



# Staying on top of daily care with nooa

Today, we go along with a triplet of care workers from Sunshine Home Care, as they go through their day. Just 4 months ago, they introduced nooa to streamline communication for the entire service. It has worked wonders and today, they love using pinboards, direct messages and digital post-its to stay on top of things.



Susan

First, we follow Susan as she visits clients in the community. She has been working as a carer for just over 5 months and likes looking after people in need of help.



Margaret

Next, we take a peek at Margaret's everyday work. She worked as a district nurse before joining Sunshine, and was recently promoted to supervisor after over 4 years at the service.



Karen

Finally, we look over Karen's shoulder. She has been working as care coordinator for 2 years now, and enjoys the fast-paced environment - even more so, when things go smoothly.





# Visiting clients with Susan

## 7:30am - My day begins

Luckily, the sun is already up. As always, I first check my rota to prepare for today's clients. 7 visits for the day. I look forward to seeing Mrs Bell in a couple of minutes. I take a look at nooa: I can pick up new protective gear in the office and Margaret needs a photo of Mrs Bell's MAR. Let's get going.



Community news

"New PPE available for all staff. Please pick up your set until the..."



Direct message from Margaret

"Hello Susan, could you take a photo of Mrs Bell's MAR? I need..."

Direct message to Margaret

"I noticed a little bit of blood in Ms Bell's bed this morning. It was n..."



Direct message to Margaret

"Here you go: The photo of Ms Bell's MAR 📷"



## 7:40am - Visit with Mrs Bell

For Mrs Bell: personal care and administer medication. That went rather smooth, but I did notice a bit of blood when I lifted her out of bed. I didn't see a wound, but I have to inform Margaret so she can decide on what to do next. I'll also take a picture of Mrs Bell's MAR while I'm at it. Done.

## 9:00am - Visit with Mr Green

Mr Green's wife just told me that he locked himself out twice. That sounds like the beginning of dementia, but I'm really not sure. What should I do? Lucky for me, we have a pinboard with guidelines for staff, where I can find all the information. Everyone contributes and shares information, which really helps all of us.



Practical instructions

"Profile: Dementia. How to recognize early signs of dement..."



Practical instructions

"Code of conduct: What to do when a client's condition gets w..."

Task from Karen

Please send me your availability and holiday plans for the next 3...



## 9:55am - On the road

New notification from nooa: a task from Karen. I should let her know my availability for the next 3 months by Friday. It's good that I don't have to keep that in mind - so I can stay focused on my clients!

## 11:35am - Visit with Mr O'Brien

Prepare lunch for Mr O'Brien. His daughter is also here. She wants to know if we can postpone the visits on Tuesdays by about an hour and if we can administer the medication for her father going forward. He forgot twice last week and she can't be around to help him. That should be fine, but I'll post the requests for Margaret or Karen to make the final call.



Client requests

"Mr O'Brien wants to move forward his Tuesday visits by an..."



Client requests

"Ms O'Brien wants us to administer her father's medicati..."

Direct message to Margaret

"Dear Margaret, Mrs Hughes has a complaint about yesterday. I ch..."



Direct message from Margaret

"Thank you for forwarding her complaint. Can you take a pictur..."



Direct message to Margaret

"Sure, here you go: 📷"



## 12:30pm - Visit with Mrs Hughes

No problems so far, but I have a hunch with my last client, Mrs Hughes. Indeed: the first thing she tells me is a complaint about my colleague's visit yesterday. Apparently she wasn't fed. I prepare her meal and check yesterday's log - it's missing. I let Margaret know about the complaint and missing log, and she asks me to take a picture of the latter. She'll get to the bottom of this in no time. Poor Mrs Hughes.

## 1:40pm - Finished for the day

I sit back and let the day pass through my mind. Have I forgotten anything? A quick look at nooa answers my question. One is outstanding: Availability for the next 3 months. I write Karen a message and let her know. Check. I quickly send a message to my favourite colleague and wish her a good evening. Everything is done and I log out from nooa. Off to start the afternoon with the kids with nothing on my mind.



