How to Complete an Intelligent Care Review

Care Recording · https://cclearninghub.co.uk/docs/how-to-complete-an-intelligent-care-review/

How to Complete an Intelligent Care Review

Learn how to complete an Intelligent Care Review for a service user, from recording initial review information and completing the Pre-Care Assessment through to reviewing triggered care domains, setting levels of need, finalising the review, and recording consent.

Takes 10-20 minutes

For: Everyone

Updated: 28th Sept 2026

Introduction

Care Reviews help you review a service user's current needs and make sure their care information remains accurate and up to date.

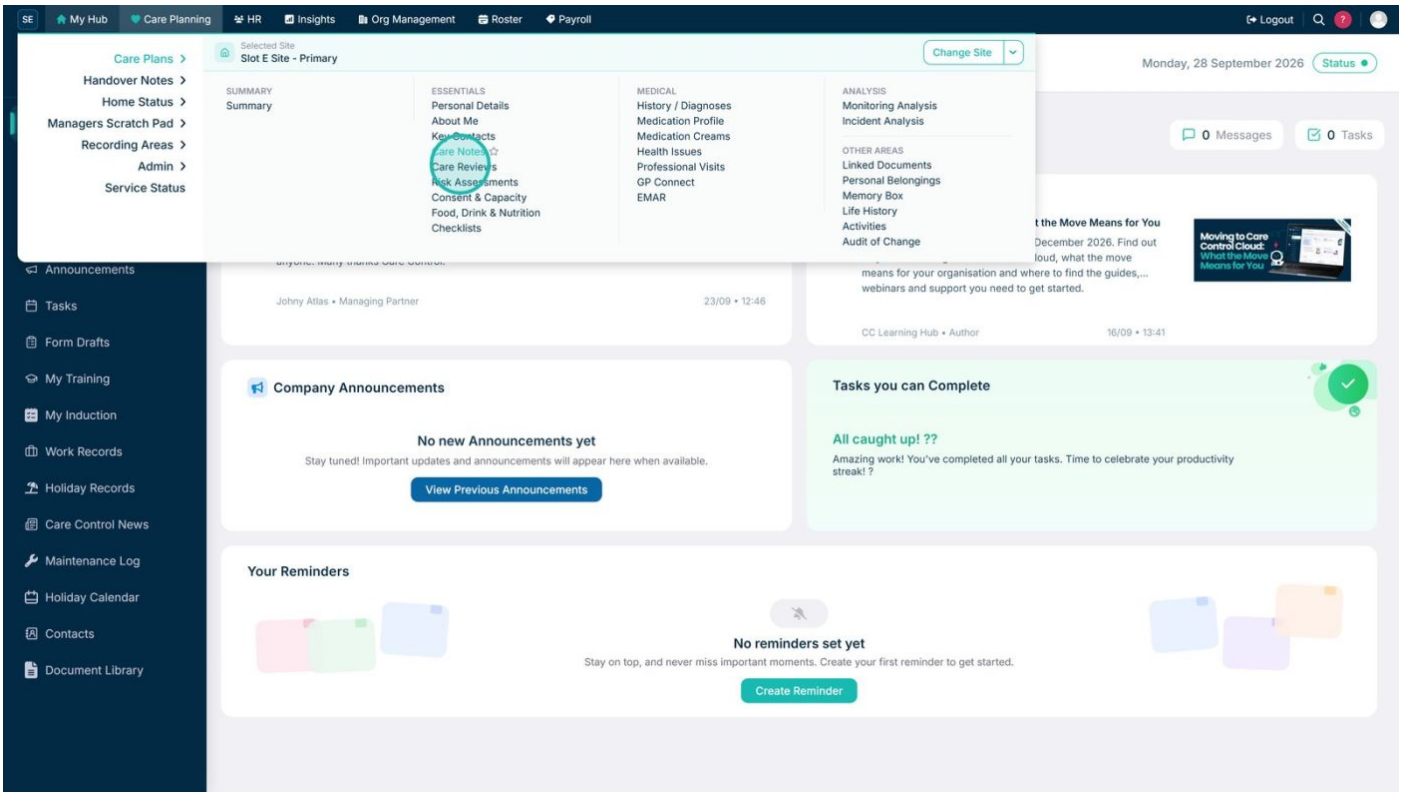
The review begins with general information about the service user and their involvement in the review. You'll then complete a Pre-Care Assessment, where the answers provided can trigger relevant care domains that need to be reviewed in more detail.

