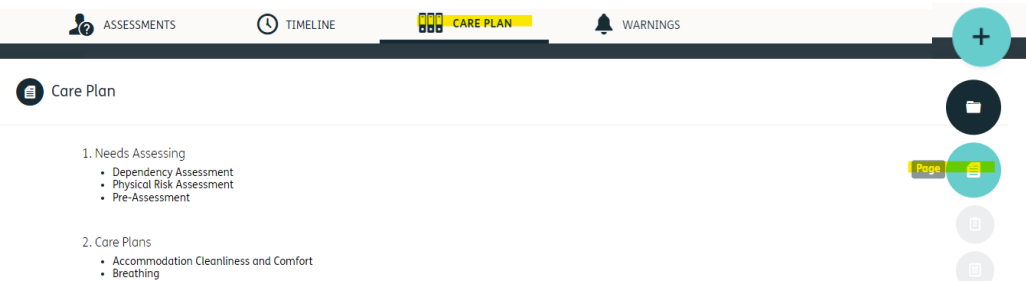
> Add your new folder name (second field) > Create.

New Folder

or

Create

To add a Page into your Folder: Care Plan (top bar) > Blue + (top right) > Page (on the right)



> Choose the folder it will belong to > Add new page name (third field.)

Add Page

Folder

Page

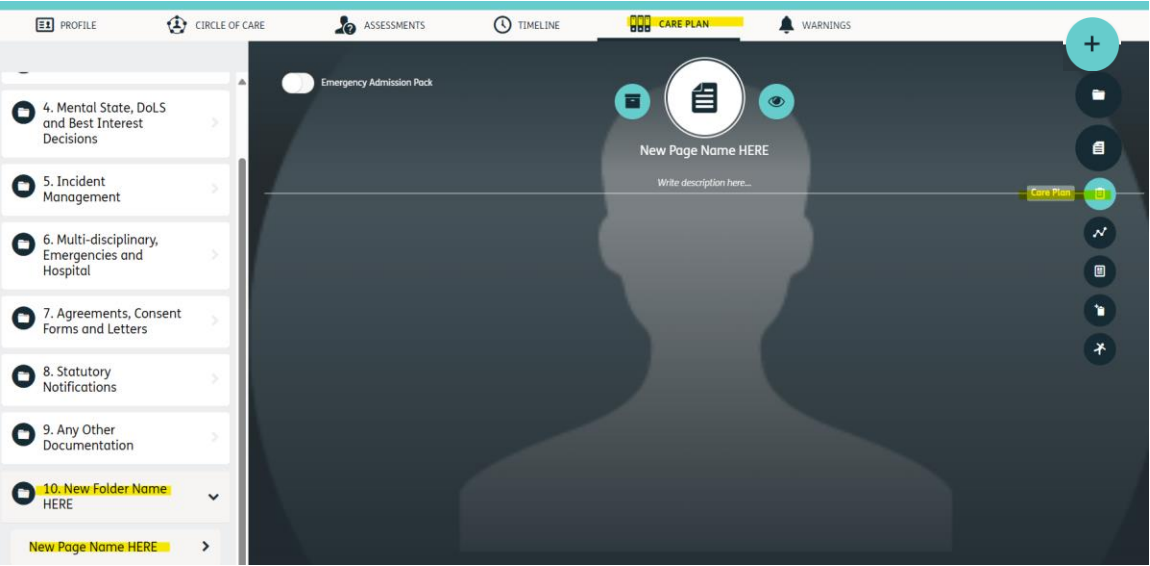
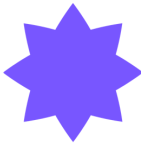
or

Create

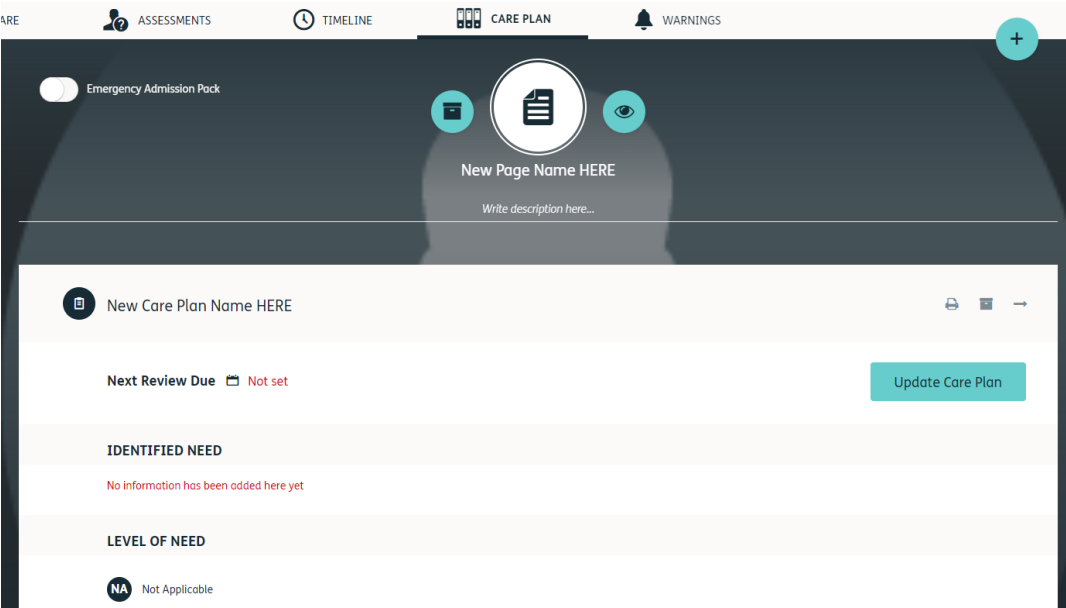


Adding a New Care Plan

To add a Care Plan on top of a page: Care Plan (top bar) > Click to folder name (on the left) > Click on page name > (on the left) > Blue plus (top right) > Click Care Plan.



Your Care Plan will then be inserted.



> Add your new Care Plan name > Create.

