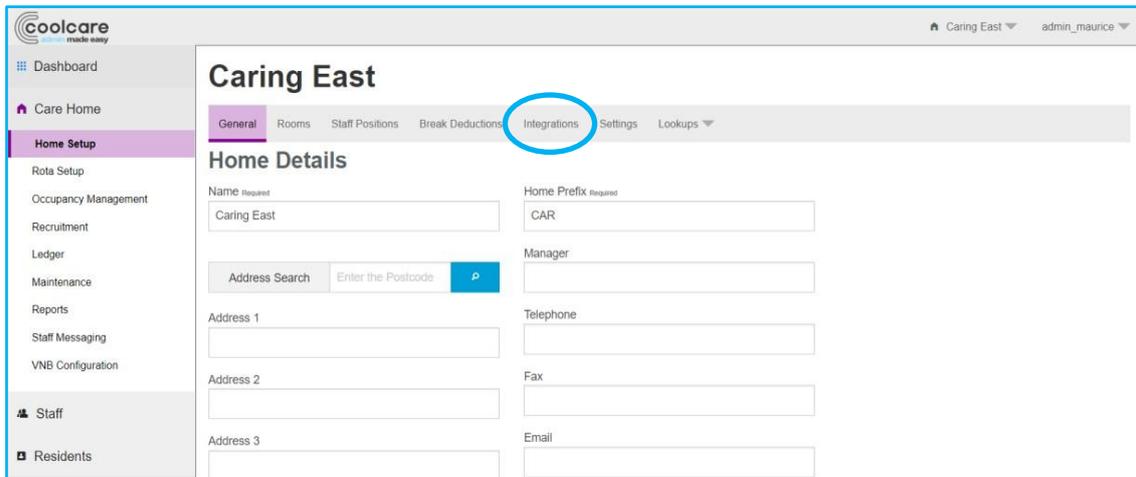# coolcare and nourish integration guide.

The following guide will take you through setting up your Nourish integration with CoolCare. To start, please contact the support team on support@coolcare4.co.uk as they will need to setup the Nourish integration feature within your system. Once this has been completed, you will receive confirmation and you need to follow the below steps to complete setup.
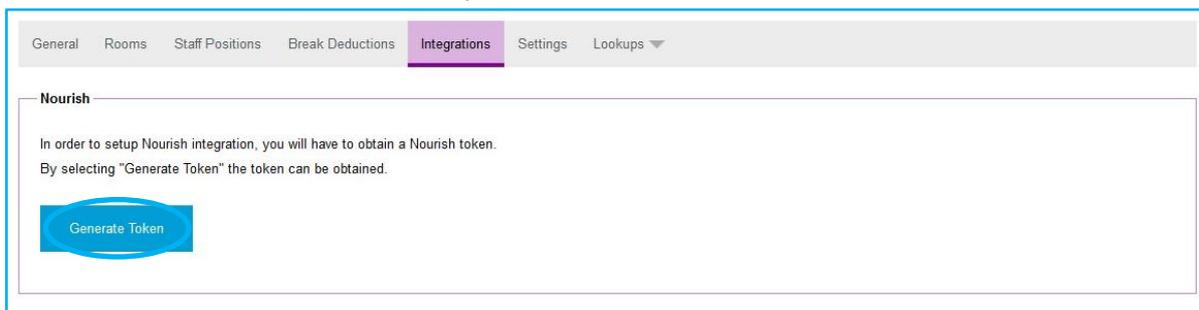
generating your token.

Log in to CoolCare and navigate to **Care Home – Home Setup**. In this page you should find a new tab called **Integrations.**

This is where you begin the integration set up. First, you need to generate a token in CoolCare and input this token into your Nourish software.

To do this click the **Generate Token** button to produce the token in CoolCare.

Once the token is generated, you will need to copy and paste this into Nourish. To do this click the copy button next to the generated token.

adding token to nourish.

Now go to your Nourish database, in Nourish you will need to complete two important tasks.

First you will need to insert the CoolCare token into Nourish. Log into Nourish and select **Administration** in the lefthand side menu, then select **Extensions**.
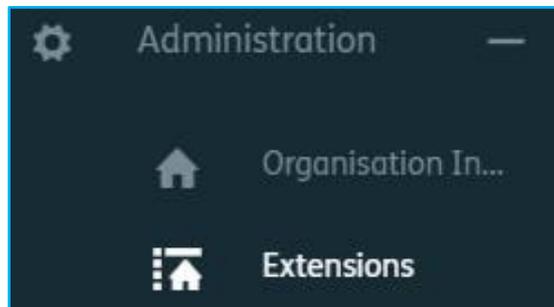

This is where you will find the CoolCare integration. You will need to enable this by moving the toggle, so it shows blue, then enable the home. Once this is done paste in the token from CoolCare and save. Finally, click the confirm button and this stage is complete.

