

Care Management Systems

2015



About Us

Every year there are hundreds of complaints about neglect and sub standard care in the Care Industry. Much of the time the issues raised are based on the families of clients feeling that their loved ones are not being attended regularly and the care givers are not fulfilling their duty of care.

A major criticism is that the way that reports are formed can be regarded as inefficient and heavily relies on the honesty and integrity of the care givers to manually detail the checks, monitoring and observations given over their shift.

Care assist is a care monitoring system that has revolutionised the way that hourly, daily and routine checks are recorded. The responsibility of detailing the care given to the clients is still with the care professionals but is supported by a document produced by the system that has recorded the times and actions taken for each of the clients.

The paramount benefit is in the fact that there is evidence of when the checks have been made and the action required. This evidence is an invaluable asset to all involved in the Care Home and Domiciliary Management teams have vital documentation that gives the necessary evidence to prove that check and actions have been made as it is impossible to record an event without being in the room of the client. Furthermore the client's families get the incomparable benefit of peace of mind that their loved one is being looked after to a high standard.

In addition to our care management system we also offer a range of key monitoring solutions to enable you to identify who had taken a key and when.

We also offer an ID Badge service as well as the accessories such as holders and lanyards.



Services

Design Consultancy

If you are unfamiliar with Care Home or Domiciliary Patrol Systems and require advice regarding the most appropriate cost effective solution, configuration and implementation of the system, please do not hesitate to contact our experienced staff that will be only too pleased to assist you.



On-Site Commissioning

Our commissioning service is available Monday to Friday from 09:30 to 17:00. Please book at least 2 to 3 days in advance to avoid disappointment. For further details and costs please call 0844 7365745



Technical Support

Hot-line Telephone Support is available from 08:30 to 18:00, Monday to Friday. Please call us for assistance. Out of hours support can be provided by prior arrangement.



Training

Training courses can be provided on any of the supplied hardware or software products and can be tailored to meet our client's specific requirements. Please call 0844 7365745 for further information and costs



How does our patrol system work?

The system is extremely simple to install and operate.

You just simply load the software on to a PC, give the data readers a name, name the location buttons, e.g. Bedroom 3 or Mrs Smith Room put them in place and you are ready to go. If using the event book just give each button a term e.g. Called Doctor or Client asleep.

Your member of staff then just goes about their duties.

When the client is to be monitored, the care giver touches the client's individual location button that is mounted inside the client's bedroom.

The reader will beep and a light will flash red to show a positive read and that's it. Internally the reader has recorded this information with a date time stamp.

The care giver then selects an event or action using one of the ten buttons located within the event wallet to identify what care has been provided. These options are easily tailored to meet each home's specific requirements, but commonly range from 'Client Asleep', 'Client Awake', 'Liquid Given' to 'Incontinent Pad Changed', 'Room Secured'.

This information is held in the reader until it is downloaded at the end of the day/shift after which it is transferred to the computer.

Once stored, the data can be analysed via the Senior Carer or Manager using the Night Owls software's integrated report generator.

The stored information can be analysed at any time by searching on a specified date range, e.g. with a start date and time and end date and time. Further filters options exist on location point (room name), personnel and event name. When you are happy with the selection criteria the report can be printed or saved electronically to provide documentary evidence detailing the exact date/time a client was visited along with the event or action performed.



System Components

The Data Reader

At the centre of a good patrol system is a rugged vandal resistant data reader.

All of our readers have die cast metal alloy cases, an inner silicone rubber core to protect against shock and are water and dust proof. Each reader has a 4 MB flash memory and can store an audit trail of up to 10,000 transactions, where a transaction consists of the ID device's unique serial number along with a date time stamp detailing the exact time and date it was read. The reader also produces an audible beep and LED flash to confirm a successful read.

The Event Wallet

Is used to record exceptions or events, such as "Called Doctor" " Put patient back into bed" or even " administered medicine", and provide a report showing exactly when this action done .You can also use it to report regular checks undertaken in and around your site.

The Location Point

The Palm Touch data reader extracts a unique serial number that is contained on a microchip that is located inside a stainless steel touch button or touch button bolt. To read the ID device you simply touch the touch button with the reader.

The Software

The Care Assist Management software is unlimited, you can add as many PC'S, sites, data collectors, location points and events without ever needing to upgrade.

The reporting tool within the Management software enables you to view all of the system activity over a specified period and provides you with a comprehensive range of standard and bespoke reports.

It allows you to search and view data and print off reports or email specific data and enhances the service you provide.



Key Cabinets

Make key control easier and more efficient with a key management system. Stand alone key control systems or networkable solutions and integration with access control and other physical security systems for total key management.

Tamper-proof cabinets can only be accessed by authorized users with pre-programmed PIN codes, access cards or biometrics, helping eliminate vulnerability.

KeyWatcher Illuminated

KeyWatcher Illuminated is a modular, scalable integrated key control and management solution that's designed for interoperability with access control and other systems

With KeyWatcher Illuminated, access to the electronic key box and to individual keys is under your complete control. You decide who has permission to remove each key, and with KeyWatcher's advanced communications capabilities, you always know who removed any key and when it was taken.

With a modular design, you can configure the exact components you need like key slots, card slots and lockers, with the ability to change modules where and when you need to. KeyWatcher Illuminated is scalable, too, so it can grow as your needs grow.

The key management software can run activity reports, sort based on different criteria, view and print reports, and more. System managers can generate practical management reports, which trace key movements by time, date and user code. An audit trail report indicates the time and date of every key accessed by a user for a given time parameter

A built-in scheduler automatically downloads all data to a secure PC, allowing system managers to sort and analyze information to maintain maximum control of access and security issues. KeyWatcher now offers the capability to send priority email alerts to security managers, keeping them informed of the whereabouts of Smart Keys.

In addition the software provides detailed, real-time management reports based on specific key, user and alarm transactions and can be accessed from multiple administrators from remote locations via standard internet connection.



Accessories

Photo ID BADGES

ID badges printed full colour single or double sided to your exact specification.

All you have to do is supply us with an ID photo, logo and personnel information.

Plain white standard ID badge printed to your artwork.

Clamshell Cards (3mm thick) with built -in punch hole. these can be printed to your exact specification.

Clamshell RFID Card is used to identify security guard personnel.

Each card contains a microchip with a unique ID number.

Can be programmed to work with most access control systems.

Our ISO standard ID card can be programmed and printed to your exact specification. ISO standard (1mm thick) RFID Card is used to identify security guard personnel.

Each card contains a microchip with a unique ID number.

Can be programmed to work with most access control systems.

Smart card Mifare technology card printed to your specification used in conjunction with smart card systems.



Accessories

ID badge holders of various designs, colours, and finishes.

Portrait or Landscape, plastic pouches, or robust clear badge buddies



Lanyards

Each one has a metal or plastic clip, and printed with your own name or clients details.

Breakaway Lanyards

Breakaway Lanyards for added safety. If lanyard is grabbed in attack or if it gets caught up in machinery, the lanyard automatically snaps.



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Reels

The extendable cord on these card reels makes them the ideal ID holder for those who use access control systems. Have your ID holders match your brand with full customisation, printing is available on these card reels; add your company logo, slogan or text.



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