

# New Passforcare App



We have had notification from EveryLife Technologies, who provide the Pass app, that we will be upgraded to the new Passforcare app on **Tuesday 28<sup>th</sup> November 2023 at 05:00 AM**. Our Scotland branch have been using this version of the app for over a year now with relatively few issues so we are reasonably confident that there should be few issues in the Wirral branch.

However, we trialed an earlier version of this app some time ago, and we recognise that there were very many problems so we will run some face-to-face training sessions over the next few weeks with staff so you are all familiar with the new app. The problems were reported back to EveryLife at the time, and they went away to ensure that the full release of the app doesn't have those bugs.

## What are the benefits of being upgraded?

PASSforcare will offer

- New and improved user experience
- Interactive body maps
- Real time care plan updates for care workers
- Real time updates for care managers
- New "In Progress" visit status shown on customer care notes
- Smart and General observations
- Witness signatures on tasks

The main enhancement of the new app is the removal of the need to refresh your phone – the app will automatically download the latest data as long as you have a phone signal.

### What do I need to do before 28<sup>th</sup> November?

If you are using a work phone, then nothing. The new app will appear on your app list, you can open it and use it from the 28<sup>th</sup> without any problem. If it doesn't show, then open Google Play and install it from the list on there.

If you are using your own phone then you need to ensure that your phone meets the minimum specifications:

- For Android – operating system Android 8 or above
- For iOS – operating system iOS 15 and above.

Android users should follow this link:

[https://play.google.com/store/apps/details?id=com.elc.passforcare&campaignid=web\\_share](https://play.google.com/store/apps/details?id=com.elc.passforcare&campaignid=web_share) or go to Google Play and search for Passforcare.

iPhone users should visit <https://apps.apple.com/gb/app/passforcare/id1479380209> or search for Passforcare on the Appstore.

If your phone doesn't meet those specifications, then you will need to upgrade your phone or call the office to request a work phone. You need to do this well in advance of the day as your unsupported phone will not be able to download or use the new app.

### Do I need new login details?

No, your username and password will remain the same, however, you need to ensure you make a note of your username from the Pass app as that will not transfer over to the Passforcare app. One new feature is the ability for you to set up a PIN instead of using a password.

### What if I am working overnight in an Extra care scheme or on the mobile nights service?

The switchover will happen at 5.00 AM. **If you are logged into a call at that time**, then you should continue to use the old version of the app until you have completed your care notes and tagged out of the visit. After 5.00 AM you should stop using the old version of the app and start using the new app. E.g., you tag into a call at 4:55 AM and tag out at 5:10 AM, you use the old version of the app. Your next call is at 5:15 AM, you should log into the new app first and tag in.

### Will I receive some training beforehand?

We plan to offer a briefing in small groups for some staff. This will give you chance to ensure you have the new app and to ask any questions before the go-live date. We will also be sending out help sheets and training videos which you can watch in your own time. The videos can be found by scanning the QR code and scrolling down until you find them:



### What happens after the switchover date?

The old app will cease to work and can either be uninstalled or will be removed if you have a work phone. The new app will work going forwards although the first time you log into your new app there may be some delay in downloading all the data. After that, there shouldn't be a need to refresh your app as any changes will automatically be pushed out to your phone.

### I don't want to change to the new app. Can I still use the old one?

No, we have been notified by EveryLife Technologies that once we have been migrated onto the new app there is no reverting back to the old one. The old app will be retired completely before the end of this year.

**If you have further questions or are not sure of any aspect of the new app, please phone Mike Noyce on 0151 638 4500 option 4, or call in to the finance office next door to the head office for help.**

# Passforcare app

## How to complete a booking

Select the booking you are due to complete. In the example below, the 11.00 visit has been completed so you should click on the 12.45 visit.

**Bookings**

M	T	W	T	F	S	S
2	3	4	5	6	7	8

**3**  
Tue

🕒 11:00 - 11:30 (30m)  
**Mike Meakin**  
Guildford Road, GU99QJ  
🔑  
🚫 Allergies 🚫 DNACPR

🕒 12:45 - 13:45 (1h)  
**Mike Meakin**  
Guildford Road, GU99QJ  
🔑  
🚫 Allergies 🚫 DNACPR

Review the tasks to be completed and select “Tag in and start visit”

← **Lunchtime Routine**

**Mike Meakin**  
D.O.B: 19/06/27  
🕒 12:45 - 13:45 (1h)  
Guildford Road, GU99QJ  
🔑  
🚫 Allergies 🚫 DNACPR

Task (0/4)

