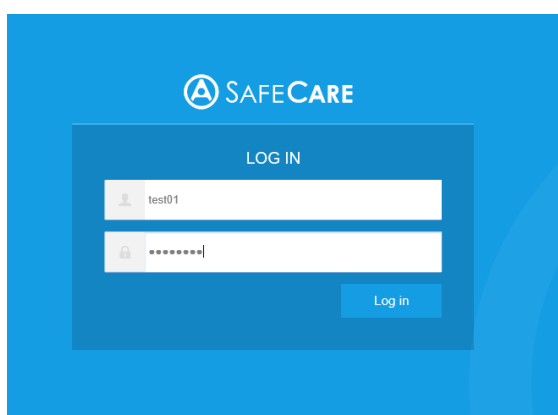


Safecare User Guide

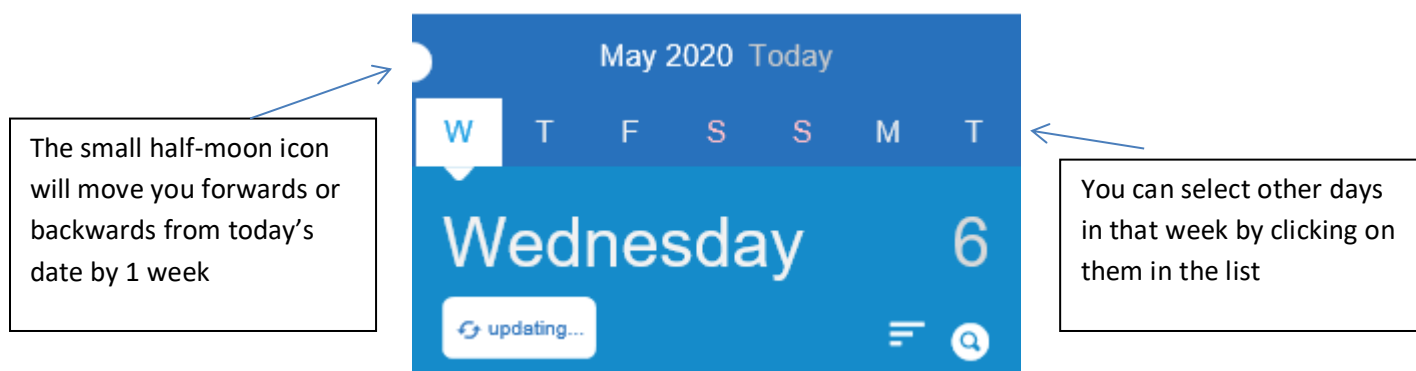
Overview/Login

To log in to Safecare either go to the Safecare icon on the iPad that has been issued to you, or alternatively type 'Safecare' into the blue box on the Trust Intranet.

Log in to Safecare using the same username and password that you would use to log in to Healthroster or Employee Online with:



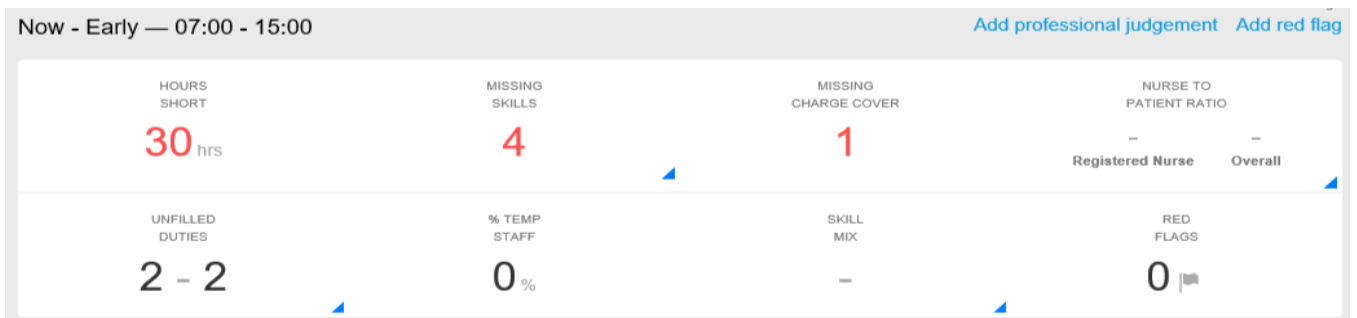
Once you have logged in, the system automatically takes you to today's date:



The system should auto-refresh, however if you want to manually refresh select the refresh option under the date. You can also search for specific units using the spyglass icon if you have access to more than one unit.

The system will default to the census period that is linked to the time of the shift at the point in time that you access Safecare. For example if you access Safecare at 14:00 it will default to the AM Census as that is between 08:30 and 14:30, and the Early shift.

Safecare Analysis Data



This data is calculated based on the census data that has been entered, and also the shifts that have been rostered in Healthroster. If no data is entered into the census period, this is calculated based on your vacant duties in Healthroster. It is important that the census data is entered for this reason. The hours short/excess will change based on the calculated CHPPD of the patients vs the staff you have rostered for that day.

Please ignore the data in the nurse to patient ratio, this is something Allocate are currently working on.

This calculation excludes any shifts that are not nursing shifts (I.e. STU, SN, WC, HK, WM) You can click on to any area with a blue triangle to drill down further into what that data is relating to.

Entering Census data & Tasks

Census data is required to be input 3 times per day, during the agreed census times:

- AM = 07:00 – 08:30
- PM = 13:00 – 14:30
- Night = 19:30 – 21:00

The census data should be input by the person who has spent the longest time with the patients in that period, so for example the night staff would enter the AM census as having been with the patients overnight, they are best placed to score their acuity.

To update a census period, select the shift you would like to enter the census period for (early, late, or night) and select 'Update Census

Predicted	Census Period	Census AM 08:30 - 14:30	
	Bed Occupancy	0 / 12 (0%)	
	Utilisation	0.0%	
	Hours Excess	5.5	

Input patient numbers per level, based on the Shelford Model and then click 'save'

PATIENT TYPE	
Level 0	0
Level 1a	0
Level 1b	0
Level 2	0
Level 3	0

The patient numbers must be saved during the agreed census periods in order to produce accurate data, however they can be entered before a census time and then someone would need to go in during the entry time, check they're still right, and at that point click 'save'.

In this same page you can also enter 'Tasks', these are things that have used up nursing staff time, but they weren't just performing standard nursing tasks.

Tasks are recorded in 30 minute intervals (unless stated otherwise), so each 30 minutes is 1, which means that if a task takes 1 hour, you would enter 2 in the tasks section during the census period in which the task took place.

TASK TYPE	
1 to 1 Patient (1 hour intervals)	0
Bleep Holder	0
Crash Call	0
Discharge Count	0
Escort Offsite	0
Escort Onsite	0
Ward Attenders	0
Ad Hoc Training	0

Example:

You have a patient escorted to x-Ray at 10am. You have 1 HCA escorting the patient and they are gone between 10am and 11am. You would go into the AM census by selecting the early shift and clicking 'update census', then you would enter a 2 in the 'escort onsite' section and click 'save'. You can also add a note if necessary to provide more information.

Rostered Staff Section

Under this section, Safecare displays staff information over multiple tabs, such as: Name, Charge cover, Bank /Agency worker, Redeployed from etc, so you can easily identify who is on shift and who will be taking charge etc.

You can swipe right and left to view these information tabs.

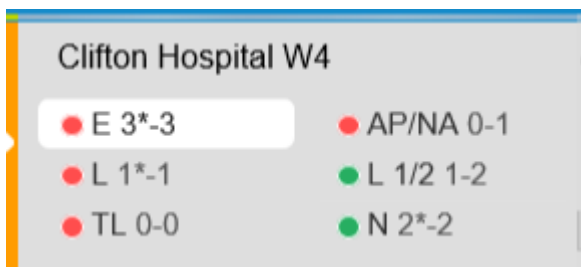
You can also add unavailabilities (e.g, Sickness), adjust shift times and redeploy individual staff within this section.