Add Care Plan

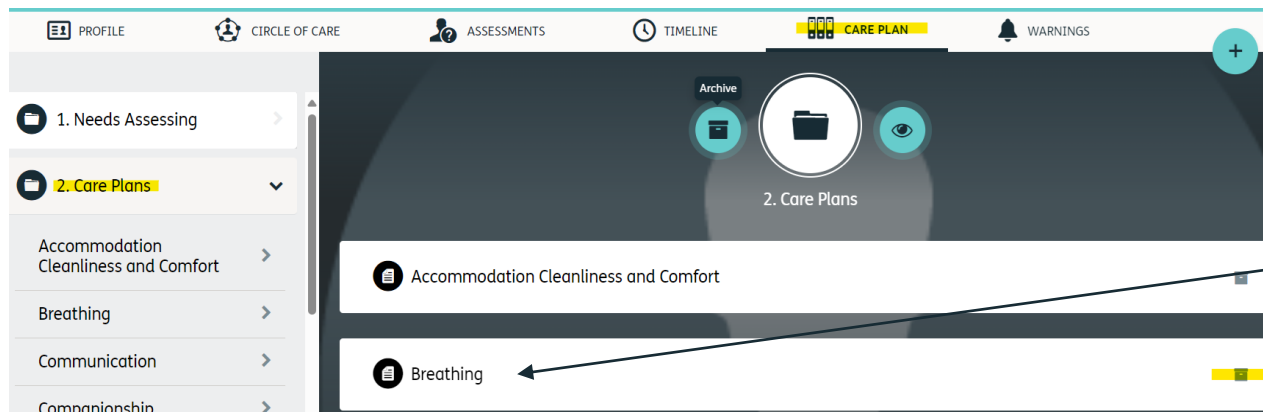
New Care Plan Name HERE

Create

Care Plans - Archive

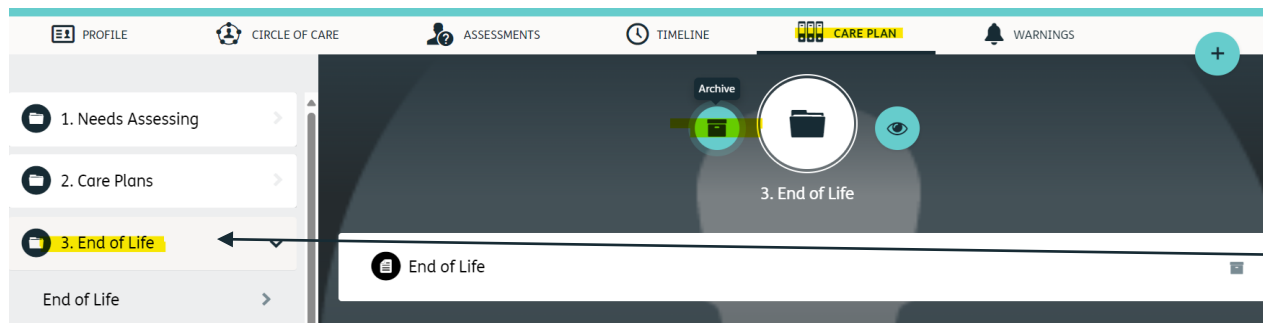
***If you archive folders/pages - it will only archive for individual Clients. This does not change your global Care Plan template.**

If you have **page** which you do not require, first select the folder (on the left) (in this example '2.Care plans') > Use the **Archive button on the right**. (Next to the page) to archive (in this example 'Breathing').



Pages (these are within the folders)

If you have **folder** which you do not require, select the folder (on the left) > (opens) Use the **Archive button at the top**. (Should this folder have pages within it, it will also achieve this information.)

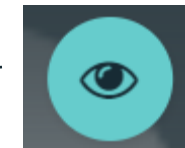
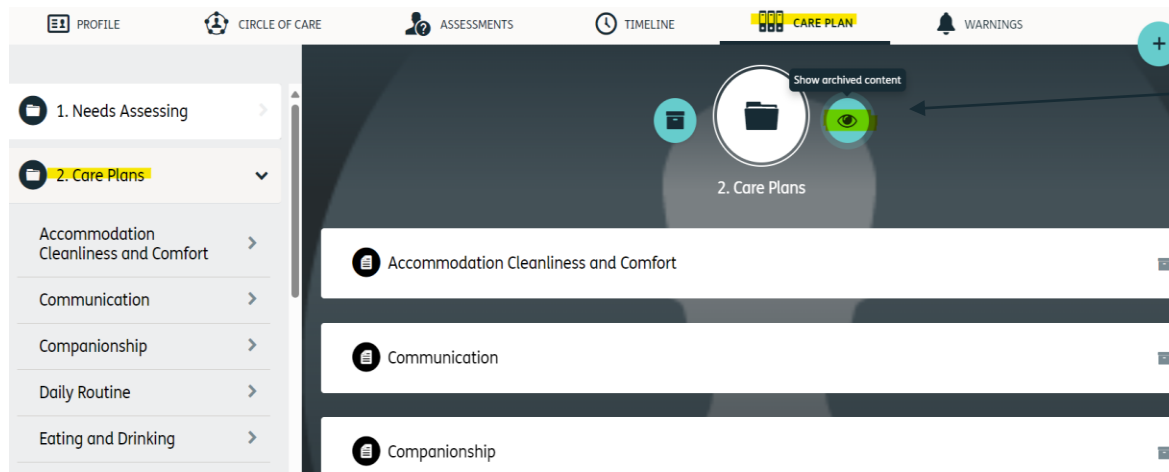


Folders

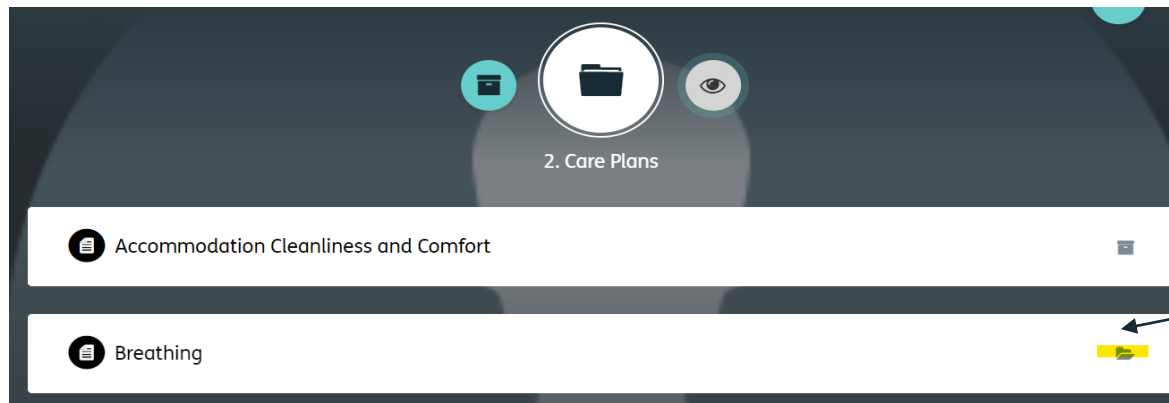
Care Plans - Show Archived content

If you have archived any pages/ folders previously, you can add these back in.

To add a **page** back in > Click the Care Plan tab at the top > Choose the folder on the left where the page previously belonged > Click the eye at the top.



