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. Once the member of staff/ resident or enquiry have been linked any changes to their information made in CoolCare will be sent to Nourish.

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 can be a delay of a few minutes. If you experience a long delay refresh the Nourish page and your information should be available.

How does CoolCare link my staff records to Nourish?
When adding staff to CoolCare you will need to add a unique email address to their staff records, once you send this record to Nourish the email address will be the crucial unique identifier. Any updates in CoolCare will reflect into Nourish. If you delete an email address in CoolCare no information will transfer to Nourish, you will also see an error. If you do change a staff's email address in CoolCare, this will create a duplicate record in Nourish.
If you do need to change a member of staff's email change in Nourish first and then CoolCare.

What if my staff share emails?
Your staff will each need unique email addresses for the integration to work successfully, the API uses staff emails to match records from CoolCare to Nourish. To see if staff share emails the full staff details report on CoolCare can be used to identify these staff, then they will need to be given new email addresses.

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. When staff records are sent from CoolCare to Nourish their role will appear as "CoolCare Starter" this can be changed in Nourish. The role "CoolCare Starter" does have to be added into Nourish in order for that to happen.

What happens if my staff work in multiple homes across the organisation or move from one home to another?
Staff transfers will not be linked in the new home, however relinking them will attach to the existing Nourish record. The staff in Nourish will be visible in both sites as a single record.

Can I add link CoolCare enquiries rather than residents Nourish?
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.
Yes, you can add potential residents during the enquiry stage. As Nourish doesn't have an enquiries entity linking an enquiry from CoolCare will add them as a service user in Nourish.

How does CoolCare link my enquiries or resident records to Nourish?
When adding new enquiries or residents to CoolCare you will need to add their NHS number and date of birth to their records, once you link this record to Nourish these will be the crucial unique identifiers. Any updates in CoolCare will reflect into Nourish. If you delete a NHS number or date of birth in CoolCare no information will transfer to Nourish, you will also see an error.
If you change a NHS number or date of birth in CoolCare this will create a duplicate record in Nourish.
If you do need to change a NHS number or date of birth change in Nourish first and then CoolCare.

Can I unlink a member of staff or resident from the integration?
Yes, this is easily done by going to the staff or resident record in CoolCare. Here you'll be able to disable the link. You can reinstate the link again at any time.

I'm logged in CoolCare, I can see the "send to Nourish" button but can't click into it, why?
This is likely due to your permissions on CoolCare, please speak to your administrator or care home manager to give you permission. (This cannot be granted by CoolCare and must be done by your organisation).

How do I get started?
First of all, 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 "CoolCare and Nourish customer guide to integration" document.