The second important task to complete whilst logged into Nourish is to create a new position. This position should be called **CoolCare Starter.** When a new staff member is sent to Nourish their role will be set to *CoolCare Starter* and their *Job Title* will be set to the name of their current main position in CoolCare. You only need to complete this action one time, once complete you do not need to repeat.

Now you have completed these two tasks the integration should be linked to Nourish, return to CoolCare and check if it has been activated, the integrations screen in CoolCare will look like the picture below.
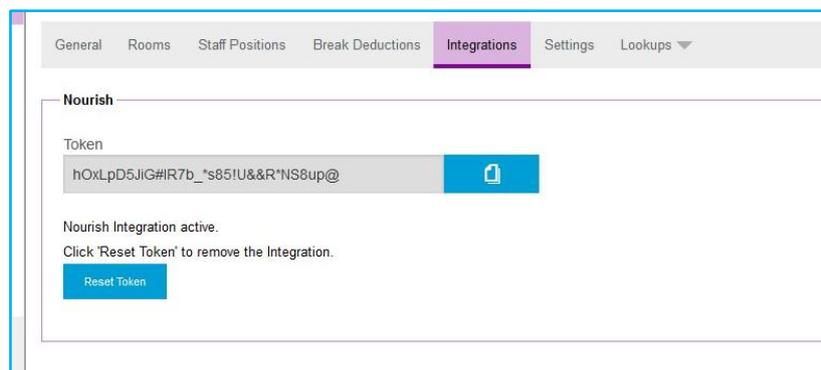
There is one final step to complete, click on the copy icon again, and then you should then be able to click the confirm button underneath. After the confirm button is clicked the integration will be enabled for the home.
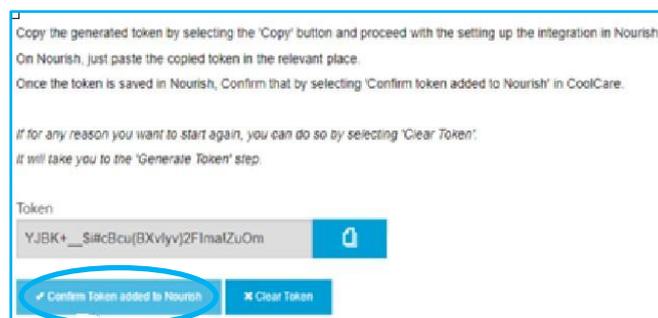
additional information.

Please also check the CoolCare and Nourish integration FAQ guide for more information.

how does the integration work?

Once the integration is active, when an administrator or manager adds a new member of staff or a new resident to CoolCare, the profile for that individual will automatically be created and linked within Nourish.
Please note:
- The exchange of information only goes from CoolCare to Nourish
- Once linked, data updated in CoolCare will automatically be updated within Nourish
- Data updated in Nourish does not update CoolCare
- Nourish statuses are updated automatically
- The staff members or residents can be unlinked

adding a member of staff to coolcare

Adding a member of staff in CoolCare adds the staff profile in Nourish with the following information. Updating a staff record in CoolCare will update that record in Nourish. CoolCare cannot delete records in Nourish.
- Title
- First and Last Name
- Preferred Name
- Gender
- Status in Organisation
- Marital Status
- Nationality
- Mobile Number
- DOB
- Position
- Address
- Email Address

Please note: If you need to edit the email address of a member of staff, please update first in Nourish and then CoolCare. If you update in CoolCare first this will create a duplicate profile in Nourish.

adding an enquiry/resident.

There are two options for adding residents:
- Adding the potential resident during the enquiry stage, this transfers the data from the CoolCare enquiry to the Nourish **pre-assessment pathway**
  - You can now follow the Nourish pre-assessment workflow as normal
- Skip the pre-assessment stage or add the person from the CoolCare Resident section, admitting the person in Coolcare with the status of Admitted (future) will add the profile in the Nourish pathway as **Enrolled**
  - Where the profile has been set as Admitted, where the date today or in the past, the profile will be updated as **Onboarding** in Nourish

The following information will synchronise from CoolCare into Nourish:
- Title
- First and Last Name
- Preferred Name
- DOB
- NHS Number
- Gender
- Status in Organisation
- Marital status
- Nationality
- Mobile Number
- Healthcare Number
- Last Occupation

Updating any of the above information within CoolCare will automatically update Nourish with the new details.
Updating Nourish will **NOT** update CoolCare, the data transfer (and single source of truth) is from CoolCare to Nourish.
Please note: The full name and DOB is used to verify for duplication.