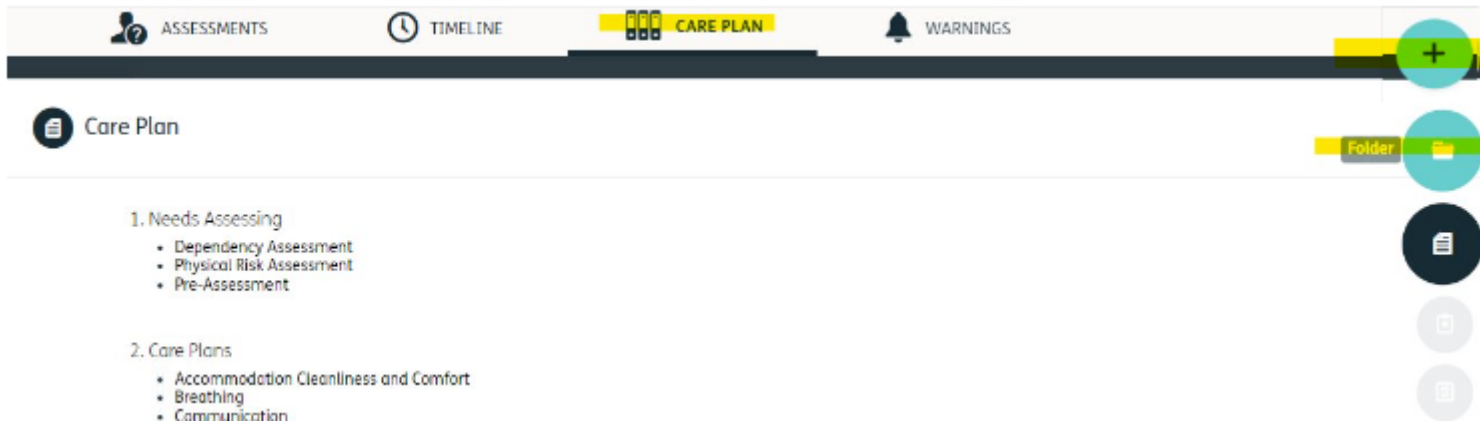
Show archived content



Unarchive

Care Plans - Show Archived content

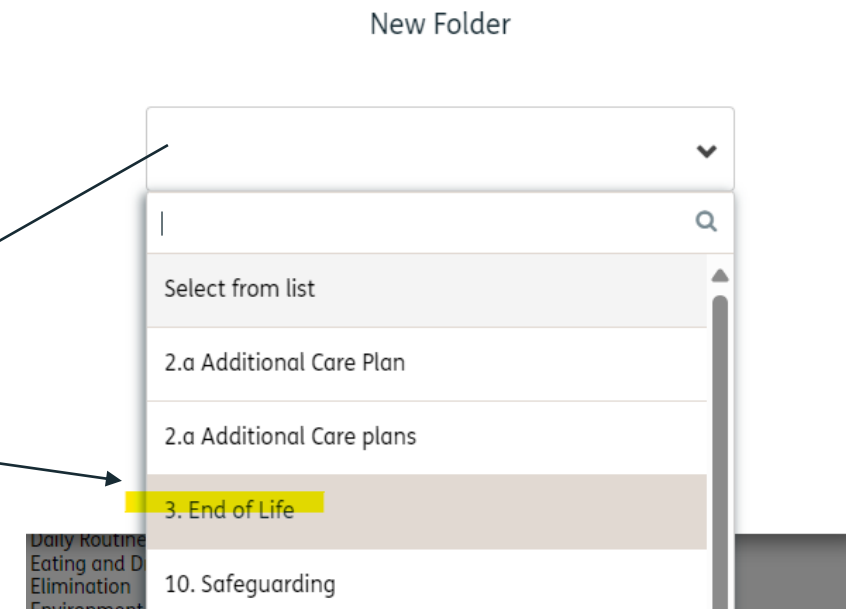
To add a **folder** back in > Click the Care Plan tab at the top > Click the blue plus (on the right) > Click Folder.



> Select the previously archived folder from the drop-down list in the top field.

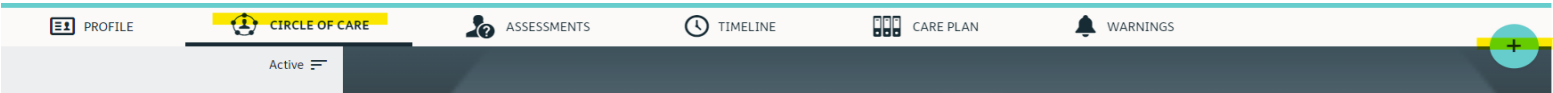
> Create.

Create



Circle of Care

To add a contact > 'Circle of Care' (top bar) > blue +



> Add persons details > Create.

Add Person

First Name

Last Name

Contact Number

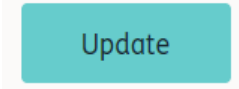
Email

Create

Cancel

***Please use a unique email address. This address must no exist anywhere else in Nourish.**

> Once saved you can 'Update' this contact.



> Here you can categorise the contact.

Support Role

Family

Family

Friends

Community

Social Care

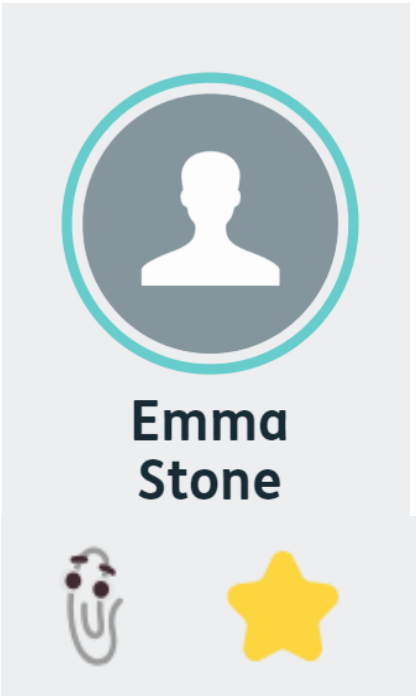
Health Care

> Assign the contact as Next of kin / Power of Attorney – if applicable.

