

Person Centred Software

Residents Gateway Guide

June 2017

Welcome to “Residents Gateway”

A way to keep your finger, on the pulse of the care service to your loved ones.



Thank You for joining our Residents Gateway project.

Here at Langford Park, we aim to embrace change, without losing touch of the core values.

Care, Kindness and Compassion. To help you keep a finger on the pulse of your relatives care.

We have introduced a new system which is **simple to operate** and lets you log in to your

relatives care information, check their documented wellbeing and send them messages and pictures via a simplified “**Social Media**” format.

The aim of this system, is to allow relatives to check, on the up to date condition and immediate care records of their loved ones, at any time of day or night. Also it enables relatives living some distance away a connection they have been denied before by travel limitations. To enable you to access the Gateway, we will require your signed consent and some other details which we ask you to fill in below and return to **Langford Park Nursing Home, Langford Road, Exeter, Devon, EX5 5AG.**

Joining the Gateway

1) Please give us the information below:

a) Full Name_____

b) D.O.B_____

c) Relationship to Client_____

d) Name Of Client_____

e) Your Current Email Address_____

f) Contact Telephone Number_____

g) Full Postal Address_____

Please also read and sign the statement below:

I _____ as the representative/next of kin, to
_____ hereby agree to the use of the “Relatives
Gateway System” for the express purpose of contacting and viewing the personal
data of the aforementioned.

I _____ as the representative/next of kin, to
_____ hereby give permission to the following
persons, to contact the aforementioned client using the “Relatives Gateway
System”

a) _____

E Mail Address: _____

Relationship Status: _____

b) _____

E Mail Address: _____

Relationship Status: _____

c) _____

E Mail Address: _____

Relationship Status: _____

Once we receive the signed information from yourselves, we will send you an
automated E Mail to give you access to the “Gateway”.

When you receive your E Mail, please click on the text which says:

“Click here to access the relative’s gateway”

The first time you access the **Gateway**, you will be asked to create a password to enable your secure access and ensure only password holders may contact your relative.

Once you have created your password, please keep it safe as you will need it to access the **Gateway** in the future.

Once these steps are complete, you have two choices to open the **Gateway**. See **Below**.

- 1) Open the E Mail we sent you and click on the “Click here to access the relative’s gateway” link, then enter your Email and password.
- 2) Open your Internet Browser and type <http://www.relativesgateway.co.uk/visionuk> in the browser window.



- 3) Then press Enter and the Gateway will open and you will be prompted for your Email/Password.
- 4) You are now logged in. You will see a picture of your relative and can access the following Items.
 - a) Social Network.
 - b) Care Summary
 - c) Daily Plan
 - d) Daily Care
 - e) Charts
 - f) Complete Document For Care Plan

Accessing the available options.

You will see a homepage like the one below.

The screenshot shows a user interface for a care management system. At the top left is a circular logo with a stylized human figure in black, surrounded by four colored segments (blue, red, yellow, green). To the right of the logo is a navigation menu with the following items: "Social network", "Care summary", "Daily plan", "Daily care", "Charts", and "Complete care plan". On the far right, the user's name "Hello, Bamaby Griffith" is displayed, along with a "Logout" button.

Below the navigation bar, the main content area is divided into two sections. The left section is titled "Mr XXXXXXXXXXXX" and features a circular profile picture of an elderly man with a white beard and hair, wearing a green shirt. The right section is titled "Happiness chart for Mr XXXXXXXXXXXX" and displays a line graph. The vertical axis is labeled "Happiness" and the horizontal axis shows dates from "Wed 27" to "Thu 01". The chart contains several data points represented by smiley face emojis. Most are yellow with a neutral expression, but there is one blue emoji with a sad expression on Saturday 03.

Your selection menu looks like this:

This screenshot shows the same navigation menu as in the previous image, but with the "Social network" option highlighted in a light blue color. The other menu items ("Care summary", "Daily plan", "Daily care", "Charts", "Complete care plan") and the user's name "Hello, Bamaby Griffith" are also visible.