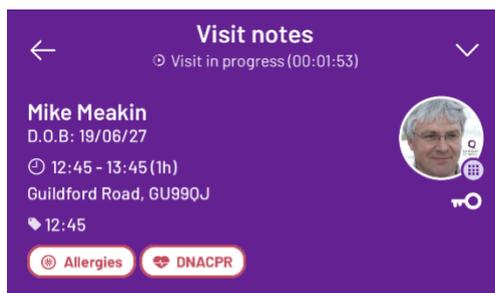
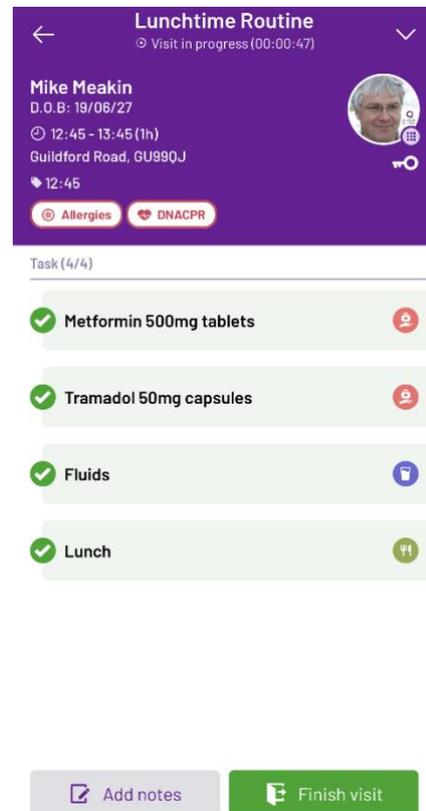
- Metformin 500mg tablets 🚫
- Tramadol 50mg capsules 🚫
- Fluids 🚫
- Lunch 🚫

▶ Tag in and start visit

Once in the visit, you will see the 'visit in progress' status at the top of the screen showing the length of time you have been in that visit. You will need to complete ALL tasks. The green tick will show if the task has been completed.

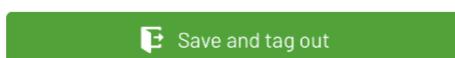
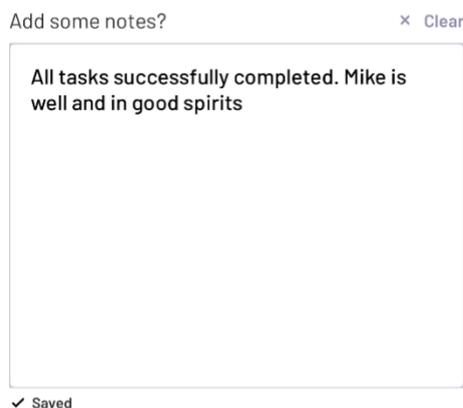
If you cannot complete the task you must provide a reason for this. Once all tasks have been completed the 'Finish visit' button will turn Green. Please click to leave the visit.

If you want to alert the co-ordinators to a problem, you should mark the task as partial or incomplete. **You must follow this up with a phone call.** Marking an *outcome* as incomplete doesn't raise an alert but marking a *task* as incomplete will.



After you select the 'Finish visit' button it will open a new screen and prompt you to add notes about the visit you have just carried out.

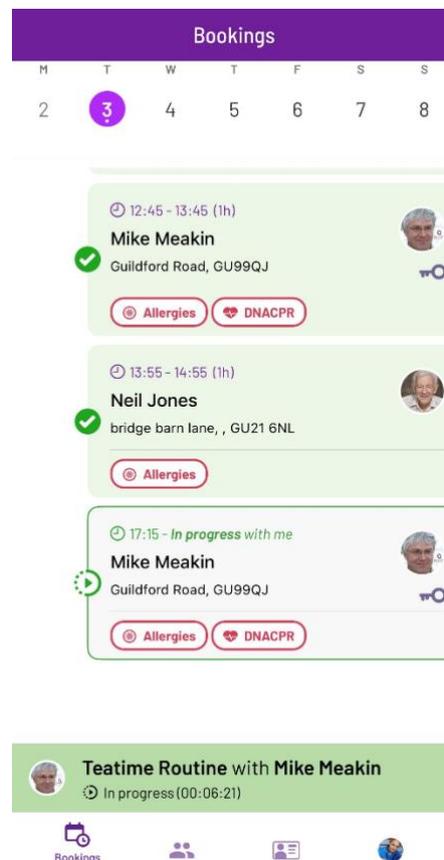
Once you have inserted your notes, the 'Save and Tag out' button will turn green allowing you to select it and leave the visit.



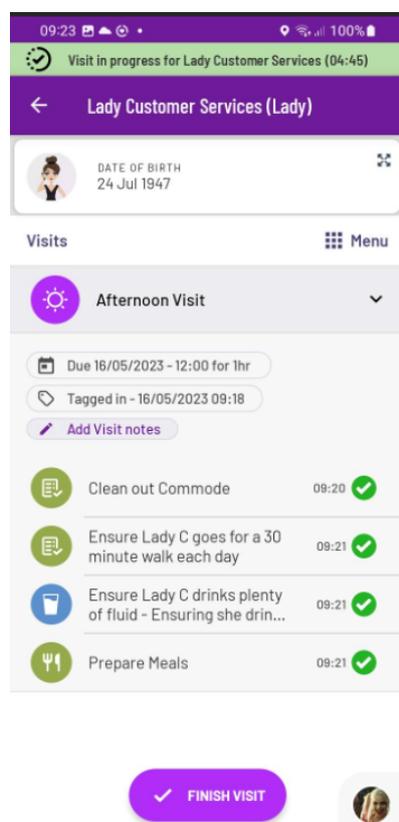
In the Booking section, you will now see the booking has been completed as it will show a green tick.