Next of kin ☒ Yes ☐ No

Power of Attorney ☒ Health & Welfare ☐ Financial

Family



Power of Attorney

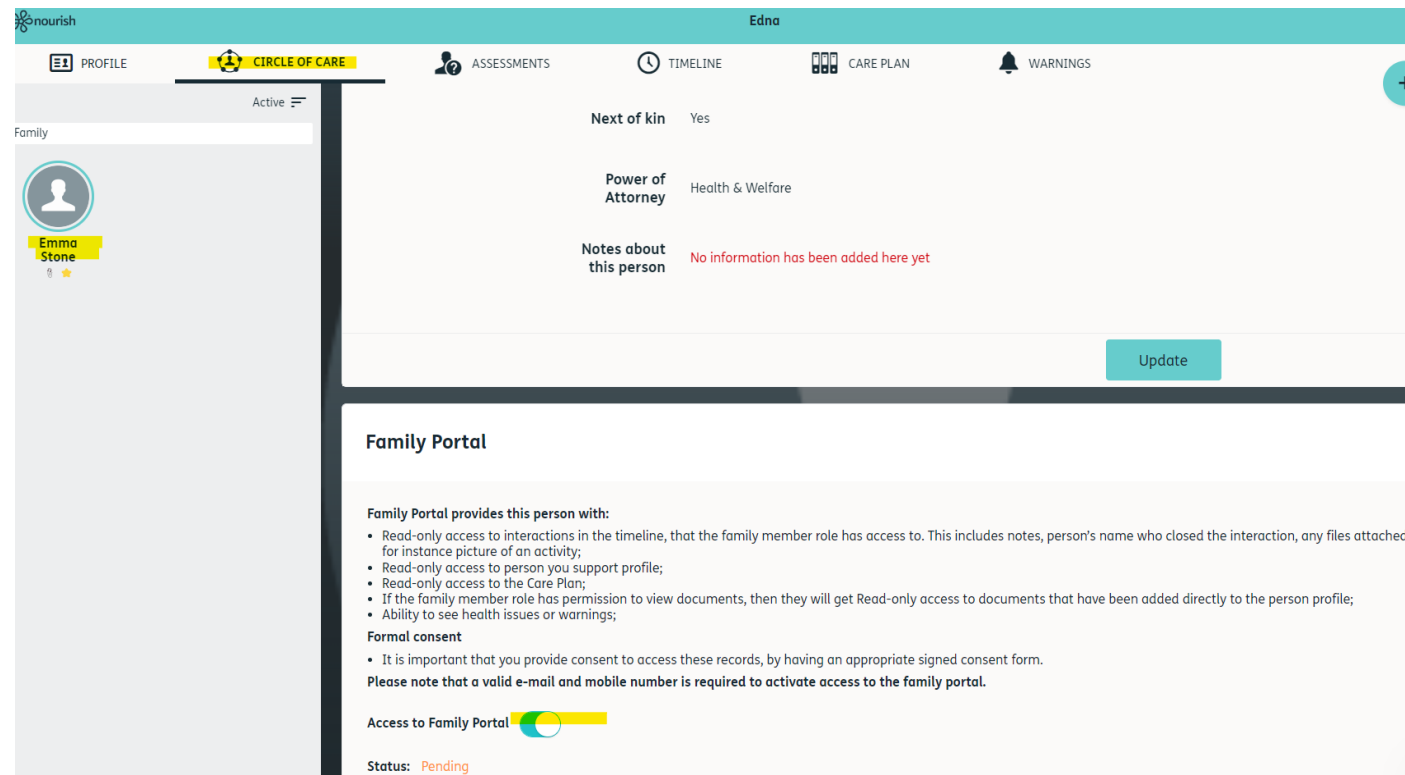
Next of kin



Circle of Care / Family Portal

Once a contact has been created in the Circle of Care you have toggle on Family Portal access.

Circle of Care (top bar) > Choose the contact on the left) > Scroll down the contact information > Turn on 'Access to Family Portal'



The screenshot shows the Nourish Circle of Care interface for a contact named Emma Stone. The top navigation bar includes tabs for PROFILE, CIRCLE OF CARE (active), ASSESSMENTS, TIMELINE, CARE PLAN, and WARNINGS. The left sidebar shows the contact's profile with a toggle for 'Active' and a 'Family' section. The main content area displays contact information: Next of kin (Yes), Power of Attorney (Health & Welfare), and Notes about this person (No information has been added here yet). Below this is the 'Family Portal' section, which provides details on what the portal offers and the requirements for access. The 'Access to Family Portal' toggle is currently turned on, and the status is 'Pending'.

Family Portal

Family Portal provides this person with:

- Read-only access to interactions in the timeline, that the family member role has access to. This includes notes, person's name who closed the interaction, any files attached, for instance picture of an activity;
- Read-only access to person you support profile;
- Read-only access to the Care Plan;
- If the family member role has permission to view documents, then they will get Read-only access to documents that have been added directly to the person profile;
- Ability to see health issues or warnings;

Formal consent

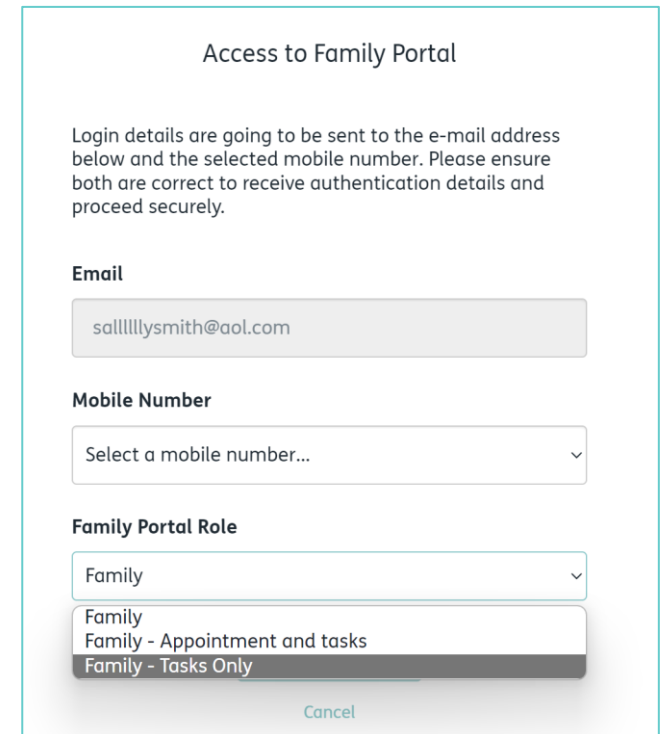
- It is important that you provide consent to access these records, by having an appropriate signed consent form.

Please note that a valid e-mail and mobile number is required to activate access to the family portal.

Access to Family Portal ☒

Status: Pending

Assign the Family Portal Role based on the permissions you want to allow.



The screenshot shows the 'Access to Family Portal' form. It includes fields for Email (salililysmith@aol.com) and Mobile Number (a dropdown menu). The Family Portal Role dropdown menu is open, showing options: Family, Family - Appointment and tasks, and Family - Tasks Only. A 'Cancel' button is at the bottom right.

Access to Family Portal

Login details are going to be sent to the e-mail address below and the selected mobile number. Please ensure both are correct to receive authentication details and proceed securely.

Email

salililysmith@aol.com

Mobile Number

Select a mobile number...

