resident admission and discharge in 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 to a resident record:

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

discharge details.

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 planning.

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

- Navigate to **Residents - Resident Records**
- Find the resident in the records list or by using the search bar
- Click on the record to open it
- Select **Admission & Discharge – Discharge**
- Fill in the discharge planning details:
  - Notice Given Date – when you were informed of the potential discharge
  - Potential Discharge Date – date of the potential discharge

Adding these details will mark the resident record as a potential discharge on your resident list, as well as in the Occupancy Management section. The resident record will remain active, even past the potential discharge date. To fully discharge the record, see the next section below.

| 10 A | Elizabeth Ainsworth | 4836-5128-9923 | 02/11/2023 | 30/06/2025 ⓘ | Residential | Private | £820.00 |

Occupancy Overview

			No. Residents by Funding Type						
Occupancy (%)	Private %	Average £	Prv.	LA	LA+T	NHS	Oth.	Unk.	Potential Discharges
19 / 20 (95%)	15.79%	969.47	3	0	15	1	0	0	1

Please note: These details can be edited at any point and removed using the **X** icon next to each field.

discharging a resident.

Whether a resident has given notice or not, you discharge the record the same way:

- Navigate to **Residents - Resident Records**
- Find the resident in the records list or by using the search bar
- Click on the record to open it
- Select **Admission & Discharge – Discharge**
- Click the **Discharge Resident** button, this will open the discharge details:
    - Date of Discharge – this can be today's date or in the past
    - Reason for Discharge – this is a set list of reasons (Death, Cannot Meet Needs, Immediate Discharge, Notice Given by Home, Resident or LA/NHS/CCG, Respite End (if resident is respite))

Please Note: If Death is the chosen reason for discharge, additional fields will appear to fill out regarding details of death

    - Forwarding address – address for anything to be sent on the resident's behalf after discharge
- Click **Complete Discharge** to save the record

Discharge Details

Date of Discharge

30/05/2025

Final date of funding will be 30/05/2025

Reason for Discharge

Immediate Discharge, No Notice Given ▾

Forwarding Address

| Address Search | Enter the Postcode | 🔎 |

Line 1

Line 2

Line 3

Line 4

Postcode

← Back   ⊢ Complete Discharge

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.

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:

- Navigate to **Residents - Reports**
- Select the **Resident Discharges** Report, under the Absence and Discharge Reports section

Residents Reports

Show Descriptions

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

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 **Residents - Resident Records**
- Find the resident in the records list or by using the search bar
- Click on the record to open it
- Select **Admission & Discharge – Previous Admissions**

From this page you can associate a resident with a previous admission if this was not done during admission, or you can access the previously discharged record to check information from the resident's previous admission.

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

Previous Admissions

Associate Previous Admission

Search Please Enter At Least 3 Characters.

Resident name

Best Matches

Last Room	Full Name	Date of Birth	NHS	Last Admission
14 A	Mrs Elizabeth Tanner	21/01/1950		03/04/2023 - 09/07/2023