

coolcare and nourish integration

faqs.

what is coolcare?

CoolCare is a care home administration solution designed to support care homes with administration both quickly and efficiently. CoolCare provides tools for time and attendance, HR records, training and supervision records, care home rostering, timesheets, payroll, resident invoicing, occupancy management, and business analysis. Suitable for single homes or multi-site groups.

what is nourish?

Nourish is a digital social care records platform, suitable for a wide variety of care and support types for services supporting less than 5 people up to services supporting more than 10,000 people. Nourish is used by care services within residential, nursing, learning disabilities, dementia, supported living and other care and support settings.

what does an integration mean and how does it work?

Software integration is the process of connecting one software application with another, typically through their application programming interfaces (APIs).

In this case CoolCare becomes linked with Nourish, data transfers from CoolCare to Nourish and updates the Nourish statuses. This includes both resident and staff data.

what are the benefits of integration?

The integration between CoolCare and Nourish will reduce administrative pressures by reducing the need to update two systems, reducing the risk of error and conflicting information. When adding new members of staff or residents to CoolCare profiles will automatically be created in Nourish, smoothing out the admission workflow, saving you time (this is estimated at 3-6 minutes of time saved per new resident or staff member).

does the integration send information both ways?

No, CoolCare will push information to Nourish. If you update any details in Nourish, this information will not change in CoolCare. To get the most from this integration you only need to update resident and staff information in CoolCare.

how long does it take for data to transfer from coolcare to nourish?

Once your staff member or resident is added to CoolCare the transfer to Nourish should be instant but in sometimes there could be a delay, for example if the mobile device is offline. If you experience a delay refresh the Nourish page and your information should be available.

can I add enquiries rather than residents?

Yes, you can add potential residents during enquiry stage, this transfers the data from the CoolCare enquiry to the Nourish pre-assessment pathway. You can then follow Nourish pre-assessment workflow as normal.

do my roles in coolcare need to match nourish?

No, the roles and responsibilities do not need to align with the roles you have created in Nourish. You will need to double check that the roles have access to the correct status, head over to Permissions to update.

how do I get started?

First, contact our support team on support@coolcare4.co.uk they will create the Nourish integration for you. Once this is set up check out the next steps in our "how to enable the Nourish integration guide".