How Visit Planning links you to the KLOEs

Show the CQC your agency's planning is in-line with the key lines of enquiry using Birdie

SAFE

- Carers have access to the most relevant information on a visit, associating tasks and medications to each visit.

- A single alert is raised for missed medications. Reducing notifications in the alert manager, making it easier for a care manager to address the most urgent care needs.

- Carers aren't able to check-out of a visit until a medication or task outcome has been logged. This mitigates risks like missed medications or vital tasks, integral to keeping a care recipient safe.

- Care managers know what has been completed on a specific visit. This allows a care manager to associate individual carers to tasks delivered and follow-up on any unsafe behaviour or care delivery.

- The timeline allows care manager's to see what happened when and by who e.g. when the carer was assigned; when the medication was added, which helps with auditing.

- Real-time updates to care plans, meds, or tasks on a specific visit can be seen by a carer before a visit. This allows care managers to make last-minute changes e.g. carer could report cleanliness concerns on the morning visit and the afternoon visit can be updated to address the issue.

- Visits are associated with specific times, allowing care managers and/or carers to give detailed notes on the expected circumstances of a visit and its expected outcomes, keeping care recipients safer.

- Medications are associated with a time of day. If a carer has to pick-up medications before a visit, it can be coordinated in a way that ensures the care recipient isn't going to miss a medication time slot.

EFFECTIVE

- Linking carers to a visit with specific tasks and medications increases the likelihood of a better quality experience for a care recipient.

- Using care delivery software a care manager is enhancing the delivery of effective care by ensuring the consistent completion of medication schedules and tasks, improving the care experience and quality for a care recipient.

- Specific medications and tasks are associated with a visit, making it simpler for a carer to know what they have to achieve in the time allotted, making the visits more effective in delivering care.

- Real-time updates to care plans, meds, or tasks on a specific visit can be seen by a carer before a visit. This allows care managers to make last-minute changes e.g. carer could report cleanliness concerns on the morning visit and the afternoon visit can be updated to address the issue.

CARING

- Improvement of the way the family interacts with the information provided to them in the app, as they have more details.

- Visit planning supports the creation of single instance tasks which means the agency can be even more person-centered. This means the notes within the task are specific to an individual visit.

- Having specific medications and tasks associated with a visit makes it clearer to a carer what they need to have achieved in the time allotted, making the visits more effective in delivering care.

RESPONSIVE

- Visit planning makes the care delivery journey more agile and creates a clearer picture of the care that's happening for an individual in a week. This makes it easier to spot trends and make changes quickly, to benefit the recipient.

- The ability to make care planning and task flexible and interchangeable (at a low effort and time for a care manager) means that care can be more agile, supporting a care recipient's interests and opportunities.

- Visit planning supports the creation of single instance tasks which means the agency can be even more person-centered - making the notes within the task-specific to an individual visit.

- The user interface of the visit plan in the app makes it clear and simple to a carer what needs to be completed on a visit. The technology supports the carer in providing timely and responsive care.

- Real-time playback to the care managers enables them to quickly identify areas where a care recipient might need different medications or care, especially in the circumstance of swift deterioration.

WELL-LED

- The association of medications and tasks to a specific visit enables a care manager to monitor the metrics on tasks and medications completed. This enables them to identify the carers who might need extra training or help to understand where there are problems with care delivery.

- The real-time nature of the data moving from the app to the agency hub for a specific visit promotes transparency and is likely to drive quality in capturing the correct information from a carer on a visit.

- Involving a care recipient in their care on a visit and including them in the tasks to be completed and medications to be taken makes the care more inclusive and person-centered.