Family Portal Role

Family

Family - Appointment and tasks

Family - Tasks Only

Cancel

Family Portal

There are 3 different types of family portal access:

Family Portal Role	Care Plan	Assessment Interactions	Appointment Start/End	Appointment Task Interactions	Other Documents & General Profile Information	Handover Note Interactions
Family	✓	✓	✓	✓	✓	✓
Family - Appointment & Tasks	✓	✗	✓	✓	✓	✗
Family - Appointment Only	✓	✗	✓	✗	✓	✗

Family

This role will be able to access the client's timeline, giving them visibility of all 'Appointment Start' and 'Appointment End' interactions, tasks assigned to each appointment, Handover Note interactions, assessment interactions, the care plan, general profile information, and additional documents uploaded to their Nourish profile.

Family - Appointments & Tasks

This role will be able to see 'Appointment Start' and 'Appointment End' interactions, the tasks assigned to each appointment, the care plan, general profile information and additional documents uploaded to their Nourish profile.

They cannot see Assessment or Handover Note Interactions.

Family - Appointments Only

This role includes access to 'Appointment Start' and 'Appointment End' interactions, the care plan, general profile information, and additional documents uploaded to their Nourish profile.

They cannot see Assessment, Appointment Task, or Handover Note Interactions.



Family Portal

Within a couple of minutes, the family member will receive an **email** and a **text**.

The **text** will contain an **authentication code**.

The **email** is where they will find the **link (URL)** to set up their log-in.

When the family portal user selects the “Click Here for your first access” button, they will be taken to a new page where they can enter the authentication code and set up a new password.

They will also receive a “Welcome to Nourish Family Portal” PDF guide to help them become familiar with the system.

***The Family Portal is web based only. Not an App.**

Welcome to Nourish Family Portal

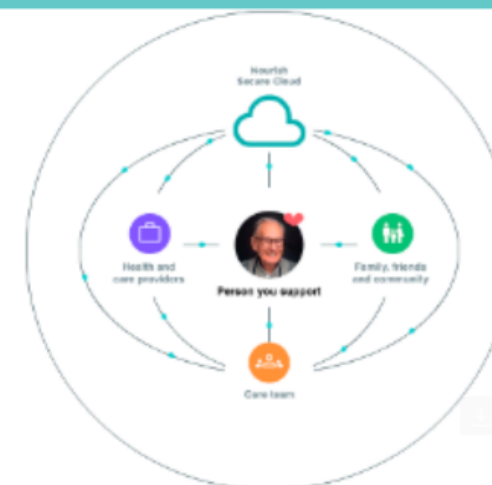
You have been invited to the Nourish Family Portal, where you will be able to view the timeline and care plan of a person who is currently being supported in Nourish. Through real-time updates, friends, family members, and care professionals can stay informed and actively contribute to ongoing care and support.

Should you have any questions regarding your access to the Family Portal, please do not hesitate to contact the service manager.

Follow the getting started guide attached to make the most of the Family Portal.

The link will expire in 48 hours.

[Click Here for your first access](#)



If you believe you received this e-mail by mistake, please contact the care service manager.

GP Connect

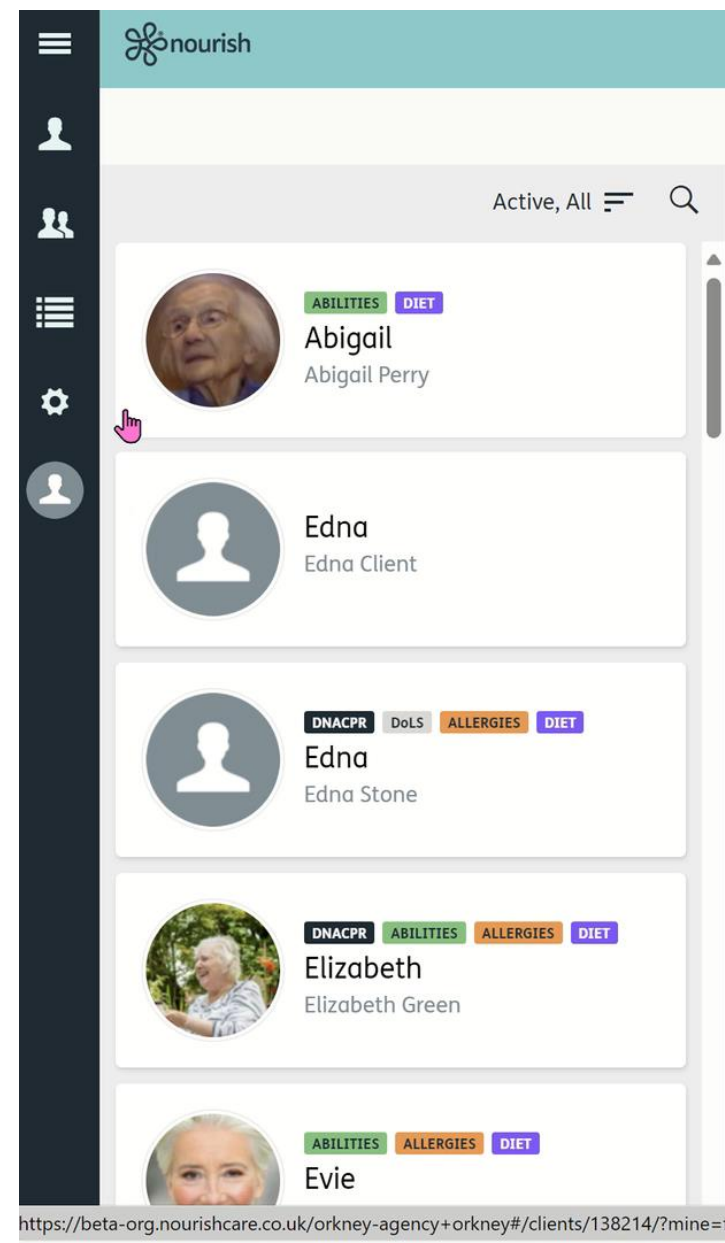
GP connect enables Health and Social Care workers in England to access the GP records of the individual they support. This provides important health information to your care team leading to enhanced care quality. Various roles ensure appropriate access levels for your Administration team including Clinical access for Nurses and a non-clinical role which will allow authorised access to a read-only filtered view.

GP connect is located within the Clients Profile tab > Scroll to the bottom > GP connect.

For setup instructions please refer to the help article available in the support bubble located in the bottom right corner of GP Connect for Nourish Community.

[GP Connect for Nourish Community / Nourish Care Help Centre](#)

***Please read the article in full as there are mandatory steps for set up required by you.**



GP Connect

If you decide to link your Community system with GP Connect, you will need to ensure the personal details of the people you support are up to date and match those held by the GP Practice.

This includes:

- Title
- First name
- Surname
- Date of birth
- Gender
- Health/ NHS no.



