

# amending resident records in coolcare.

The Residents section on CoolCare is where all resident records are stored and the location of where you manage the resident records.

Once you've added a new resident, you'll be able to navigate through their general information, documents, room history, this guide will show you the different options and how to get the most from the resident area on CoolCare, for more information on admissions, contacts etc; please use the specific guides.

## amending a resident record.

To locate, add or amend a resident's details such as their name, date of birth, marital status etc you'll need to access the residents' record from the resident list.

To find the resident record:

- Navigate to the **Residents - Resident Records**
- Find the resident in the records list or by using the search bar
- Click on the record to open it
- It will open on the General tab – here you will find the resident's details. Once you've made your changes click the **Save** button at the bottom of the page.

**Elizabeth Ainsworth**

Room No: 10A      Dependency Level: 1 - Low Risk

Admission Date: 02/11/2023      Care Type: Residential

Weekly Fee: £820.00      Covid-19 status: -

Home: Sam's Home

**General** | Admission & Discharge | Billing | Contacts | Documents | Rooms | Absences | Vaccination

**General**

**Resident Details**

Title Required: Mrs

Forename Required: Elizabeth

Surname Required: Ainsworth

Known As:

Date of Birth: 24/05/1944      Age: 81

Marital Status Required: Not Disclosed

**Residency Details**

Room No: 10      Bed: A      Change Room

Permanency Type Required: Permanent

Funding Type Required: Private

Care Type Required: Residential

Nursing Band: High

Dependency Level: 1 - Low Risk

## other details.

On the General tab of the resident's record there is a section at the bottom called Other Details. These are details that are not necessarily personal details but are details which may be of use to the care home. Details such as the resident's previous occupation and their religion can be stored here, as well as their National Insurance number and NHS number.

**Other Details**

Religion	Nationality
<input type="text"/>	<input type="text"/>
National Insurance	NHS Number
<input type="text" value="ABCDEFGHIJKLMNQRST"/>	<input type="text" value="12345678912345678912"/>
Past Occupation	
<input type="text"/>	

[← Back](#) [Save](#)

## uploading a resident photo.

- Navigate to **Residents – Resident Records**
- Locate the resident in the list or use the search box to find the record
- Click **Upload Photo**
- Locate the photo of the resident you wish to upload on your computer
- Please Note: The photo must be a **.jpg** or **.jpeg** file.
- Select the photo and click **Open**, the photo will be uploaded to the record and shown on-screen
- If you need to update the photo you can click **Change Photo** at any time



**Gilbert Hudson**

Room No: 3A  
Admission Date: 04/08/2025  
Weekly Fee: £1000.00  
Home: Sam's Home

[+ Upload Photo](#)

**Please Note:** If the uploaded photo is appearing sideways, check the orientation by opening the picture on your computer and edit/retake the picture if necessary.