Please note: The rostered staff panel will only show staff who have been assigned to a shift on your ward via Healthroster.

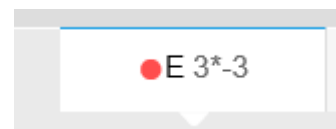
The advantages of using these features within Safecare are that:

- You can keep your overall hours short/excess figure up to date and accurate throughout the day with real-time rostering.
- You will reduce the overall amount of admin time spent in Healthroster altering shifts retrospectively.

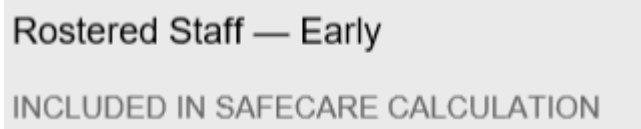
To find the rostered staff section or to find a person, locate the Unit List on the left hand screen, tap the relevant shift the staff member is assigned to:



Alternatively, you can select the different shifts which are at the top of the screen:



Scroll down the page to find the Rostered Staff Section underneath the Census period data:



This is where you will find your staff who are assigned to shifts via Healthroster.

To add unavailabilities, adjust shift times and redeploy staff

Click on the person's name, which will open a list of actions:

To add Sickness / Annual Leave / Carers Leave etc, select the Unavailability option.

To change the start and end times of a shift, select the Adjust Duty option.

ACTIONS

- Unavailability
- Redeploy Person
- Adjust Duty Assignment Time

To relocate staff that have been redeployed to another ward, select the Redeploy Person option.

Adding an unavailability

Once you have selected the Unavailability option, you can now add different types of unavailabilities to the person.

UNAVAILABILITY TYPE

Annual Leave	Other Leave
Parenting	Sickness <input checked="" type="checkbox"/>
Study Leave	Unknown
Working Day	

Reason Cold, Cough, Flu - Influenza

Secondary Sickness Reason Select

DATES OF ABSENCE

Start date time	06/05/2020 07:00	<input type="calendar"/>	<input type="clock"/>	<input checked="" type="checkbox"/>
End date time	06/05/2020 23:59	<input type="calendar"/>	<input type="clock"/>	<input checked="" type="checkbox"/>
Open Ended				No <input checked="" type="checkbox"/>

BANK INFORMATION

Send to Bank No

Create

4. Click 'Create', to add the unavailability.

Once you have created this, the person will no longer appear under the rostered staff section and Safecare will automatically remove the hours the person was due to work from your Wards overall Hours Short / Excess figure.

This will also update Healthroster automatically and add the unavailability period to the system.

Redeploying a person

It is vital that any staff who have been redeployed from your ward to a different ward are moved through Safecare. The advantages are that your Hours Short / Excess figure is up to date and accurate and that the other wards have got visibility of all the staff who are working on their Ward currently.

This is also the process to follow when you are moving your Agency nurses from the Agency roster to your ward. Once you have redeployed them to your ward, their hours will be included in your Hours Short / Excess figure.

Once you have selected the action: Redeploy Person (shown above), to redeploy a person complete the following options:

1. Select the Ward the person is being deployed to from the drop down list under *redeploy unit*.

REDEPLOY INFORMATION		
Redeploy Unit		Select
Redeploy Unit Team		Select
Roster Location	2. Disregard Redeploy Unit Team and Roster Location	Select
Start Time		09:00 ✓
End Time		17:00 ✓
Cancel Duty		No

3. Amend the start time option to the time that the person was redeployed, if it differs from their full shift.

Click 'Next' which is located in the top right hand corner



4. You will then see the following screen:

5. Double check the Unit and Shift under this section – if this is correct, click *redeploy*.

If this is not correct – e.g it is trying to redeploy into a bank enhanced shift for a substantive worker, you can select an alternative vacant duty. (See 6.)

