A Carers Guide to the RCHQ App

Table of Contents

Roster Screen

When you first login you are presented with your calls for the current day
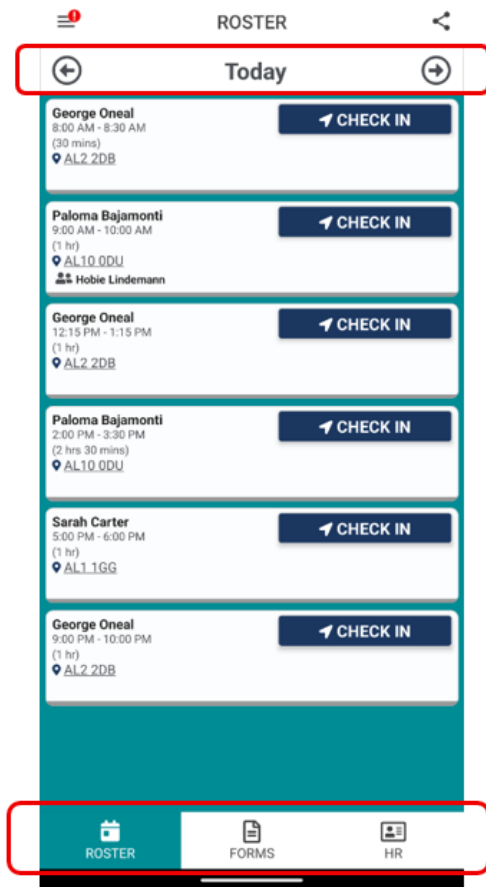
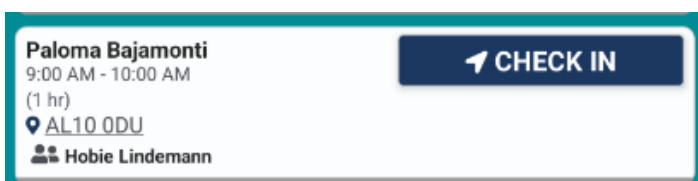**Arrow keys**

Moves to the Previous Day or the Next Day

HR Tab

Gross Payslip (if available for the office)

Forms Tab

Links to all Carer forms (including Body Maps)

Visit Card

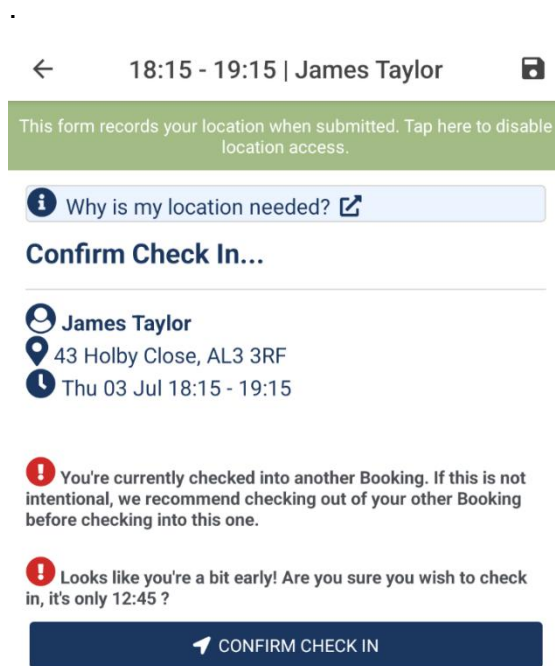|	
Post Code	Click on the Post Code link to automatically open Google maps and get directions to the call
White Space	(Blank area in the body of the card) - View Booking details without checking in to a call.
CHECK IN	Click to start your Booking
Multi Booking	Shows the names of additional Booked Employees

Checking in to a Booking

1. Click **✈ CHECK IN** on the visit card

The time and GPS Location will be recorded irrespective of whether you are online or offline.

Please note: the location is recorded when Checking In and Checking Out only

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Notifications will show where you are already Checked into another Booking or where you are early for the current Booking
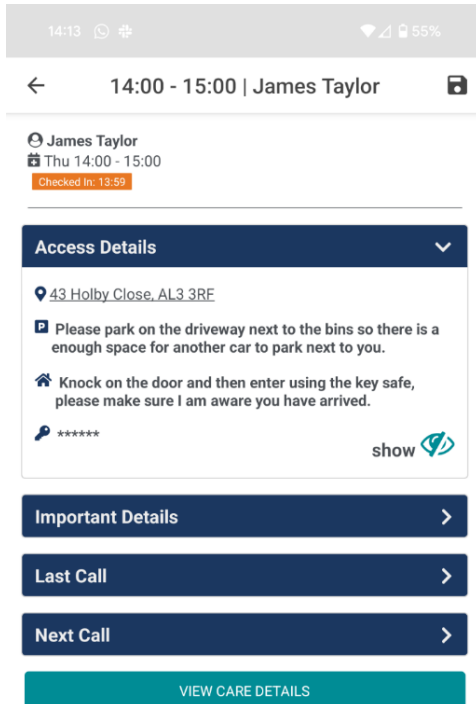
Review any notifications and click **✈ CONFIRM CHECK IN**

You will be taken back to the roster page and your Booking will show as Checked In, with a single orange tick and the Time shown when you Checked In.