Edna

ABILITIES

ALLERGIES

DIET

DoLS

DNACPR

PROFILE

CIRCLE OF CARE

ASSESSMENTS

TIMELINE

CARE PLAN

WARNINGS

General Info

Address / Room

Biography

Status in Organisation

Additional Info

Documents

GP Connect

Summary

Allergies and Adverse Reactions

Medications

Immunisations

Page loaded at: 2:31 PM - 18/06/2019

Edna Stone

Address

742 Whitehall Road, Ls12 5Hp

Phone

GP Details

Miss Ambreen Ilyas

DOB

15-03-1923 (101y)

Gender

Female

NHS No.

967 496 0147

PAS No.

3FAC26D9-7F8C-4ACA-B7B3-563EB96FCE56

Summary

Patient record transfer from previous GP practice not yet complete; information recorded before 12-Feb-2019 may be missing

EMERGENCY CODES

This section is enabled in response to a national health event to highlight specific codes from across the patient record, further details may be available in other parts of the record.

No 'Emergency Codes' data is recorded for this patient.

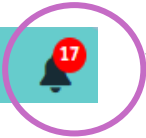
LAST 3 ENCOUNTERS

Date	Title	Details
21-Feb-2019	Dr. Emis Test (General Medical Practitioner) - BUTT LANE SURGERY - 50003 - B86071 (B86071)	- Type : Inbound Referral - Location : BUTT LANE SURGERY - 50003 - B86071 - Referral : - Referral for further care
		- Type : GP Surgery - Location : BUTT LANE SURGERY - 50003 - B86071 - Result : - Serum amylase level 1 IU/L - Serum creatine kinase level 1 U/L - Serum lactate dehydrogenase level 1 U/L - Serum urate level 1 umol/L - Serum FSH level 1 U/L

Warnings

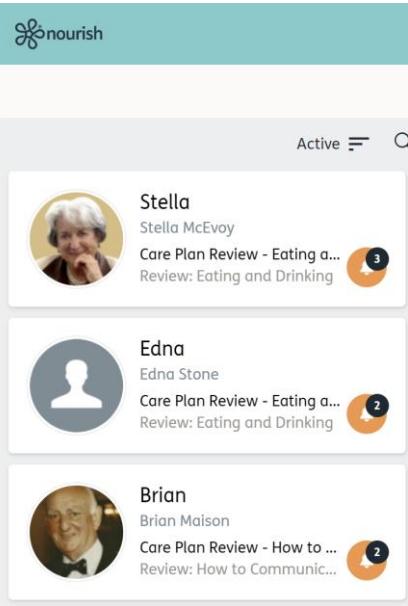
Warnings are created to alert you that something needs an action.

Clients

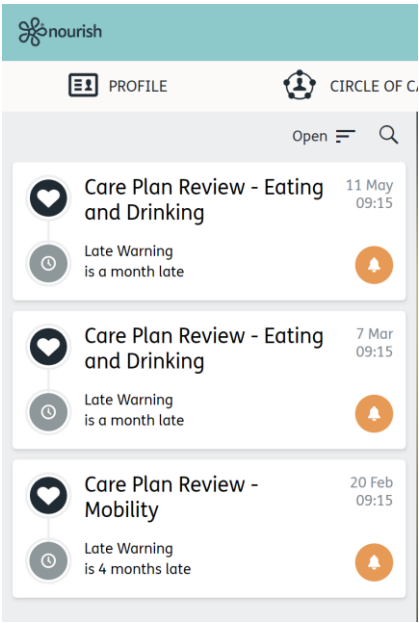


The warnings icon displays the number of warnings that are currently open.

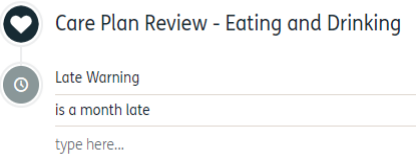
Once you have click on the warning bell it will show you all warnings for all Clients.



Once you click on a warning, it will take you to that Clients warnings, in their profile.



Once you have actioned the warning, you can go back in and close it off.



You then need to action what the warning is requesting of you - Update a Care Plan for example.



Emergency Admission Pack

Click to download the Emergency Admission Pack. A copy will automatically be saved into your reports section please watch the accompanying video to show where this will be stored.

RE
ASSESSMENTS
TIMELINE
CARE PLAN
WARNINGS

Frank 51 years

Critical Information

ABILITIES

Assessment Not Yet Completed

HIGH RISK

Frank is at risk of Financial abuse

CLIENT TYPE

Home Care

ALLERGIES

3-Methoxybenzamide

Almond

Almond oil

Amoxicillin

Aspirin

Latex

Peanuts

Pollen

Tree nut

INTOLERANCE

Gluten Intolerance

DIET

Adapted cutlery

Diet as per SALT guidelines

Double (two) handed mug

Low sugar diet

Regular (IDDSI 7)

Thin (IDDSI 0)

MEDICAL CONDITIONS

After-cataract of both eyes

Chronic kidney disease

Conveen catheter

Diabetes mellitus type 1

Fall sensor detector



Orkney Agency
Orkney
10 Maumbury Road, Birmingham

Emergency Admission Pack - Frank Jefferies
Report run on 18/06/2024 15:37 by Leanne Ware

The Emergency Admission Pack allows Admin staff to print a concise document with essential information about a person for use in emergencies.

To generate the report:
Timeline > Red ambulance button in the top right.

The document can include personal details, next of kin, circle of care contacts, critical information and any relevant Care Plan sections you wish to add.

Title
Mr

Preferred Name
-

Email
-

First Name
Frank

Gender Identity
male

NHS / CHI No.
123 456 7789

Last Name
Jefferies

Date of Birth
12/01/1973

Is there a DNACPR in place?
Yes DNACPR

Deprivation of Liberty Safeguards
No

Treating as COVID-19
No

Gold Standards framework
-

Contact Number

Quick notes
-

CRITICAL INFORMATION

FRANK JEFFERIES

ABILITIES

Assessment Not Yet Completed

ALLERGIES

3-Methoxybenzamide

Almond

Almond oil

Amoxicillin

Aspirin

Latex

Peanuts

Pollen

Tree nut

DIET

Adapted cutlery

Diet as per SALT guidelines

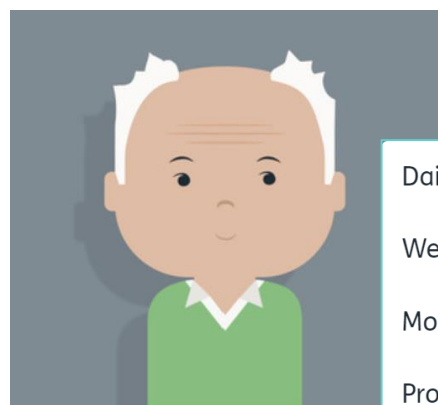
Double (two) handed mug

Low sugar diet

Regular (IDDSI 7)

