

# 3 Care management software

## What does it do?



Care management software can be used by care providers to keep digital records of their clients. Amongst other things, care management software can be used by care workers (people who provide paid care) to keep a digital record of the care plan and to make their daily reports online via smartphone app. These records are secured and can only be accessed by authorised persons. Some care providers allow carers access to these reports and the care plan via smartphone app or online portal.

## What can it be used for?

**#CareServiceManagement #CommunicateEmergencyInformation** Carers can use the care management software to get access to the PwD's care plan. Carers can see the daily care reports produced by care workers after their visits to the PwD. This can help them to have peace of mind that the agreed upon care has been delivered and to receive an update of the PwD's wellbeing. Some care providers allow carers to use the software to upload information about the PwD. This can include emergency and medical information as well as the preferences and needs of the PwD. Care workers can use this information for their care plan and to develop a more personal care relationship with their client.

Comment	Rating	Author	Date
I think it is essential that proper records are held by professionals, but don't think there are many places where the technology is advanced sufficiently for records to be shared with service users or carers. More still needs to be done on sharing records between professionals.	3	Violet Tiger	Aug 31, 2020, 01:50 PM
The idea of this is good, but as with everything, it is only useful if the information is kept up-to-date and everyone involved in a person's care completes it.	3	Red Dog 2	Aug 27, 2020, 11:15 AM
Essential part of care going forward - The security of the information would be important as would the protocol of who uses it.	4	Green Cat 1	Aug 12, 2020, 11:53 AM
Mums self funded carers and socially funded carers used this tech on their phones to know what their tasks were that visit. The success of this depends on the accuracy of information uploaded. I was never offered the opportunity to access their reports via tech and usually read the written log they maintained at mums flat. It would have been preferable to have be able to log on to mums 'account' and see the records the care management team were seeing so that I could have had the peace of mind that the care had been delivered. As it was, the self funded carers would Whatsapp me to let me know how mum was.	n/a	Purple Cat	Jun 30, 2020, 04:04 PM
No previous experience with this however it would've been incredibly useful to have this technology available to us. Carers change often and don't know the likes and dislikes of the person they're caring for, so this would've been very useful to allow them to know what to talk about, what music to play, even what name to use. It'd also be a very useful tool to use to update the carers if an individual is admitted into hospital, so they know not to visit the house.	4	Blue Dog 1	Jun 22, 2020, 01:42 PM
This is more a planning tool. It could be more useful if carers can always populate it with information and maybe update it with new information on how the person is at a particular day	3	Green Dog 1	Jun 22, 2020, 11:51 AM