

# PROFESSIONAL CARERS

Keeping Service Users and Carers up to date on the latest news, information, events and initiatives.

Inside this issue:

- ✓ PASS Roll Out - Updates
- ✓ Details of Open Pass and how to access care records
- ✓ Subscribe Now for latest news and updates via our website.

## NEWSLETTER

January 2020 Special 'PASS' Edition

### WELCOME

Welcome to Professional Carers ninth newsletter, providing you with an update on the latest news, information, events and initiatives. We hope you enjoy catching up with all the news and welcome your feedback and suggestions of what you would like to see included.



### THE PASS ROLL OUT CONTINUES

Reminder from our last newsletter:

We are extremely pleased to advise that our care service is using an electronic care planning and care notes system which commenced roll out in October 2019 called PASS. Already live in the Leasowe, Moreton, Hoylake and Upton areas, our care workers will soon be using this mobile based system across all areas of Wirral to receive care plans and assessment documents, electronically.

**The next areas to go live with the system are:**

**Seacombe & Poulton – W/C  
27/01/2020**

**Liscard – W/C 10/02/2020**

**Wallasey Village / New Brighton  
– Estimated March & April**

Care workers will then enter their care notes and medication administration, on their mobile phone as opposed to using paper records that we previously used inside the address.

The new system has substantial advantages:

- As soon as we hear that there is a change in the care required or medication being issued from the pharmacy, surgery, carers, district nurses or even the service user, we are able to update our systems real time and advise our care workers immediately without having to deliver new paperwork to the address. This safeguards our clients and prevents mismanagement of medication.



- Family members will be able to access communication notes AT ANY TIME and AT ANY LOCATION, without actually having to be at the address. This is called OpenPass 24/7.

Details of how to access this can be found overleaf and in the service user file. The service is free of charge and offers much more data security compared to the paper records we have previously been using.



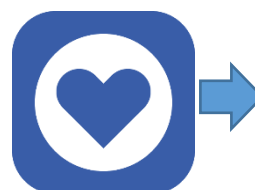
If you or a family member is already receiving care via pass and you want to know more about OpenPASS, you can find out more information and guidance here:

[www.openpass.com](http://www.openpass.com)

Alternatively visit our dedicated PASS section on our website, by visiting:-

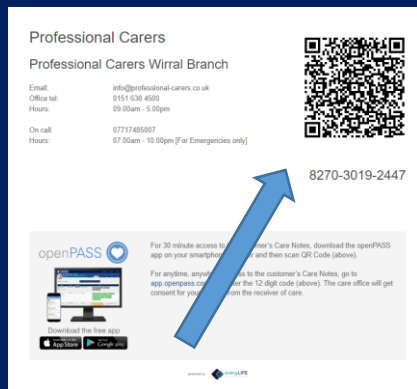
[www.professional-carers.co.uk](http://www.professional-carers.co.uk)

To access OpenPass, you will need to download the OpenPass app available for smart phones or tablets, via the apple app store or google play store. Using the app, you will then need to sign up. Once signed up, the bar code on the front of the new care plan [once live with PASS] is scanned to provide initial access.



This is what the OpenPass app looks like on the apple app or google play store.

**Below is an example of what the front of a new PASS care plan looks like.**



**This contains a bar code on the right-hand side with a unique serial number underneath.**

**Once you have downloaded the app, simply scan the QA barcode on the front of the care plan, to access the records and communication notes electronically. The office will then receive an email notification to approve your access.**

**Have you visited our new website:-**

We have recently redeveloped our website. Take a look and subscribe via email to our latest news and blogs.

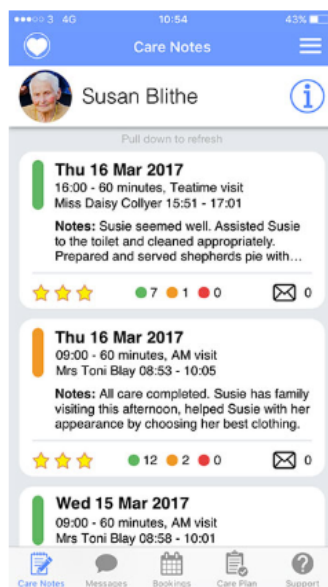
The site can be accessed via [www.professional-carers.co.uk](http://www.professional-carers.co.uk)

Here you will find latest news, information, blogs, previous newsletters, photos, vacancies, videos and details of our services.

Sign up now to receive updates direct to your email inbox! It only takes two seconds to complete.

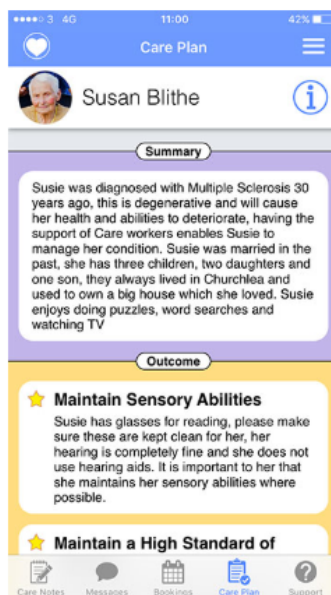


# OpenPass is a mobile and web application that allows you to.....



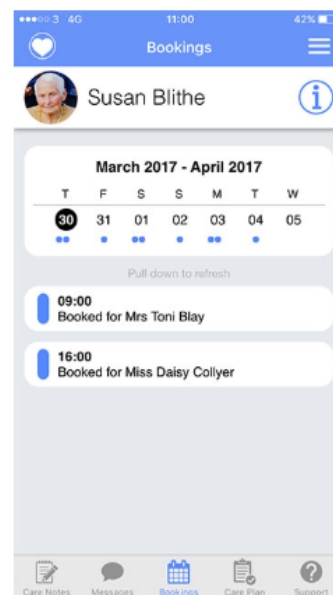
**View care notes for completed care visits**

Real-time care notes are sent when the care has been completed, so you can check the quality and care being delivered.



**View the visits, outcomes and tasks**

Details of the person centred care plan are available to review, along with the visits and specific tasks.



**See the schedule of care visits**

Booked care visits can be viewed, so you can check when they are planned.

If you require assistance in accessing OpenPass, please contact a member of the team by telephoning 0151 638 4500. Alternatively, send us an email to [info@professional-carers.co.uk](mailto:info@professional-carers.co.uk) or chat to us via social media!