



Health  
Innovation  
**Manchester**

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**COVID-19  
CARE HOME  
TRACKER  
DASHBOARD  
USER GUIDE**

 **SAFE STEPS**



## INTRODUCTION

Health and care professionals from Greater Manchester have worked with tech company Safe Steps to develop a UK-first digital innovation that will help care homes to track COVID-19 and coordinate care with GP practices, social care and hospitals to optimally support vulnerable residents.

Used daily, the tool will allow care home staff to input information about a resident's COVID-19 related symptoms into a tracker, which can be shared directly with the resident's GP and NHS community response team to ensure that a swift assessment and response can be put in place.

This rich data source derived directly from carer observations supports both proactive and reactive clinical responses to care homes during the pandemic, helping clinicians to quickly identify groups of residents in greatest need who need clinical checks. Early adopter care homes have reported the tool is quick and easy to use while clinical teams are now using the dashboard daily to review the submitted data and optimally support care homes and their residents.

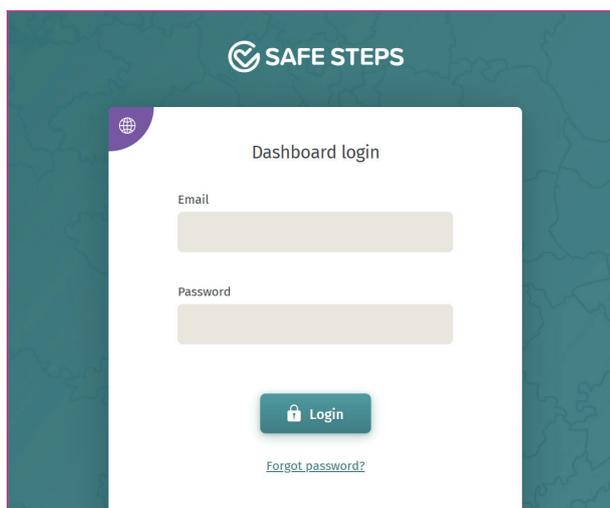


## ACCESSING YOUR ACCOUNT

On the device you are using, open up your web browser - an up-to-date version of Chrome, Edge, Firefox or Safari is recommended and type in:

<https://dashboard.safesteps.tech/>

Once you have received your welcome email and have a password set up if you follow the link you should see the screen below. Please log in with your work email address as provided.



**TOP TIP:** create a bookmark or add a shortcut link to your desktop or home screen for future ease of use.

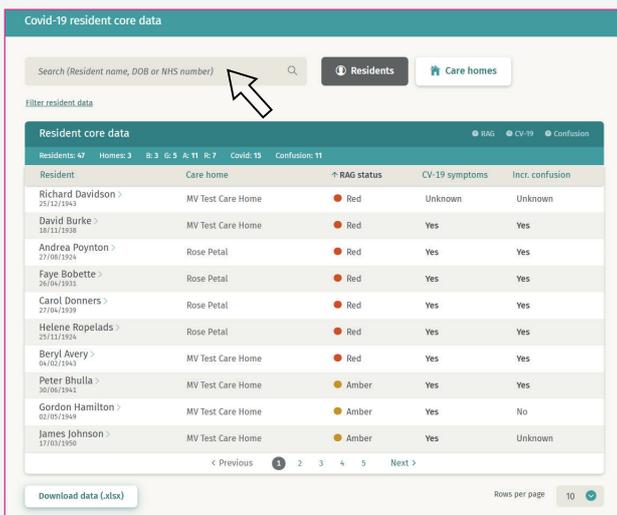


## COVID-19 CARE HOME DASHBOARD LANDING PAGE

Once you've logged in you should see the following screen, here you can see a top view level of resident data with the collated information from the care homes, along with the "Resident name" and "Care home". You can filter and search this data pool in a couple of ways:

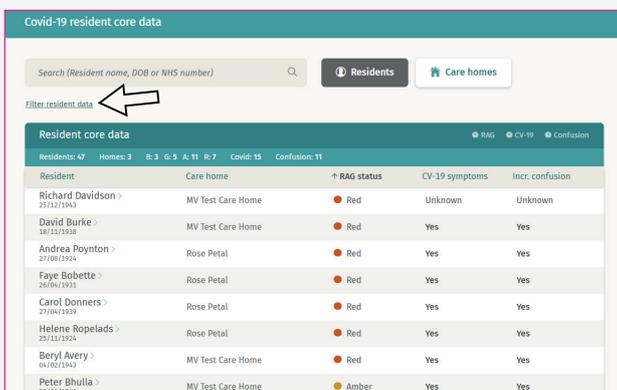
### 1. The Search Bar

You can search for individual residents using the Resident name, DOB or NHS number. Once typed in, please ensure you **press enter** to search.



