

resident absences in 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.

You can access the history of a resident's absences on their resident record. To find them:

- Navigate to **Residents – Resident Records**
- Select the resident you wish to view, or search for them using the search box
- Select the **Absences** tab on the resident record

This will open to absence record for the resident, showing a list of absences they have had during their stay. From here you can create a new absence to mark the resident as currently absent or amend an existing absence to end it.



Elizabeth Ainsworth

Absent (7 days)

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

Absences



Start	End	Reason	Staff Accompanied	Note
03/06/2025 13:00		Appointment	Y	
12/05/2025 14:30	20/05/2025 11:00	Hospital Admission	N	
08/01/2025 09:50	08/01/2025 12:00	Appointment	Y	
12/11/2024 12:00	12/11/2024 15:00	Appointment	Y	
23/10/2024 12:00	23/10/2024 13:00	Appointment	N	
26/09/2024 13:00	17/10/2024 11:00	Hospital Admission	Y	
04/09/2024 12:00	24/09/2024 12:00	Hospital Admission	N	
03/07/2024 09:00	08/07/2024 11:00	Hospital Admission	N	
01/07/2024 11:00	01/07/2024 17:00	Day Trip with Family	Y	
07/06/2024 09:30	07/06/2024 12:00	Appointment	Y	

creating a new absence.

- Click the **+Insert** button at the top of the absence list
- Fill out the details of the new absence:
 - **Start Date/Time** – when the absence began
 - **Reason** – the reason for the resident's absence, this is a dropdown list of preset options
 - **Staff Accompanied** – tick this box if a staff member has accompanied the resident during this absence
 - **Notes** – any additional details regarding this absence
- Click **Save** to create the absence

Absence Details

<p>Start Date <small>Required</small></p> <input style="width: 95%;" type="text" value="03/06/2025"/>	<p>Start Time <small>Required</small></p> <input style="width: 95%;" type="text" value="13:00"/>
<p>End Date</p> <input style="width: 95%;" type="text"/>	<p>End Time</p> <input style="width: 95%;" type="text" value="--:--"/>
<p>Reason</p> <input style="width: 95%;" type="text" value="Appointment"/>	<p>Staff Accompanied</p> <input checked="" type="checkbox"/>
<p>Notes</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	

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H Save

This will add the absence to the record and mark the resident as currently absent on CoolCare. You can see this on the resident record at the top of the page, as well as on the resident list in the **Absence (Days)** column. There is also the **Resident Absences** dashboard widget if you wish to track absences through your CoolCare dashboard.

ending an absence.

Once the resident has returned the home you can edit the existing open absence to end it, saying when the resident returned.

- Select the absence you wish to edit – this will be the one that has a start date/time but no end
- Fill in the **End Date/Time** fields – when the resident returned to the home
- If you have any additional details, add them to the **Notes** field
- Click **Save** to end the absence

Absence Details

<p>Start Date <small>Required</small></p> <input style="width: 95%;" type="text" value="03/06/2025"/>	<p>Start Time <small>Required</small></p> <input style="width: 95%;" type="text" value="13:00"/>
<p>End Date</p> <input style="width: 95%;" type="text" value="03/06/2025"/>	<p>End Time</p> <input style="width: 95%;" type="text" value="16:00"/>
<p>Reason</p> <input style="width: 95%;" type="text" value="Appointment"/>	<p>Staff Accompanied</p> <input checked="" type="checkbox"/>
<p>Notes</p> <div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	

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H Save

Once the absence is saved with an end date/time, the resident will no longer be marked as absent, removing them from the **Resident Absences** dashboard widget.

monitoring resident absences.

There are two ways to monitor and report on resident absences; the absent residents dashboard widget, and the resident absences report. The dashboard widget gives a live view of current absences, whereas the report can give a record of historic absences within a given date range.

absent residents 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, you'll find it on your dashboard:

- Navigate to 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

Absent Residents (1)		
Name	Start (Days)	Reason
Mrs Elizabeth Ainsworth	03/06/2025 (7)	Appointment

Please Note: If you don't see the widget on your dashboard you may need to speak with your CoolCare admin user to enable it for your user account. For more information on enabling dashboard widgets, please see our guide *Users & Permissions in CoolCare*.

resident absences report.

This report allows you to see the details of all resident absences within a selected timeframe. To run the report:

- Navigate to **Residents – Reports**
- In the **Absence and Discharge Reports**, select the **Resident Absences** report
- Select the date range you wish to run the report for and click **Produce Report**

The report will download as a .csv spreadsheet for you to view and manipulate the data.

	A	B	C	D	E	F	G	H	I
	First Name	Surname	Date Out	Date In	Staff Accompanied	Absence Reason	Admitted	Discharged	Note
2	Charles	Sung	14/11/2024 12:00	08/01/2025 09:50	Y	Hospital Admission	07/05/2025		
3	Elizabeth	Ainsworth	08/01/2025 09:50	08/01/2025 12:00	Y	Appointment	08/01/2025		
4	Maurice	Moss	22/01/2025 10:30	13/02/2025 10:00	Y	Hospital Admission	04/04/2023		
5	Michael	Henson	13/02/2025 11:00	19/02/2025 00:00	Y	Appointment	13/02/2025	18/02/2025	
6	Sandra	Lyons	19/02/2025 09:00	27/03/2025 09:30	Y	Hospital Admission	19/02/2025	14/04/2025	
7	Marjorie	Ellis	27/03/2025 09:00	04/04/2025 09:30	Y	Hospital Admission	20/05/2025		
8	Donna	Holland	04/04/2025 10:00	09/04/2025 12:00	N	Hospital Admission	04/04/2025		
9	Joann	Charles	09/04/2025 13:00	15/04/2025 11:30	Y	Hospital Admission	08/04/2025	25/04/2025	
10	Henry	McMillan	15/04/2025 11:00	22/04/2025 14:00	N	Hospital Admission	14/04/2025		
11	Sebastian	Garner	22/04/2025 12:30	24/04/2025 15:00	Y	Hospital Admission	21/04/2025		
12	Gene	Henson	24/04/2025 15:00	24/04/2025 16:30	Y	Appointment	24/04/2025	07/05/2025	
13	Maurice	Moss	25/04/2025 12:00	08/05/2025 10:20	N	Hospital Admission	04/04/2023		
14	Charles	Sung	08/05/2025 10:00	12/05/2025 14:45	Y	Hospital Admission	07/05/2025		
15	Elizabeth	Ainsworth	12/05/2025 14:30	20/05/2025 11:00	N	Hospital Admission	08/01/2025		
16	Marjorie	Ellis	20/05/2025 11:45	20/05/2025 15:00	Y	Appointment	20/05/2025		
17	Elizabeth	Ainsworth	03/06/2025 13:00		Y	Appointment	08/01/2025		