Within each relevant care domain, you can review the level of need, present situation, planned staff actions and expected outcomes. Once the review is complete, consent can be recorded directly within Care Control.

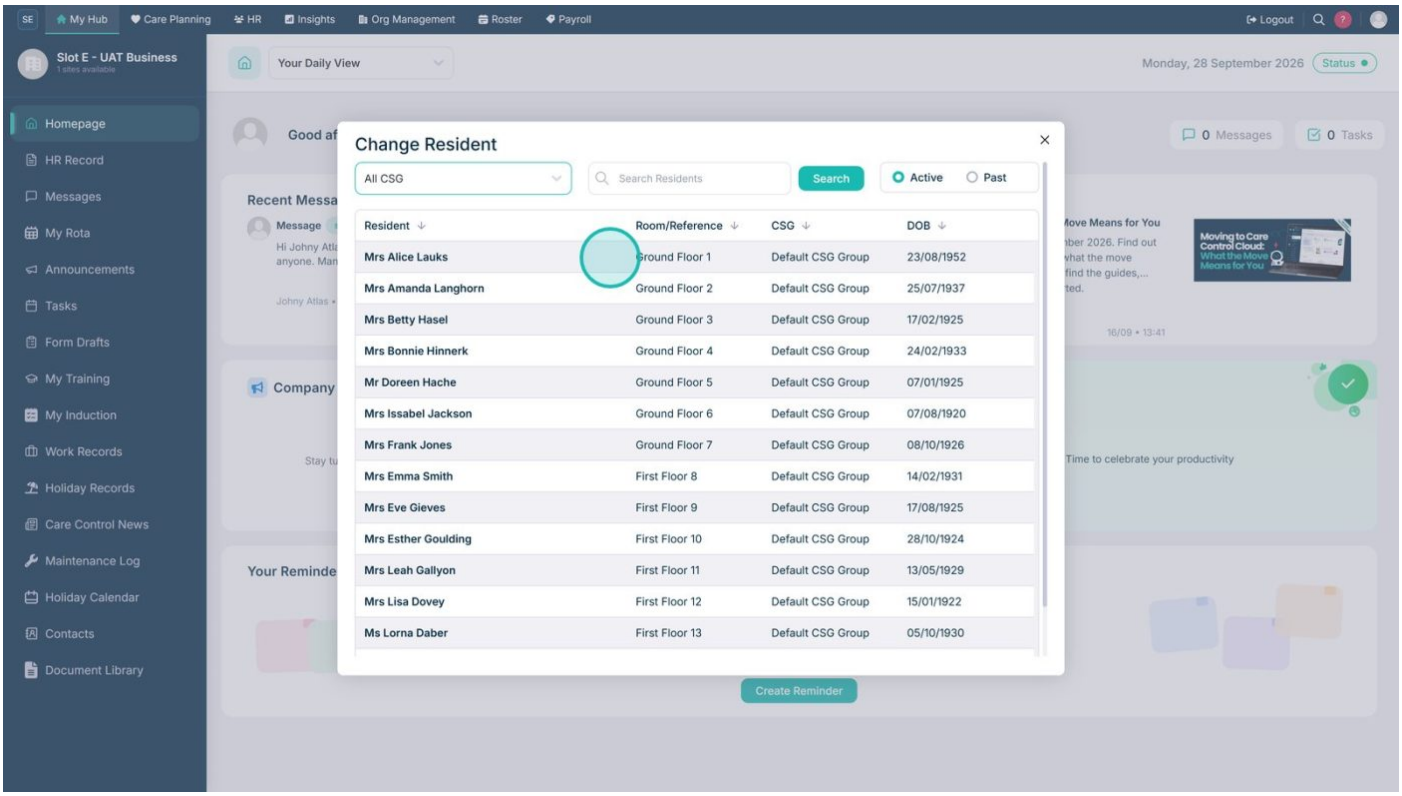
In this guide you'll learn how to:

