

Resident Absences on CoolCare

If a resident has any kind of absence from the home without them being discharged this can be recorded on CoolCare and it can be flagged that they are absent so staff members are aware of this.

Managing Absences

To mark a resident as absent:

- Expand the Residents section
- Click Resident Records
- Select the Resident's record you are adding the absence to and open their record
- Click Absences
- To create a new absence click Insert
- Fill in all the required fields and any other information you have on the absence
- Click Save
- To amend an existing absence, click on the absence record
- Add any extra information required and the Date and time they've returned
- Click Save

The screenshot displays the CoolCare interface for managing resident absences. The top navigation bar includes 'Dashboard', 'Care Home', 'Staff', 'Residents', and 'Reports'. The 'Residents' section is expanded, showing 'Resident Records'. The resident profile for 'Sharpe Barry' is visible, with details like 'Admission Date: 01/06/2022', 'Weekly Fee: £1000.00', and 'Home: Moe's Home'. The 'Absences' tab is selected, leading to the 'New Absence' form.

Absence Details

Start Date Required: 23/06/2022

Start Time Required: 09:00

End Date: 23/06/2022

End Time: 12:00

Reason: Day Trip with Home

Staff Accompanied: ☐

Notes:

Buttons: Back, Save

Callout boxes provide instructions:

- 'Add a start date and time for any resident absences' and 'Once they return add an end time and date' point to the date and time fields.
- 'You can add a reason for any absence and any additional notes' points to the Reason and Notes fields.

Handy Hint: If a resident is absent this is referenced in their Resident Record header. Whilst the resident is absent, their invoicing will automatically be updated, based on the billing contract terms you have selected for each of their fee contracts.

Sharpe Barry
 Absent (0 days)
 Admission Date: 01/06/2022
 Weekly Fee: £1000.00
 Home: Moe's Home
 Dependency Level: 1 - Low Risk
 Care Type: Regular
 Covid-19 status: -

Absences

Start	End	Reason	Staff Accompanied	Note
24/06/2022 08:00	10:00	Appointment	N	

Handy Hint: CoolCare will track if a resident is absent or not

Resident Absence Report

There is a report that can be run to bring back details of resident absences. The report brings through full details of any absences within a date range including residents who have returned to the home. It also pulls through the reason and any notes that were added to the Absence.

To run this report, follow the navigational steps below:

- Expand the Resident section by clicking Resident on the left-hand side of the screen
- Click Reports
- Click Resident Contacts, this report is in the Resident Absences section of the reports

Residents Reports

Resident Details

- Full Resident Details
- Resident Missing Information
- Resident Contacts
- Fire List
- Resident Ledger
- Covid Vaccination Status

Fee and Contract Reports

- Fee Discrepancies
- Missing Contracts
- Invoice Analysis
- Residents by Funding

Absence and Discharge Reports

- In Home Between Dates
- Resident Absences**
- Resident Discharges

Custom Reports

Resident NHS Numbers

PDF XLS

Click Resident Absences to run the report

Absent Resident Widget

There is a Dashboard Widget that shows you any absent residents. In order to view this widget, you must have it selected in your user account.

Once you have access to the Absent Residents widget, please follow the below to use it.

- Click on the Dashboard
- If the Widget has been enabled for your user account it will show on this screen
- To open the absent resident's record simply click their name on the widget

Handy Hint: If you are not a Full Access user, please contact a Full Access user to request this widget to be enabled for you. If you are a Full Access user, please see the Getting Set Up guide for more information on setting up dashboard widget

Welcome Maurice Sharp

Staff On Shift VS Rota (Clock In: 5, Expected: 5)

Name	Position	Date Time	Hours (HH:MM)
Sarah Olson	Care Assistant	27/07/2022 06:55	7:36
Sanjita Carr	Care Assistant	27/07/2022 14:00	0:31
Courtney Wheeler	Care Assistant	27/07/2022 06:58	7:33
Amanda Becker	Care Assistant	27/07/2022 06:59	7:33
Amelia Watson	Senior Carer	27/07/2022 06:50	7:42

Occupancy: 20/20 (100%)

Avg Fees: £457.50 Total Enquiries: 0 Total Waiting List: 0

Absent Residents (1)

Name	Start (Days)	Reason
Mr Norman Vesper	25/07/2022 (2)	Appointment

Check whose absent, how long and the reason

Staff Appraisals/Supervisions (Overdue: 1, Due Today: 0, Due Soon: 3)

Forename	Surname	Type	Status	Due Date	Absence
Harry	Jonson	Supervision	Overdue	25/07/2022	
Catherine	Lawson	Supervision	Due Soon	28/07/2022	
Hannah	Chau	Supervision	Due Soon	29/07/2022	
Amanda	Becker	Supervision	Due Soon	01/08/2022	

Date	Version	Reviewed By	Comments
27/07/2022	V4.6.13	Maurice Sharp	