Thin (IDDSI 0)

Quick Reports



Frank

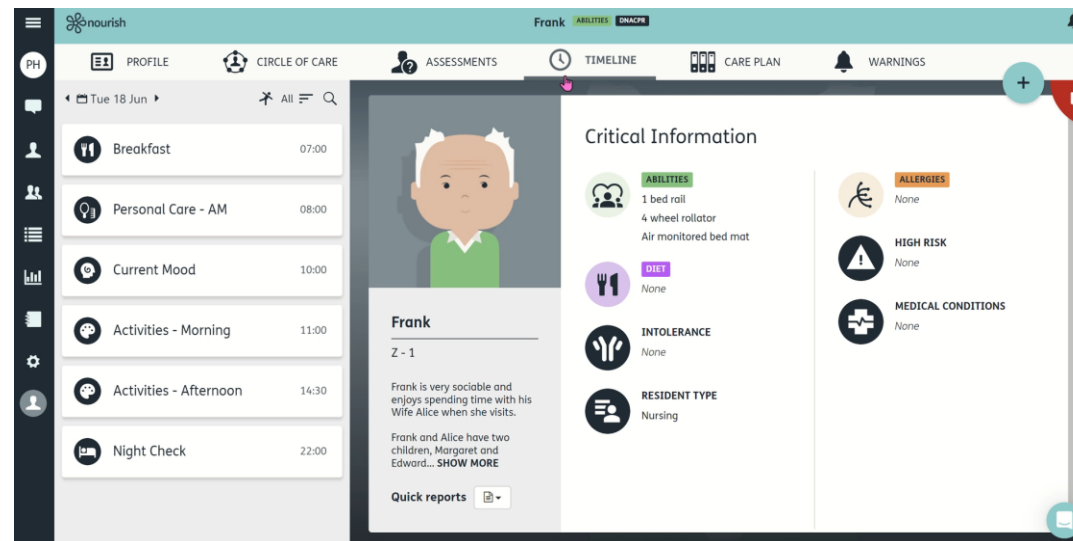
Z - 1

Frank is very sociable and enjoys spending time with his Wife Alice when she visits.

Frank and Alice have two children, Margaret and Edward... **SHOW MORE**

Quick reports 

- Daily
- Weekly
- Monthly
- Profile Data
- Care Plan with logs
- Care Plan without logs
- Care Plan Audit
- Emergency Admission Pack
- Custom



Quick reports enable you to generate an individual report based on predefined criteria.

To run a quick report:

Client's Timeline/ Assessment timeline > Quick reports under the Client's photo.

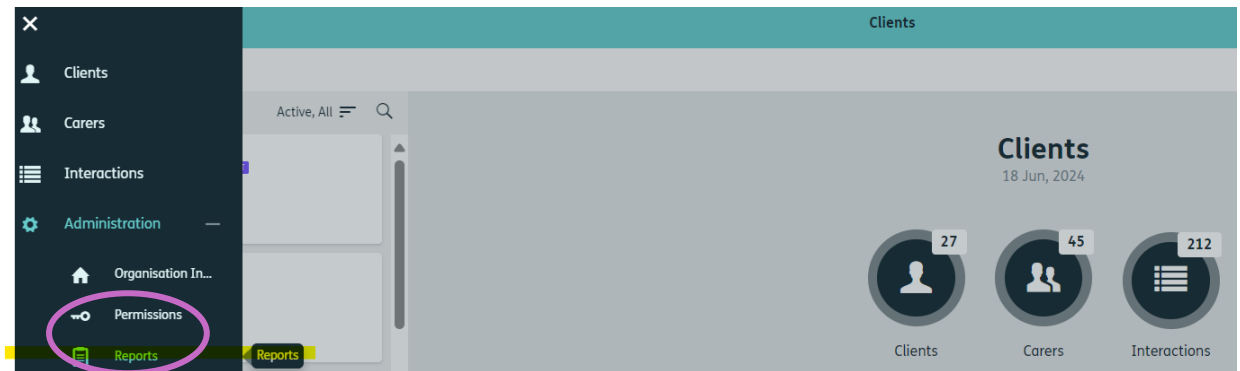
You will see a list of available reports to choose from:

- **Daily** – Displays everything recorded on their timeline for the current day.
- **Weekly** – Includes all timeline entries from Sunday to the current day.
- **Monthly** – Shows all entries from the first of the month to the current day.
- **Profile data** – Contains the individual's profile information.
- **Care Plan with logs** – Displays every care plan page with a log.
- **Care Plan without logs** – Displays every care plans page without logs.
- **Care Plan audit** - The current review status of all their care plans in an Excel document.
- **Emergency Admission Pack** – Shown on previous slides an Emergency Pack.
- **Custom report** – A personalised report where you can select and gather any information.

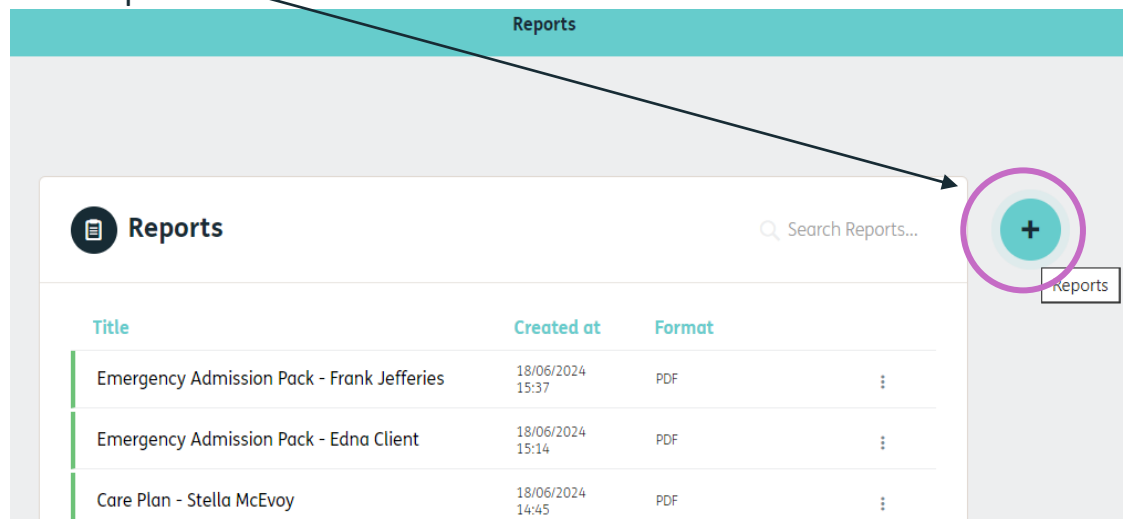
Reports

You can also run customisable Reports from the main reporting facility.