2. Click in the White (blank space) to view the Client's information and start completing the Support Needs

Client Information

Save Button
Save your updates, before going back to the Roster screen.
If you go back to the Roster screen without saving, your progress will be lost.

Address Details
Click on the Post Code link to automatically open Google maps and get directions to the Client
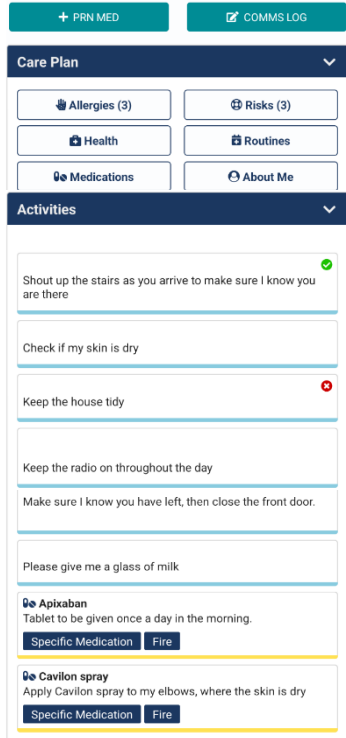
🔑 **(Key Safe Code)**
(NOTE this is hidden by default, click the 👁 icon to show/hide the code.

View Care Details
View the Care Plan and Support Needs for the Booking

Care Details (Care Plan & Support Needs)

+ PRN MED
Provide a PRN Medication

COMMS LOG
Create and update your overall Booking note. This can be accessed through the Booking and is mandatory to be able to Check Out.
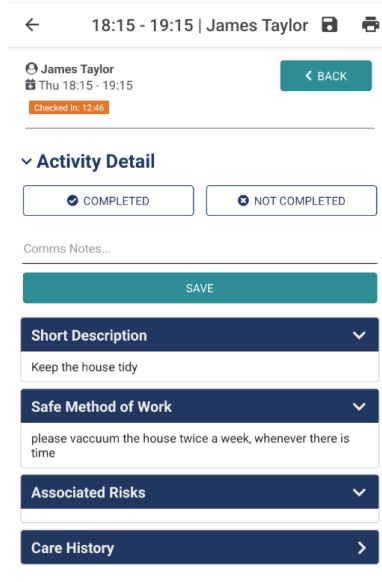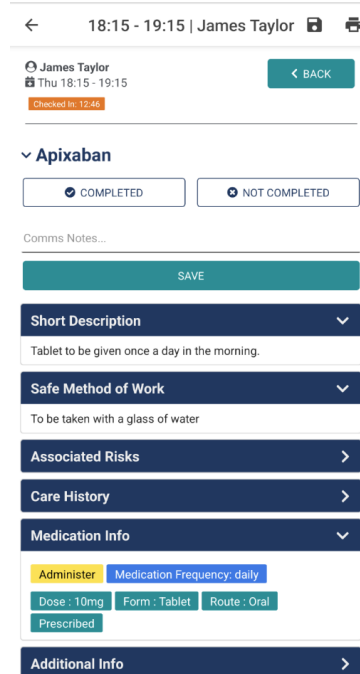
Care Plan
Review various details about the Client

Support Needs
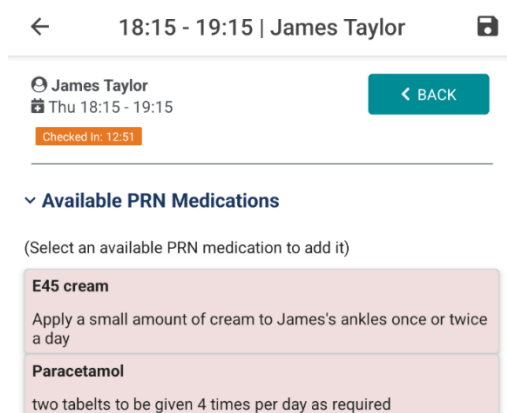Details of Support Needs (light blue) & Medications (yellow). Click on each one to view or complete it

Recording a Support Need

Support Needs and Medications show the required information and are both completed using the same process

1. Mark the Support Need **COMPLETED** or **NOT COMPLETED**

2. Add any relevant comms notes for this specific Support Need

3. Click SAVE to record the Support Need details. You will be returned to the Care Details page

Adding a PRN Medication

1. From the main Care Details page click the **+ PRN MED** button
   You will then be presented with a list of the Client's current PRN Medications

