Using the Care App: A guide for Carers

Supporting you to record care with confidence

We are moving to Access Care Planning for recording care on your mobile device. This guide takes you through the main screens and steps, so you can find your visits, view Client information and record the care you provide.

How do I get started?

Download "Access Care Planning" onto your device.

Click on the links below

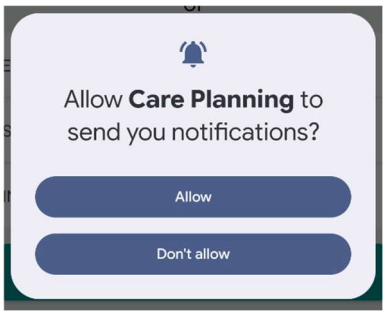


Download for iPhone / iPad (Apple App Store)

Download for Android (Google Play)

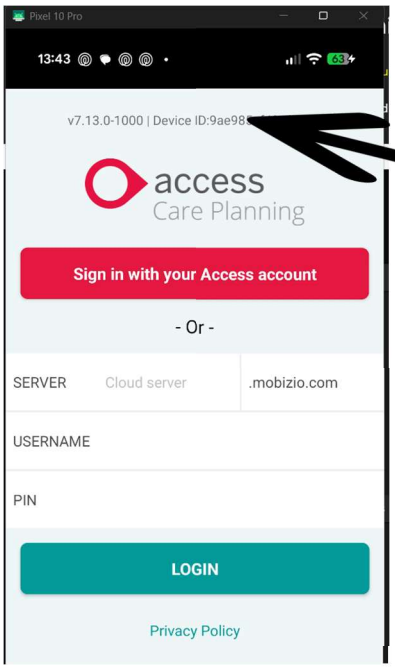
Open the App and allow ALL permissions

Allow access to ALL of the following permissions for example



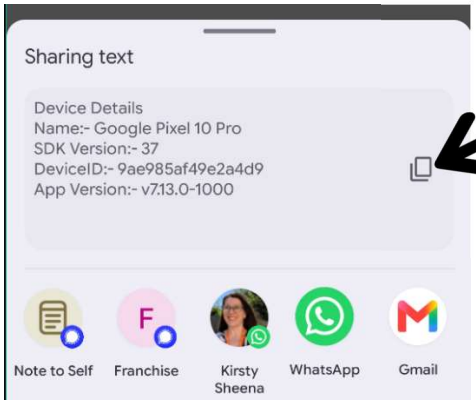
Send your Device ID to the office

The app creates a unique Id for your mobile, which the office needs to enable your specific access.



Click on the Device ID at the top and a pop-up should open allowing you to easily send us the ID details.

See next image



Click the COPY icon to copy the text

Open WhatsApp and paste the text directly into the work chat group (do not include any other personal information).

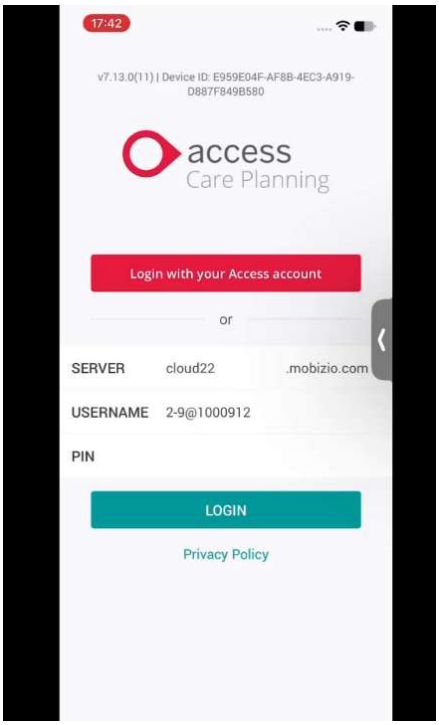
If this copy text does option does not work for you, send a screen shot clearly showing the Device ID text at the top.

You will now need to wait for the office to register your details and create your login.
We will send them to you individually.

Make sure you have a suitable connection when signing in or synchronising.

Watch a step-by-step video: Click Here

How do I use the app during a visit?



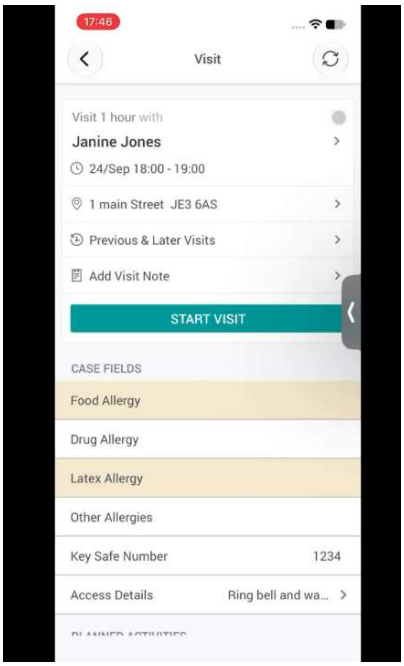
Log in to the app

Open Access Care Planning and enter the Server (cloud22), Username and PIN supplied by your office. Select LOGIN. If your details are not recognised, contact the office rather than repeatedly guessing.