Black bar (on the left of your screen) > Administration > Reports



> Blue plus.



> Here you can customise the report you are looking to produce.

New Report

REPORT

Type

Timeline

Title

Care Plan

Carer Profile Data

Client Profile Data

Timeline

FILTERS

Reporting period

18/06/2024 to 18/06/2024

Clients

All

Interactions

All

Record

☐ Planned
 ☒ Closed
 ☒ Cancelled

> Once the tab turns green, the report is ready. Use the 3 dots ... to Preview, Download or Delete.

Reports

Search Reports...

Title	Created at	Format	
Emergency Admission Pack - Frank Jefferies	18/06/2024 15:37	PDF	⋮
Emergency Admission Pack - Edna Client	18/06/2024 15:14	PDF	⋮
Care Plan - Stella McEvoy	18/06/2024 14:45	PDF	⋮

Preview

Download

Delete

Nourish Community

FAQ's & Notes

I have profiles on Nourish I don't recognise?

Frank, Rosemary, and David are training profiles. Instead of using a live client profile, you can use these to test anything you need. Nourish Support and Service Manager provide access to our support team — please ignore these.

Why are my assessments in read only view?

Once you have saved an assessment, it becomes 'read-only' and cannot be edited. To make any changes, you will need to complete a new assessment.

How do I make new Community Admin Profiles?

Add a carer role to their admin profile in Rostering, and then update this role in their Community profile once it has linked across. *You can request a guide for this if needed.*

Can I customise my Care Plan template and use this as default moving forward?

Yes, please contact your Account Manager or Nourish Community Support.

What Mobile App do Carers use?

Carers will use the Nourish Rostering (CarePlanner) Mobile App.

Unique Email Addresses:

Make sure that each email address you use for Carers, Clients, or Admin Users is unique to their specific profile. This uniqueness is crucial to enable a smooth transfer to Nourish.

Do I build profiles in both Rostering and Community?

Profiles are built in Nourish Rostering only. These will automatically synchronise to your Community system.

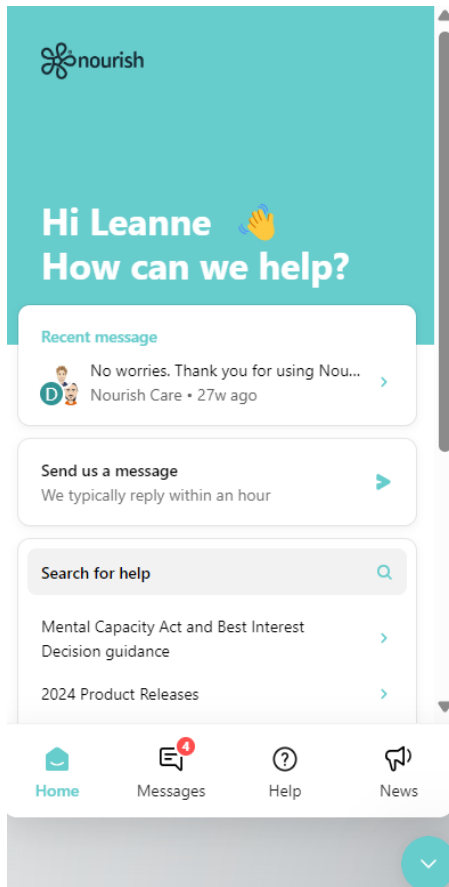
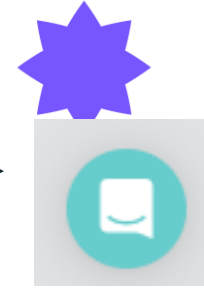
Is the Family Portal an app or browser?

The family portal is accessible via web browser.

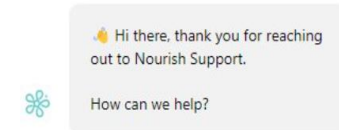
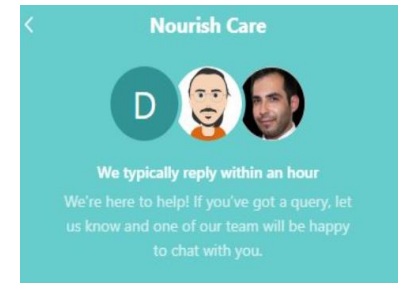
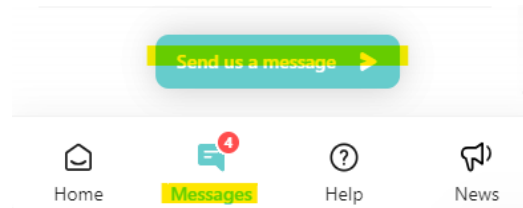
Support

To contact us, please use our Support bubble, found in the bottom right corner of your Nourish Community system to talk to the team.

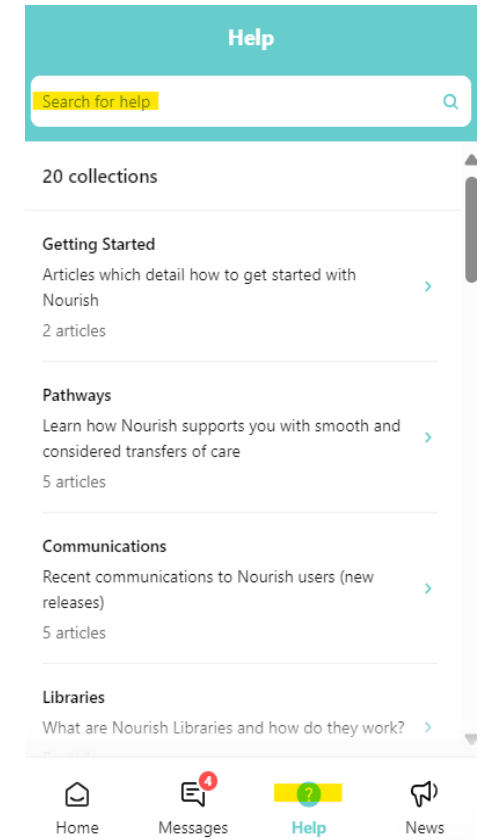
Alternatively, please contact your Account Manager.



Here you can send us a message



Or 'Help' and search our article data base



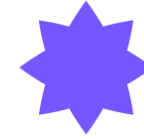
***Please inform us you are a Nourish Community Customer**

Knowledge Check QR

Congratulations, you have now completed our Digital Transformation Pack.

Now its time to check your understanding!

It is important your full Admin team are upskilled on Nourish Community and how to navigate. Use our QR code here to access our Knowledge check quiz.



Knowledge Check