To access each section, click on the relevant text.



To return to the Homepage, click on the icon.

To use **Social Network**, click the text and you will get this Social **Media Page** view:

The screenshot displays a user interface for a social media page. On the left, there is a section titled "Send a message" with a text input field containing "Type here...". Below the input field are three buttons: "Send", "Refresh", and "Upload photo". Below this is a "Previous messages" section showing a message from "Barnaby" dated "On 7 June 2017 at 08:44" with the text "test" and a "Delete message" button. On the right, there is a "Gallery" section with a "Filter pictures:" label and three buttons: "Show all", "Relatives", and "Vision UK Limited". Below the gallery buttons, it says "Nothing to show...".

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To **send a message** to your relative, type your message in the box where indicated "**Type Here**"-----Then Click **Send**-----The Message will appear in the "**Previous Messages Area**" and your relative will be given the message at the earliest opportunity during their daily care regime.

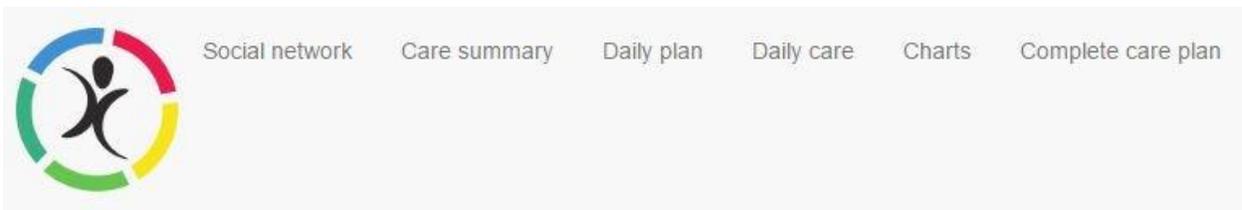
To send them a **Photo**, click "**Upload Photo**" and you will see the following screen. (Click Camera to send from your camera or Landscape Icon to send a File)

The screenshot shows a dialog box titled "Upload a photo" with a close button (X) in the top right corner. Inside the dialog, there is a section titled "Select a picture to upload" which contains two icons: a landscape icon and a camera icon. Below these icons is the text "or copy/paste image here". Below this section is a "Picture description (optional)" section with a text input field containing the placeholder text "Enter a short description for the picture". At the bottom of the dialog is a "Save & Upload" button.

Select a picture from your device and add a **picture description** if you wish. Then click **Save and Upload**.

Pictures will appear in the **Gallery** on the **Social Media Page**. **Other**

Options



The remaining options can be accessed by clicking your mouse pointer on the required text IE: **Daily Plan**.

Doing so will open the available information for you to view.

What Information Can I See? A summary of what you will see is explained below.

Other Care Summary Information.

Home Page. This contains a picture of the resident and a **Happiness Chart**. During interactions with care staff over the course of a day, they will log the residents "Happiness" Depending on the quantity of Happy/Sad logs, the icon will be Larger or Smaller to give an easily understood guide to your relative's moods.

Care Summary. This page shows a most recent full months analysis for your relative, compared to their first month with us, or the same month a year previously if they have been with us over a year.

Daily Plan. This shows a summary of information about the client and what has been planned in "**Plan Care Day**" for them, with approximate timings.

Daily Care. This shows a summarised version of the evidenced care for the client over the past week, with approximate times, (Morning, Afternoon, and Night) Rather than exact.

Charts. This shows the number of care notes per ADL in the last week and last month. The second chart shows the amount of care notes recorded each month and duration of care delivered.

Complete Document for the Care Plan, this shows the complete care documentation for the client.

To Return To The Home Page Click.



If you feel you have a technical related problem, please do not hesitate to contact our technical support team On 01392 42511.

Thankyou On Behalf Of the Vision Team.

Please be aware that some browsers may indicate a security issue with the Residents Gateway. We normally recommend using Google Chrome or Internet Explorer/Edge to ensure correct access.