### 2. Using the filters

Click 'Filter resident data' to see the filters available.

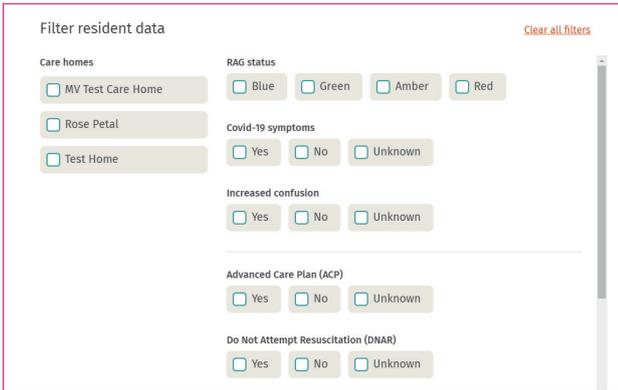


Here you can filter the data by:

- Care Home
- RAG Status
- Covid-19 symptoms
- Increased confusion
- Advanced Care Plan
- DNAR
- Preferred place of death
- End of Life drugs
- Data updated within the last 24 hours / 48 hours / 7 days
- Data available

You can select as many filters as you wish. You can pull the data you are viewing into an excel spreadsheet by pressing **Download data (.xlsx)**. If you want to see all care homes, leave the care home filter selection blank.

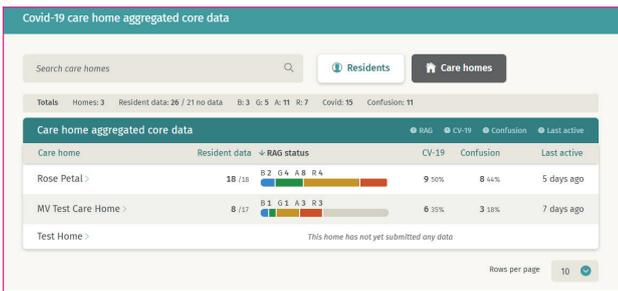
To return to the full (unfiltered) resident data, press **'Clear all filters'**. You can remove a single filter by pressing the 'x' symbol.



## COVID-19 CARE HOME DATA TABLE

On your left-hand menu, you will see the button below marked 'CV-19 care home data'.

Once you've clicked on this you should see a screen which looks similar to the one below.



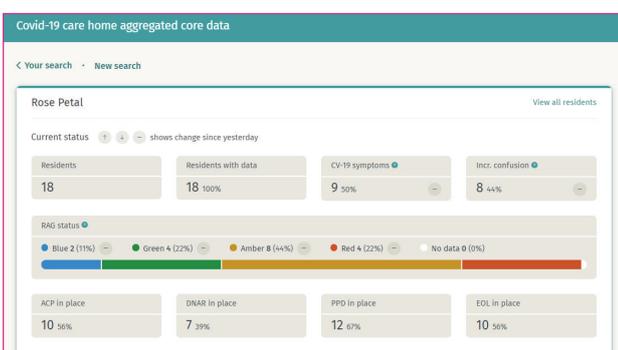
From here you can quickly identify which homes have what RAG status, as well as quickly having an aggregated view of how many in each home has Covid-19 symptoms or increased confusion, as well as seeing when the care home was last active.

You can get more detailed information by clicking on each of the individual care homes.



## COVID-19 CARE HOME CARD

Now we have clicked into an individual care home we can see more granular detail such as whether there is; ACP, DNAR, PPD or EOL in place as well as a visual chart of the percentage split of RAG status and an indicator of when each home was 'last active'.



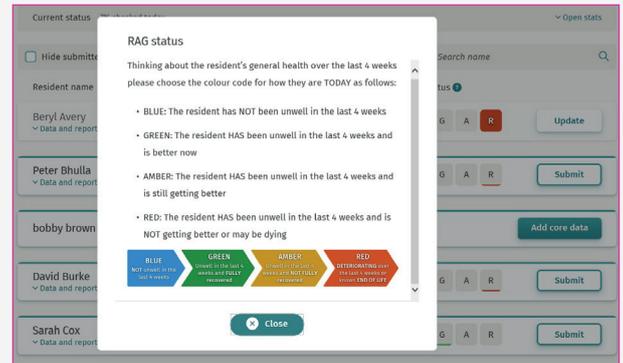
## TERMINOLOGY

Care workers are requested to answer 3 questions about each resident on a daily basis, ideally before 11am. This is the guidance contained in the help function of the tracker.

