

Resident Admission and Discharge on CoolCare

Admission Details

If you did not have the full details of the admission at the time you admitted a resident, you can go back into their record and add those details at a later date.

To add admission details at a later stage:

- Navigate to the Resident Records
- Find the resident in the records list or by using the search bar
- Click on the record to open it
- Click on the Admission and Discharge drop down
- Click Admission
- Update the details and click Save

The screenshot shows the CoolCare web interface. On the left is a sidebar menu with options: Dashboard, Care Home, Staff, Residents, Resident Records (highlighted), Accounts, Invoicing, Invoices, and Reports. The main area displays the profile of 'Sharpe Barry' with fields for Admission Date (23/06/2022), Weekly Fee (£1000.00), and Home (Moe's Home). Below this is a tabbed interface with 'General', 'Admission & Discharge' (selected), 'Planning', 'Contacts', and 'Documents'. A callout box points to the 'Admission & Discharge' tab with the text: 'Select the admission sub menu from the Admission and Discharge menu. Update details and select Save.' The 'Admission' section contains two sub-sections: 'Admission Details' with fields for 'Admission Date' (23/06/2022) and 'Admitted From', and 'Home Details' with an 'Address Search' field, 'Enter the Postcode' field, and two address fields (Address 1: 15 Harbour Exchange Square, Address 2: London). There is also a 'Returned Forms' section at the bottom.

Notice of Discharge and Discharging Residents

When a Resident gives notice to discharge or is discharged from the care home you will need to add notice details and/or discharge them from the home on CoolCare. This guide covers both scenarios.

Discharge (Giving Notice)

If a resident gives notice of discharge, you can insert the date they gave notice and what their potential discharge date is.

- Expand the Residents section
- Click Resident Records
- Select the Resident's record you wish to add the potential discharge date

- Click on record to open it
- Click Admission and Discharge
- Click Discharge
- Add Notice Given Date and Potential Discharge Date
- Save

The screenshot shows the Coolcare system interface. On the left is a sidebar with navigation options: Dashboard, Care Home, Staff, Residents, Resident Records, Accounts, Invoicing, Invoices, and Reports. The main area displays the profile of Sharpe Barry, including admission date (01/06/2022), weekly fee (£1000.00), and home (Moe's Home). Below this is the 'Discharge Planning' section with two date fields: 'Notice Given Date' (15/06/2022) and 'Potential Discharge Date' (30/09/2022). A callout box points to these fields with the text: 'Add a Notice Given Date Potential Discharge Date and Select Save'. At the bottom are buttons for 'Back' and 'Discharge Resident'. The top bar has tabs for General, Admission & Discharge, Billing, Contacts, Documents, Rooms, Absences, and Vaccination.

Handy Hint: This will flag up in occupancy that you have a potential discharge and you can then look in your enquiry waiting list to identify a resident to move in and manage their admission tasks.

Discharge (No Notice Given)

You discharge a resident either with or without notice by the same method.

- Expand the Residents section
- Click Resident Records
- Find the record for the resident you wish to discharge by either using the search bar or going through the list
- Click on the record to open it
- Click on the Admission & Discharge drop down on the top bar
- Click Discharge
- To discharge the resident, click the Discharge Resident button
- Add the date of discharge must be either today or in the past
- Select the Reason (Cannot Meet Needs, Immediate Discharge – No Notice Given, Notice Given By Home, Notice Given by Resident, Death)
- Complete remaining fields (fields available will vary depending on reason chosen)
- Click Complete Discharge

coolcare Moe's Home Maurice Sharp

Dashboard

Sharpe Barry

Admission Date: 01/06/2022
Weekly Fee: £1000.00
Home: Moe's Home

Dependency Level: 1 - Low Risk
Care Type
Covid-19

Discharge Planning

Notice Given Date: Potential Discharge Date:

Discharge Details

Date of Discharge: 23/06/2022

Reason for Discharge: Death

Death Details

Cause of Death: Passed in sleep

Notes Concerning Death

DOLS Authorisation in Place: ☒ Yes ☐ No

CQC Notification Sent

Time of Death: 03:00

Name of Doctor: Dr Smith

Callout Boxes:

- Add date of discharge and reason
All reasons other than death will only require a forwarding address
- Final date of funding will be displayed and relevant fee contracts will end automatically for invoicing
- If death is selected as reason additional details are required

Once a resident has been discharged, they will go into the Discharged Residents list on the Resident Records page. This can be accessed by clicking on the dropdown box at the top of the screen and selecting Discharged.

Handy Hint: The Reasons for Discharge field takes options from a Lookup which can be tailored by your company. The options are inserted in the Lookups so please see the Getting Set Up guide for more information about how to tailor the system.

Resident Discharge Report

There is a report that will export all the resident discharge information on CoolCare into a CSV file.

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 Discharge Report, this report is in the Resident Details section of the reports

Residents Reports

Resident Details

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

Fee and Contract Reports

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

Absence and Discharge Reports

- In Home Between Dates
- Resident Absences
- Resident Discharges

Custom Reports

Resident NHS Numbers

- PDF
- XLS

Click Resident Discharges to run the report

Previous Admissions

If you have any residents who have been admitted to your care home previously, and they return at a later date, you can associate their previous records to their new one.

In the new resident record, you can view all the previous records by going into the Previous Admissions section of their resident record. When you associate resident records, you can also reuse their account details from their previous admission.

To view a resident's previous admission:

- Navigate to the Resident Records
- Find the resident in the records list or by using the search bar
- Click on the record to open it
- Click on the Admission & Discharge drop down on the top bar
- Click Previous Admissions

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Admission Date: 24/06/2022
Weekly Fee: £1000.00
Home: Moe's Home

Dependency Level: 1 - Low Risk
Care Type: Regular
Covid-19 status: -

General Admission & Discharge Billing Contacts Documents Rooms Absences Vaccination

Previous Admissions

Admission Period	Duration	Discharge Reason	Permanency
08/06/2022 - 22/06/2022	15 days	Notice Given By Home	Permanent

Select the Previous Admissions sub menu from the Admission and Discharge menu.
This allows you to view any previous admissions associated with the resident.

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