- Start a new Care Review
- Record service user and family or advocate involvement
- Complete the Pre-Care Assessment
- Review the care domains triggered by the assessment
- Update levels of need and care information
- Complete and submit the Care Review
- Record consent and signatures

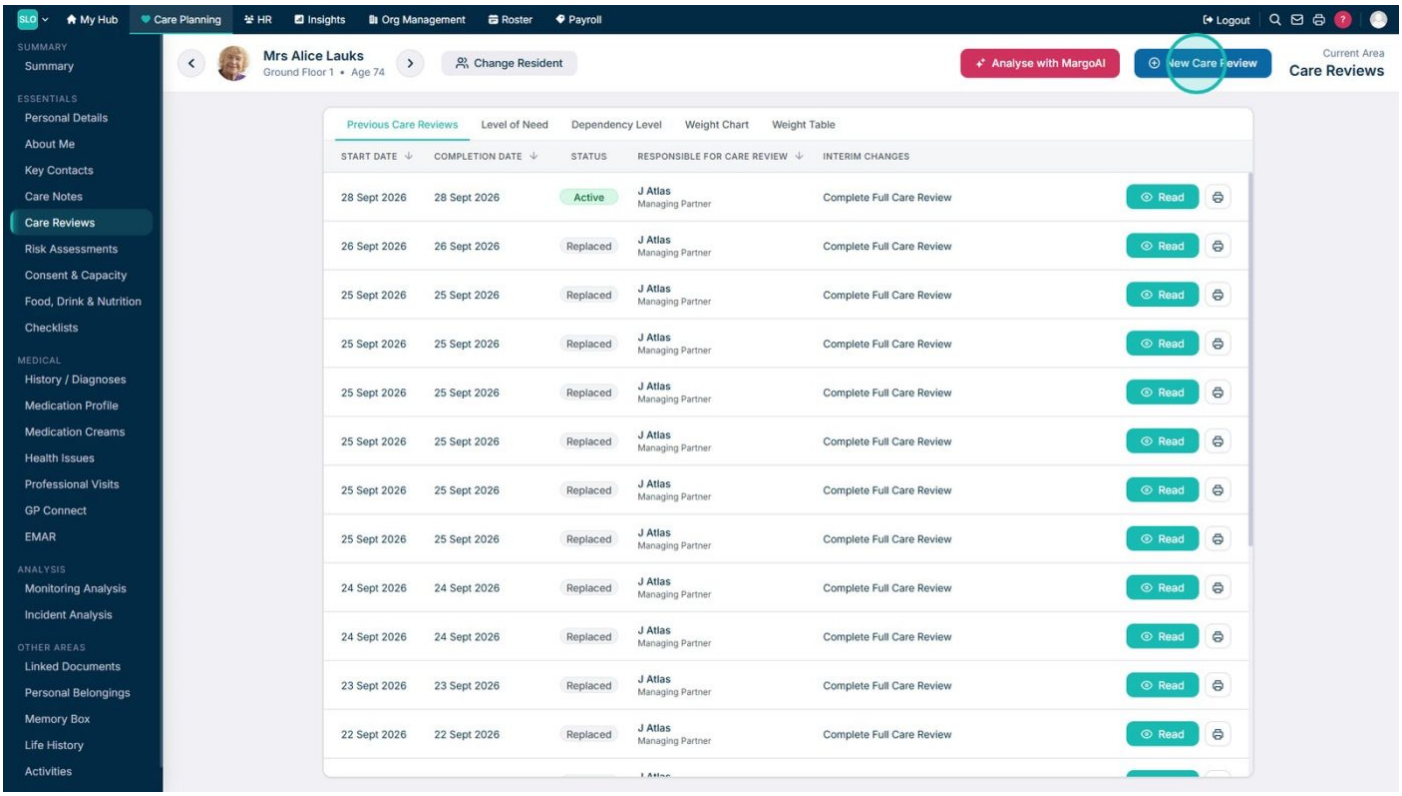
Open Care Reviews.