### 1. RAG Status

Shown below is how this question is quantified.

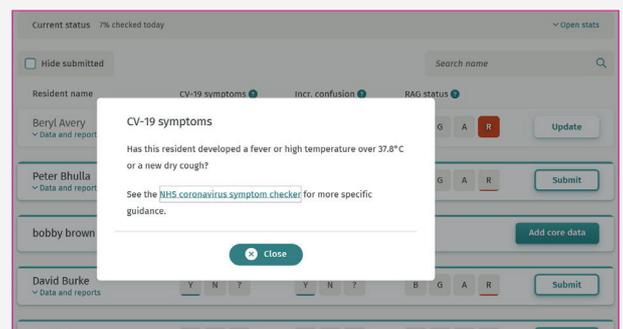
By clicking on the RAG you can filter - choosing whether to view the residents in severity order.



### 2. Covid-19 Symptoms

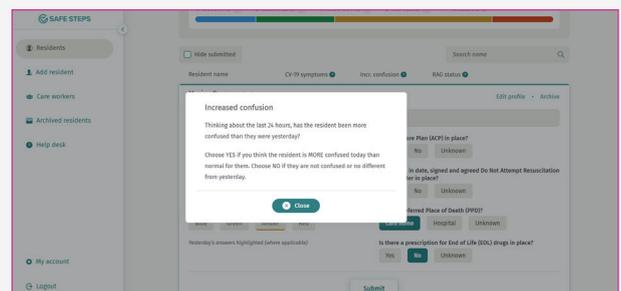
Taken from the NHS symptom checker

- A high temperature – this means feeling hot to touch on the chest or back (you do not need to measure temperature).
- A new, continuous cough - this means coughing a lot more than an hour or 3 more coughing episodes in 24 hours. (If a resident usually has a cough, it may be worse than usual.)



### 3. Increased confused?

Shown below is how this question is quantified at a resident level.





## COVID-19 RESIDENT CARD

To acquire more information on each resident, click on their name and their core data card will appear.

Covid-19 resident core data

Search (Resident name, DOB or NHS number)  Residents Care homes

Filter resident data

| Resident                         | Care home         | RAG status | CV-19 symptoms | Incr. confusion |
|----------------------------------|-------------------|------------|----------------|-----------------|
| Richard Davidson ><br>25/12/1947 | MV Test Care Home | Red        | Unknown        | Unknown         |
| David Burke ><br>18/11/1938      | MV Test Care Home | Red        | Yes            | Yes             |
| Andrea Poynton ><br>27/08/1992   | Rose Petal        | Red        | Yes            | Yes             |
| Faye Bobette ><br>28/04/1923     | Rose Petal        | Red        | Yes            | Yes             |

Here you can see a history for that resident, including their care planning details.

Resident search

Chris James Help with this app Z:Care Home Maria

| Covid-19 symptoms   | RAG status          | Care planning details  |
|---------------------|---------------------|--|
| 03/04/2020: No data | Today: No data      | Advance Care Plan (ACP) in place? No   |
| 02/04/2020: Unknown | Yesterday: No data  | Is there an in date, signed and agreed Do Not Attempt Resuscitation (DNAR) order in place? Yes |
| 01/04/2020: Yes     | 06/04/2020: No data | Agreed Preferred Place of Death (PPD)? Yes   |
| 31/03/2020: No data | 05/04/2020: No data | Is there a prescription for End of Life (EOL) drugs in place? Yes                              |
| 30/03/2020: No data | 04/04/2020: No data |  |
| 29/03/2020: No data | 03/04/2020: No data |  |
|                     | 02/04/2020: Blue    |  |
|                     | 01/04/2020: Blue    |  |
|                     | 31/03/2020: No data |  |
|                     | 30/03/2020: No data |  |
|                     | 29/03/2020: No data |  |



## FORGOTTEN PASSWORD

Click the 'forgot password' link on the login page of the app.

SAFE STEPS

Dashboard login

Email

Password

Login

[Forgot password?](#)

This will prompt you to enter the original email you used to set up your account.

You will then receive a reset password email to your email account with instructions on how to reset your password.

Cancel

Reset password

Enter your email address and we'll send you instructions on how to set a new password.

Email

Reset password

## FURTHER RESOURCES

To access further support materials which complement this guide, [click here](#).