8. Click Redeploy

REDEPLOY TO	
Unit	Ward 26
Shift	Long Day
Team	-

REDEPLOY TO MATCHING VACANT DUTY	
Requirement Name	1.1 Registered
Grade Type	RN
Start - End Time	Adjusted from 07:30 - 21:00 09:00 - 17:00

OR REDEPLOY TO:	
Alternative Vacant Duty	<input type="checkbox"/>
Create Additional Duty	<input type="checkbox"/>

OTHER INFORMATION	
The vacant duty will not be cancelled	

Redeploy

6. Toggle on the option by clicking on the square against 'Alternative Vacant Duty', you will then see the option to select a different shift.

If the right shift appears in the list, select this option then click *redeploy*.

7. If the right shift does not appear, you can create an additional duty to redeploy them into. To do this, toggle on the option by clicking on the square against 'Create Additional Duty'. You will then see the options to create an additional duty on the redeployed ward as shown below.

When Option 7 above - 'Create Additional Duty' is toggled on:



You will see the below options appear to create an Additional Duty:

Requirement	Select	Under requirement, you need to select the grade type of the shift.
Shift	Select	Under shift, select the shift that you would like to redeploy into.
Reason	Select	Under Reason, select the 'Safecare redeployment' reason.

Once you click the redeploy button, Safecare will automatically remove the member of staff from the shift and assign them to the shift you had chosen on the redeployed ward.

This will update Healthroster for you automatically and also ensure your Wards Hours Short/Excess figure is up to date and accurate as it will no longer include the redeployed staff.

Adjusting shift times

It is important to ensure all shift changes have been recorded in real time as this will impact on the overall hours of care that is provided by staff.

The benefits of changing the shift times within Safecare are that Healthroster will be updated and the Hours Short/Excess figure will be accurate.

Once you have selected the action: Adjust Duty Assignment Time (shown above), to change a shift time complete the following options:

Start Time	07:30 ✓
End Time	21:00 ✓
Rest Time	01:00 ✓
Split Demand	No ✓

[Send](#)

Amend the start / End / Rest time if it differs from what has been worked. This will update Healthroster automatically where the shift will have the new duty times within Healthroster.

Attendance monitoring

Within Safecare, you have the ability to monitor and update the attendance of all the staff on the Unit. You are able to mark staff with a 'Tick' who have arrived for work and mark staff with a 'Question mark' if they have not yet arrived.

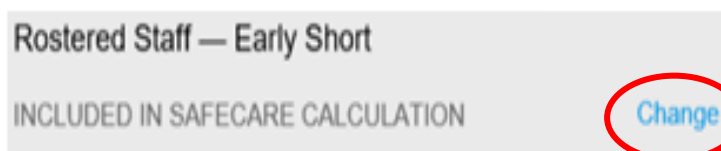
When you have marked staff with a 'Question Mark', this will leave them on the shift within Healthroster but will exclude them from the Hours Short / Excess figure.

If the staff remain marked with a question mark until the finalisation of the roster, the system will not let you finalise the shift. Further investigation is needed to ensure that the person did work the shift.

Please note: You can update the attendance record for a person in Safecare at any time, as soon as the person attends work you can change the question mark to a tick and adjust the duty time.

There is also the option to change or mark a person as Take charge.

To do this, click the 'Change' option, within the **Rostered Staff** section.



You will then get the option to click the 'Tick' or the 'Question Mark':

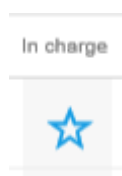
Rostered Staff — Night		
INCLUDED IN SAFECARE CALCULATION		
Attend.		Name
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Anne Karlson
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yuki Svensson
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Nageena Naeem

Mark the staff as above with the relevant option.
Once completed – click Save.