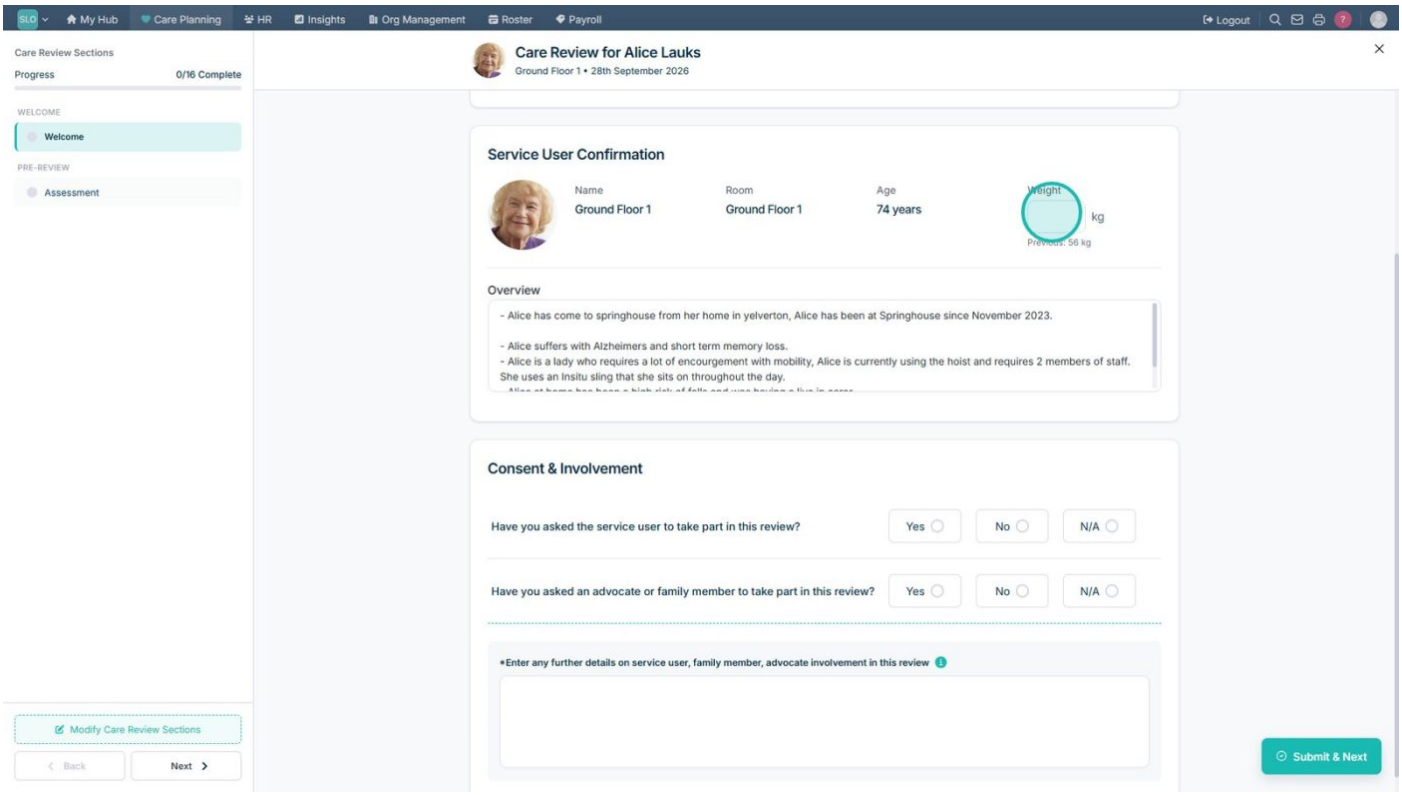
Select the service user you want to review using their room reference.