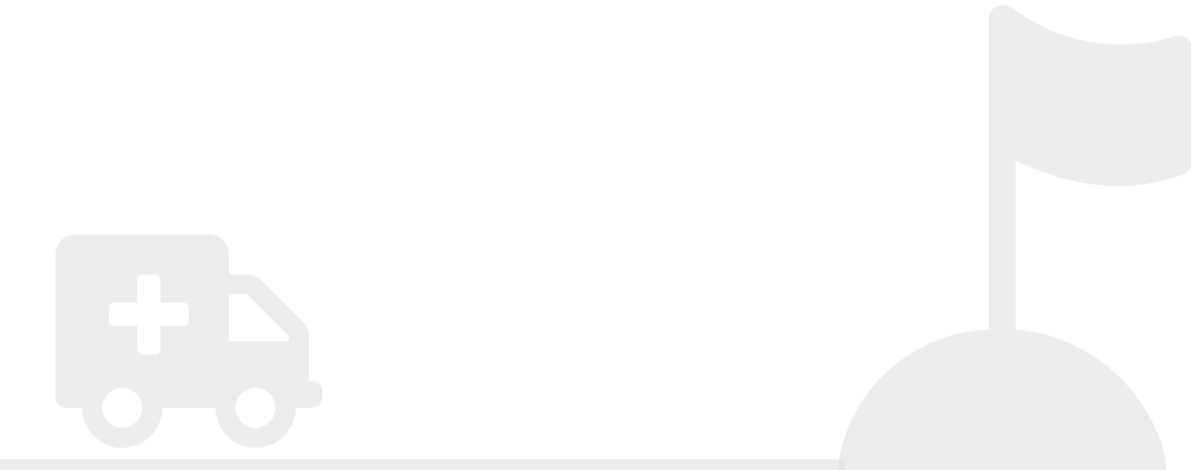
Direct message to Karen

"Dear Karen, I am only away for CW45 and CW46: Monday and..."



Direct message to colleague

"I hope you got through the day like me :). How is your schedul..."





# In the office with Margaret

## 8:30am - Start the day

The smell of coffee wafts over as I sit down in front of my PC. New notifications from nooa: Susan shared a potential risk with Mrs Bell and sent the photo of the MRA that I asked for. We had a question about it yesterday, but everything is as planned. Phyllis, a new staff member, commented my post about the new PPE and wants to know if she can pick it up on Monday, as she doesn't have visits scheduled this week.



Direct message from Susan

"I noticed a little bit of blood in Mrs Bell's bed this morning. It was n..."



Direct message from Susan

"Here you go: The photo of Mrs Bell's MAR 



Comment on "Community news"

"Thank you for taking care of us! Would it be possible for me to..."

Direct message to District Nurse

"Good morning Mrs Wilton. We noticed blood in Mrs Bell's bed..."

Direct message from District Nurse

"Hello Mrs Smith, thank you for letting me know. I was planning..."

Comment on "Community news"

"Sure, you can pick them up early next week if you have no visits s..."



## 8:45am - Sort out urgent tasks

As always, I sort out urgent and important things first. I send a message to the Community Nurse about the blood in Mrs Bell's bed. Usually, she is very prompt with her answers and today is no different. She planned a visit to Mrs Bell later this week, but will now move it forward. Great to have her check on that - you never know. Next, I send a reply to Phyllis about the PPE - she can pick it up on Monday.

## 11:35am - New customer request

Susan is with Mr O'Brien and posted two requests on our pinboard. Karen can take care of the first; the second is about Ms O'Brien wanting us to administer medication for her father. I create a new task to discuss this with his GP later - we might have to adjust his care plan anyway. Since nooa, it's so easy for me to organize all those little things which come up during a day.



Client request

"Ms O'Brien wants us to administer her father's medicati..."



Assigns new task to herself

Call Dr. Fry: Should we administer the medicine for Mr O'Brien and...

## 12:20am - Handling customer complaints

New message from Susan. I like how dedicated she is to deliver a good service to our clients. Apparently, Mrs Hughes wasn't fed yesterday and the log is missing. I immediately reply to Susan asking for a picture so I can get to the bottom of this straight away. I click on the picture: not only is yesterday's log missing, but also the one from the week before. Cross-checking the rotas does not show an error, so I'll have to do a spot check next week. I also need to take a look at the records since they seem off - nooa really helps us stay on top of such issues so things run smoothly.


Direct message from Susan

"Dear Margaret, Mrs Hughes has a complaint about yesterday. I ch..."

Direct message to Susan

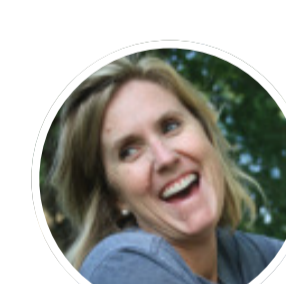
"Thank you for forwarding her complaint. Can you take a pictur..."

Direct message from Susan

"Sure, here you go: 

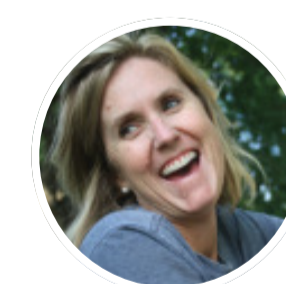
Assigns new task to herself

Spot check at Mrs Hughes' next Wednesday. Check all records an...



## 2:00pm - Time for risk assessment

It's time for our quarterly risk assessment. On top of reviewing every client ourselves, I always ask the carers to create a list of potential risks we should look into. This way, the chance of missing anything important is close to zero. nooa really is a boon for risk management - especially since the CQC puts such an emphasis on it. I'll review the lists in two weeks.



Safety and compliance

"Dear all, it is time for our quarterly risk assessment. Please see the t..."