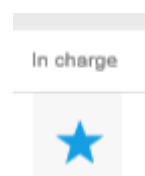
Save

Please note: if the attendance monitoring has not been completed the system will assume that all staff have arrived on time for the shift and will be included in the Hours Short/Excess figure.

To change or mark a person as take charge, click the 'Change' icon and select the blue star next to the person you want to mark for taking charge:



When star is blue, the person is taking charge:



Finalising shifts

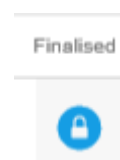
Please Note: Only staff who have access to Healthroster will have the permission to finalise shifts once they have been worked, in Safecare.

Once the shift has been completed, the 'finalise' option will show.

Having clicked the 'Change' option (shown above), swipe left in order to see the padlock icons



When the padlock is solid blue, the shift has been finalised:



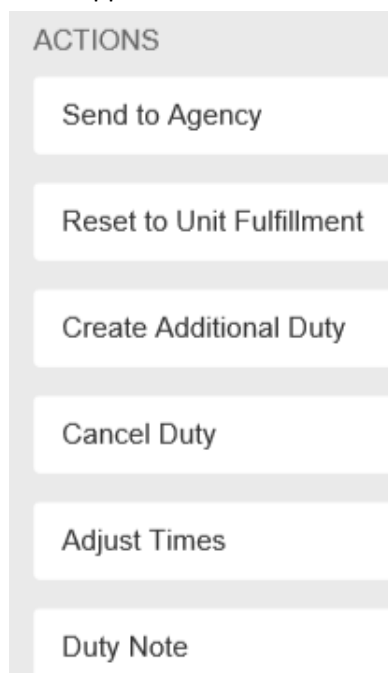
Unfilled Duty options

The Unfilled Duties section provides you with the ability to change bank shifts to Agency shifts, reset bank/agency shifts to unit fulfillment and to adjust shift times. As you are able to view 7 days ahead, you have the ability to change the unfilled duties at short notice through Safecare to suit the needs of your service.

Scroll down the page to find the Unfilled Duties Section underneath the Rostered Staff Section:

UNFILLED DUTIES

To find the actions available for each vacant shift, click the relevant shift you wish to change and a list of actions will appear:



Please select the action you wish to perform and complete the form.

Adding Professional Judgement

Safecare is a system that calculates the Hours Short / Excess figure based on the information / data you have inputted into the system. If you feel that the calculation does not show a true reflection of what you think your ward needs to ensure patient safety, you have the option to override the calculation and to raise a professional Judgement.

To do this, find the 'Add professional Judgement' at the top of the page above Safecare analysis data:

[Add professional judgement](#)

You will see the following screen:

You can either mitigate the risk or escalate risk using this option.

Choose the relevant reason and action as to why you have raised a professional judgement.

Close		Add professional judgement	
Original status			
Risk category			Select
Professional Judgement Override			Select
Reason			Select
Action			Select
Secondary action			Select

The RAG status is calculated from the Wards Hours Short / Excess figure. This is the status you can override.

Choose the RAG you would like the Ward to show as.

Click 'Create'. Once created, you will be able to view the professional judgement found underneath the Census data.

Adding Red Flags

To highlight any Red Flags that happen on your Ward, you have the ability to create these within Safecare. The advantages of using Safecare to record your Red Flags as it will link the staffing data to the Red Flag, ensuring you have access to all the relevant data needed in order to review the Red Flag at a later date.

To do this, find the 'Add Red Flag' at the top of the page above Safecare analysis data:

Add red flag

Please complete the following options in order to raise a Red Flag:

Flag Type	← Choose the correct type from the drop down list.
State	← Choose the state.
Owner	← Ensure the Owner is the Take Charge Nurse on duty.
NOTES	
Type your comments here	← There is a free to type box to add in more detail relating to your Red Flag.

Click 'Create'. Once created, you will be able to view your red flag any time from the Safecare Analysis Section.