2. Click on the Medication which you are going to provide support for

3. Record the PRN Medication administration in the same way as you would when Recording a Support Need

Checking Out of a Booking

1. From the main Care Details page click the COMMS LOG button
2. Review any Support Needs that have not been Actioned
3. Enter/Update your Overall Booking comment
4. Click CHECK OUT

5. Click YES to Finish

Or

Click NO to go back and any review any Support Needs that have not been Actioned

Icon Descriptions

Icon	Description	Icon	Description
👥	Multi Bookings – This shows the name(s) of the additional Employee(s) booked into the Call	P	Shows the parking arrangements for the Client
✔	Signifies that the call has been both Checked-In and Checked-Out	🏠	Shows the property access notes for the Client
✓	Call has been Checked-In	🔑	Key Safe code
📍	Location Icon to go to Google Maps	👁	Show or hide the Key Safe Code
← →	Forward & Back arrows moving between pages	←	Takes you to the main Roster screen. Make sure you use the Save Icon first
⚠	Access Settings and Notification of issues	💾	Saves your actions so you can move to another Booking
✅	Support Need/Medication has been marked as Completed	📄	Shows the location of key Documents in the property
❌	Support Need/Medication has been marked as Not Completed		

Self Help

Logging in and Out

Users are recommended to log in to the App prior to their shift and with the best possible internet connection. At the end of the shift they should log out once all of the Calls have been completed and data sent. This ensures that all of the roster and call data is up to date.

What to do in Low Signal Areas

If you find the App spinning you will most likely be in an area with low mobile coverage.
This can also happen if you are inside or on Wi-Fi
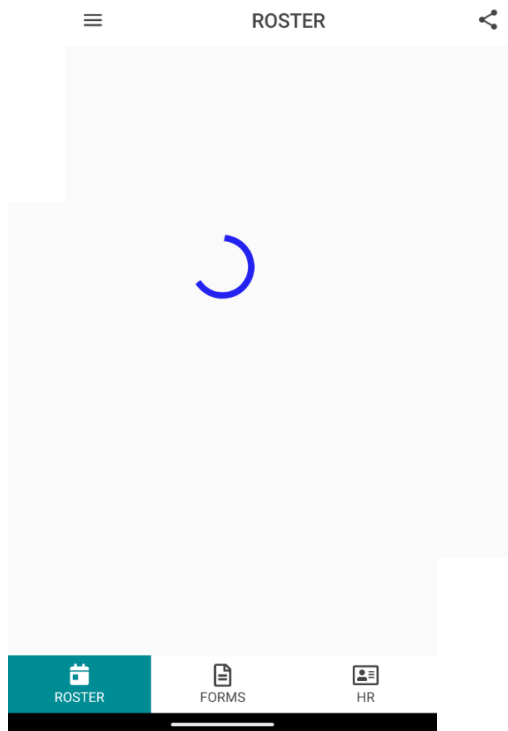
DO

1. Close the App (swipe UP from the bottom of the screen),
2. Either go into Aeroplane mode or switch off mobile data
3. Go back into the App. You will now be working Offline
4. When possible switch back to Online mode to update and send your Booking details to the office.

DO NOT

- Check out of the booking, and/ or;
- Sign out of the app, and/or;
- Delete the app to re-install, and/or;
- Restart your phone

Doing any of the above will take the app out of the current session, and any entered data will not be saved.

Buttons are Greyed Out and Nothing can be updated
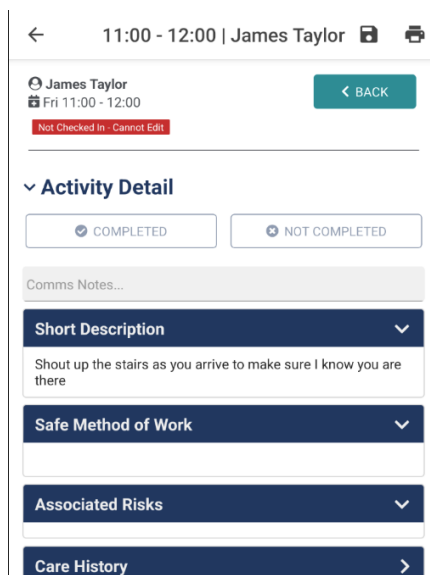
If you go into a call without Checking In, you are classed as being in Read-Only mode and cannot make changes

This is shown by the message

Not Checked In - Cannot Edit

Version Control

Please note that this version control is for National Office use only. The purpose of this section is to detail the changes made to the document's contents across the Right at Home network and does not reference any individual's circumstances.

Version Number	Date	Revision Author	Description
1.0	24.03.21	Keith Sheena	Initial Document created for the original app
2.0	16.07.25	Keith Sheena	New version of the complete document for the New version of the app