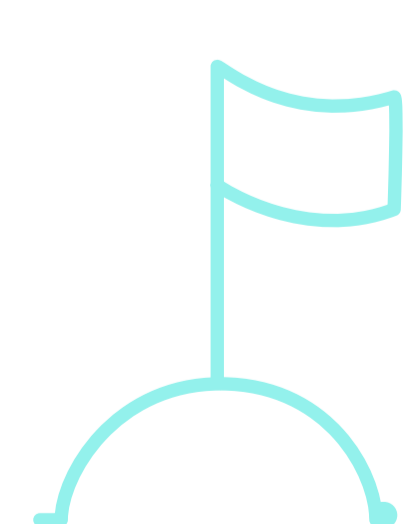
Assigns new task to care staff

Risk assessments: Create a list with potential threats you noticed duri...



Assigns new task to herself

Follow-up on risk assessments



Assigns new task to herself

Mr O'Brien: 1. Call Ms O'Brien to talk about the new service, 2. Ad...



## 3:00pm - Wrap up

I call Mr Fry, Mr O'Briens GP. I describe the situation, and he fully supports that we should take care of the medication from now on. I create a new task for tomorrow to set everything in motion: call Ms O'Brien, adjust the care plan, discuss with Karen who should be responsible and, if needed, schedule a short training session. After that, I set nooa to "mute". Time to head off.



# In the office with Karen

## 9:00am - Getting started

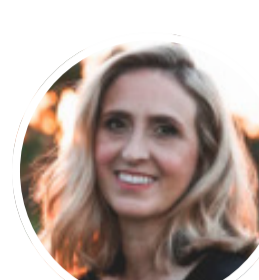
The kids are in school and I start my day, as usual, at 9 o'clock sharp. Margaret is already in the office. I prepare a cup of tea and get going. There are new notifications from nooa on my PC: a task is due today and a new pinboard post. Jess also just pinged me that she is sick and can't work tomorrow's shift. The usual awaits: rotas, client requests and covering sickness. But that's quite alright, that's what I'm here for.

Task due today



Rotas for next month: ask for availability from staff. Need to kn...

Direct message from client



"My dad is in the hospital. We won't need your help this week..."

Direct message from Jess



"Good morning Karen, I don't feel well at all. Could you find..."

Assigns new task to herself

Find replacement for Jess for tomorrow. Adjust current rota.

Rota updates and requests

"Can someone fill in for Jess tomorrow morning? Her shift co..."

Answer to client request

"Dear Mrs Bates, I'm sorry to hear about your father. We wish him ..."



## 9:20am - Manage sick leave and request

First of all, I create a new task for myself to update the rota with Mrs Bates' dad and Jess' replacement, once I've found one. Then I post a request for a replacement for Jess on our rota pinboard - hopefully someone can fill in for her tomorrow. Then I answer Mrs Bates to wish her dad a speedy recovery, and let her know that we will be here for them when her father is released from hospital.

## 9:55am - Time for scheduling

Next week, I have to prepare the coming month's rotas. I create a task for our care staff to send me their availabilities for the next 3 months by Friday. This way, I always know who hasn't answered so I can follow up quickly. What a difference nooa makes!

Assigns new task to care staff



Please send me your availability and holiday plans for the next 3...

Client requests

"Mr O'Brien wants to move forward his Tuesday visits by an..."



Direct message to Susan

"Hello Sam, I wanted to check with you if you could start earlie..."



## 11:35am - New client request

We have a request from Mr O'Brien's daughter. She would like us to come on hour earlier on Tuesdays. I'll first have to check with Sam, who is assigned to Mr O'Brien on that day.

## 12:20am - Rotas & requests

A new comment on my post from this morning: Kat can fill in for Jess. Check. Sam also replied to my message with good news: she can move Mr O'Brien forward since her other client wants to stay in bed longer. Double check. Managing client and staff requests has become so much easier, especially with centralized communication on pinboards. Now I just need to update the rotas and send them to the team. Finally, I can share the news with the clients. They'll be very happy.

Comment on "Rota updates and requests"



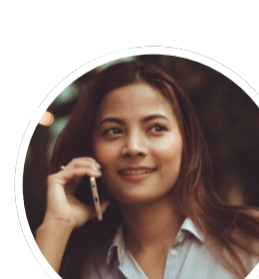
"I can fill in for Jess tomorrow. My mom can take care of the kids!"

Comment on "Rota updates and requests"



"Thank you so much Kat, this is such a relief. I will post the upd..."

Direct message from Sam



"Hello Karen, no problem, I can switch Mr O'Brien and my earlie..."

Rota updates and requests



"Updated rotas for this month: You can also find the rotas in the..."

Practical instructions

"Dementia: How to communicate with a client in an empathic and..."



Practical instructions

"Compliance: How to check clients' records for irregularities..."



## 12:45am - Support & Training

To keep everyone informed about best practices, I regularly go through our "Practical instructions" pinboard and make sure that everything is up to date. I noticed a new "like" from Susan on the dementia post and some questions on the other topics. It's great to see how much this is being used, especially by our new team members.

## 1.00pm - Wrap up

I go through my tasks and notice one is outstanding. Since I already completed it, I can just mark it as "Done". I can call it a day, log out and then head off home!

Completes task assigned to herself



Find replacement for Jess for tomorrow. Adjust current rota.