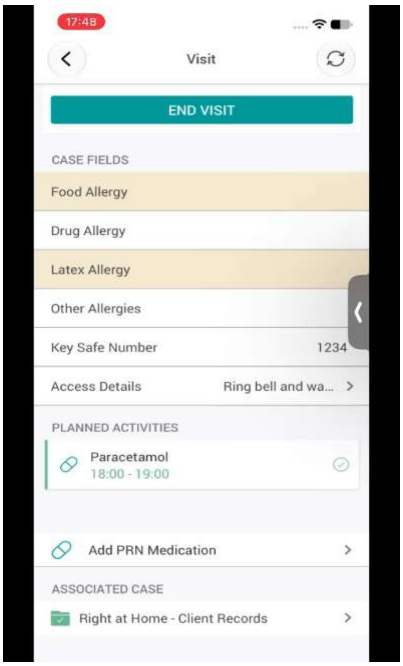
Find your visits

Use the Today screen to review the visits and Clients shown for your shift. Select the relevant visit to open its details.



Open the Client visit

Review the visit information and the activities listed for that Client. Confirm you have opened the correct Client and visit before recording care.



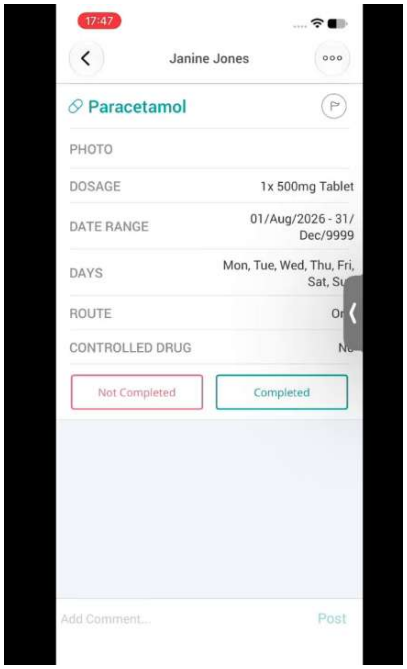
Review the care activities

Open an activity to read its details. Follow the Client's current Care Plan and the instructions for the visit.



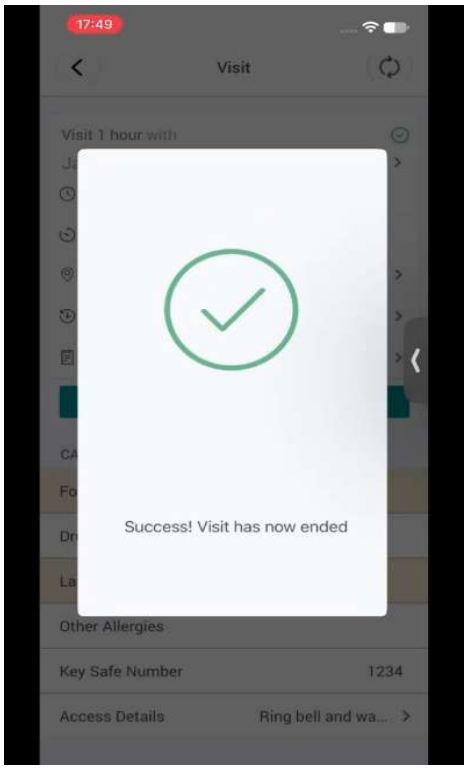
Record care and notes

Where the app provides a note or comment field, enter a clear, factual record of the care delivered. Save or post your entry using the on-screen control.



Record medication activities

The demonstration shows a medication activity with Completed and Not Completed options. Only record the outcome that reflects what actually happened, following the Client's medication plan and your office's medication procedures.



Check the recorded outcome

Review the visit and activity status to ensure your entries have been saved correctly before leaving the record.

Further guidance for recording care

What information can I see about the Client?

Within a Client's visit, you can review visit information, Client details, planned activities, forms and records, medication information and visit notes, where available. Familiarise yourself with the information before providing support.

How do I start the visit?

Open the correct Client's scheduled visit and select *START VISIT*. Follow the prompts in the app. Check that you have selected the correct Client and visit before recording care.

What if an activity cannot be completed?

Record what actually happened. Do not mark an activity as completed if it was not. If the Client makes a different choice, or their circumstances have changed, provide a clear, factual explanation and contact your office where further action or advice is needed.

What should I include in my visit notes?

Record the support you provided, anything different you observed and anything another Carer or your office needs to know. Keep notes relevant, factual and clear. Avoid vague entries that do not explain the Client's experience.

What if medication information does not look right?

Use the relevant medication area and follow the instructions and processes in place for that Client. Record medication support accurately. If anything is missing, does not match what you find in the Client's home, or you are unsure what to do, follow your medication training and contact your office.

Can I view additional Client information and directions?

The app may provide additional Client information and an address that can be opened in the device's mapping function. Check that you have the correct Client and address before travelling. Access only information you need for your role.

How do I end a visit?

Before selecting *END VISIT*, check that the relevant activities, notes and observations have been recorded accurately and that any concerns have been reported to your office. Select END VISIT and follow the prompts in the app.

When should I contact my office?

Contact your office if a visit is missing, Client details or planned care appear incorrect, medication information is unclear, you cannot record care accurately, or you have concerns about a Client's health, safety or wellbeing. Do not guess or use another Carer's login.

What should I check before finishing a visit?

Before you finish a visit

Check that you have selected the correct Client, recorded care accurately and completed any required activity outcomes. If the app is not working or you are unsure how to record an event, contact your local Right at Home office and follow its reporting process.

How do I keep Client information secure?

Keep your login details and PIN private. Only access information needed for your work, and follow Right at Home policies on confidentiality, device security and reporting lost devices.

What if I need help?

Please contact the office if you need support with your login, finding a Client visit or recording care. Your office can also advise on the correct process if you are unable to access the app during a visit.