If you see a green triangle with a dotted line against the booking, this means that you have not finished the visit. You will see a warning that the visit is still in progress. You MUST finish this visit by returning to the visit and completing the steps above, before going into your next visit.

You will not be able to tag into another booking until you have done this.



## New "In Progress" visit status



When you have started a visit within the PASSforcare app, a green banner will be visible at the top of the screen, it will also display the time the visit has been in progress for. (The time starts from the moment you start the visit)

In the example a care worker has a visit in progress for "lady customer services" and has been in the visit for 4 mins and 45 seconds.

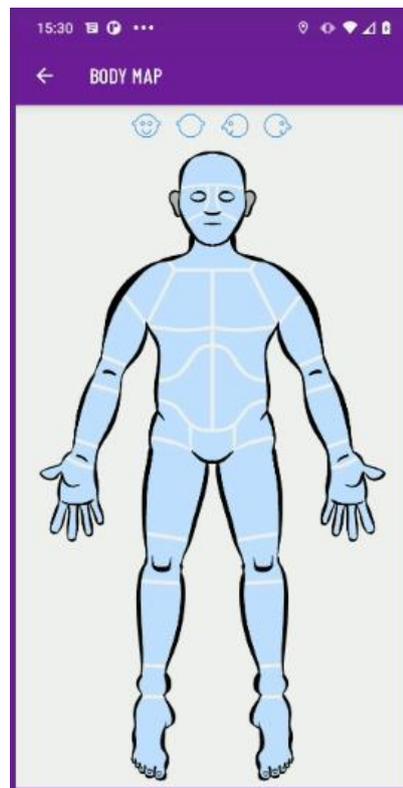
It is vitally important that you complete all the tasks contained in the visit and mark them as either Done, or Not Done (providing a reason code) and you finish the visit before leaving the customers location.

Failure to do this will have an impact on time and attendance reports, as the visit will continuously show as "IN PROGRESS" until the visit has been finished.

## Body maps

What is an interactive body map?

An interactive Body Map enables you to add and record any detail or concerns on a part of the body, directly during care delivery.



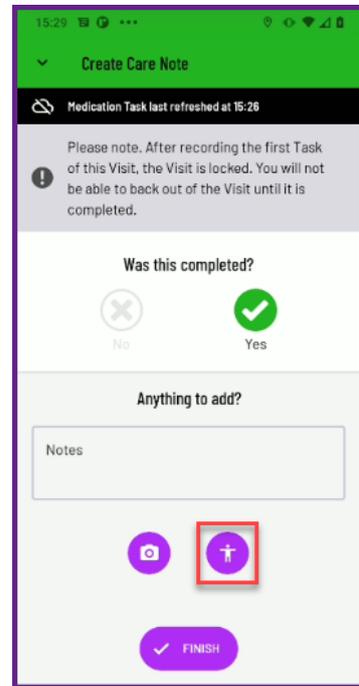
The Body Map has four views: front, back, left and right sides.

When an area is identified, the key above the Body Map will be highlighted to show where detail has been added:

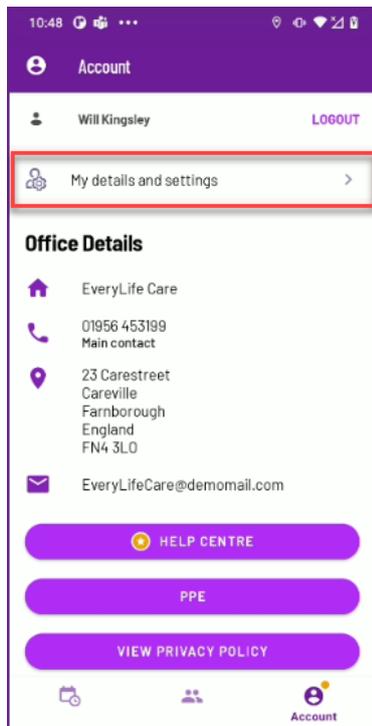


Once the body map has been added to the app, it will be displayed against the task. Tapping on it will give you the detail added to that task.

Whilst completing any task/action, if you feel recording detail or concern on a body map, is required, you can do by tapping the body map icon against the care note.



## Setting up a PIN



Setting up the unique PIN on your account makes logging into the PASSforcare app quicker and easier. To set up your PIN follow these steps.

This is only recommended if you do not share devices. If for any reason you share a device, you'll need to tap on Switch User. When you do this, you will need to initially enter your Username and Password.

When logged into PASSforcare, tap on the Account icon and select 'My details and settings'.

In My details and settings screen, select Enable PIN. Set your 4 digit code and re-enter it to confirm. Once you have done that you will only need to enter your PIN to log in to the Passforcare app.