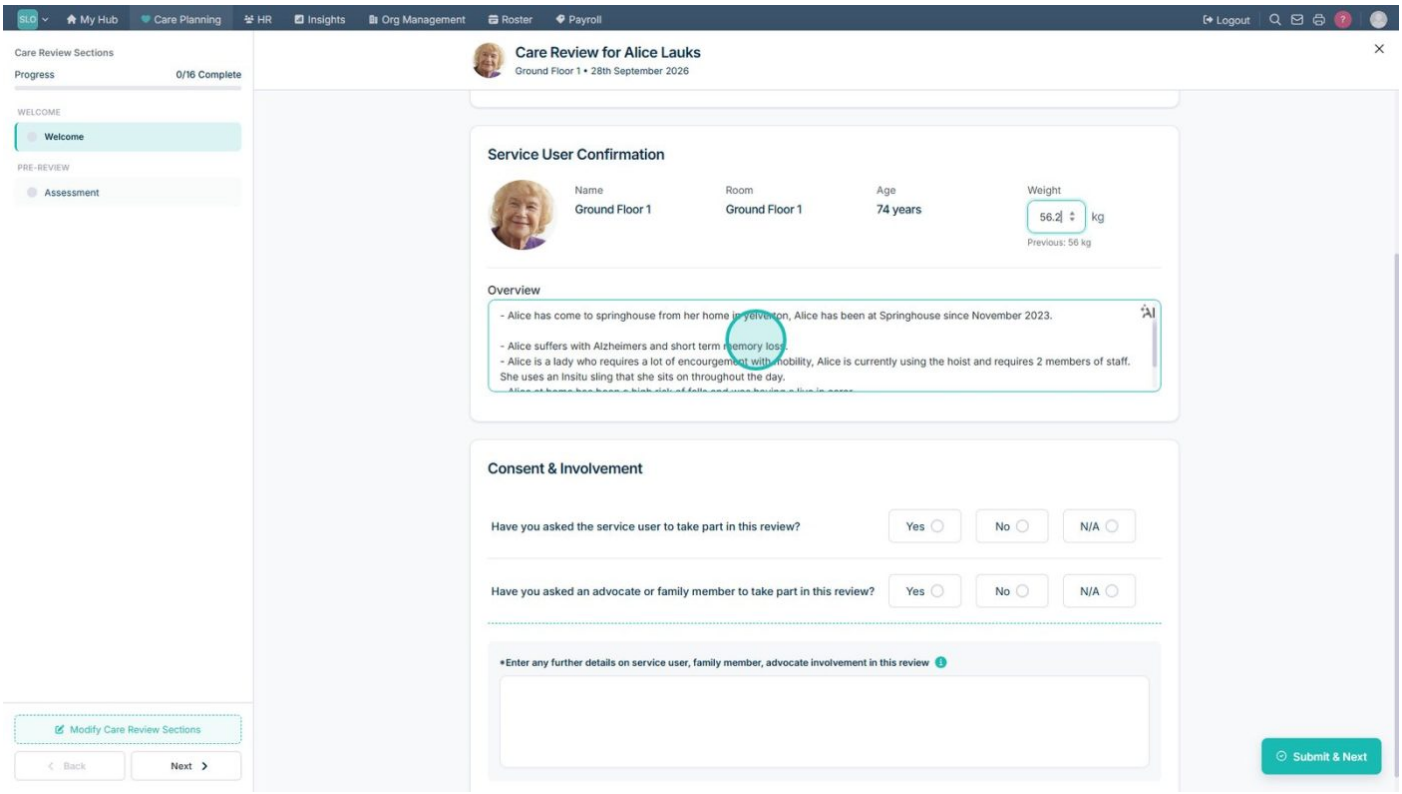
Select the option to start a new Care Review.



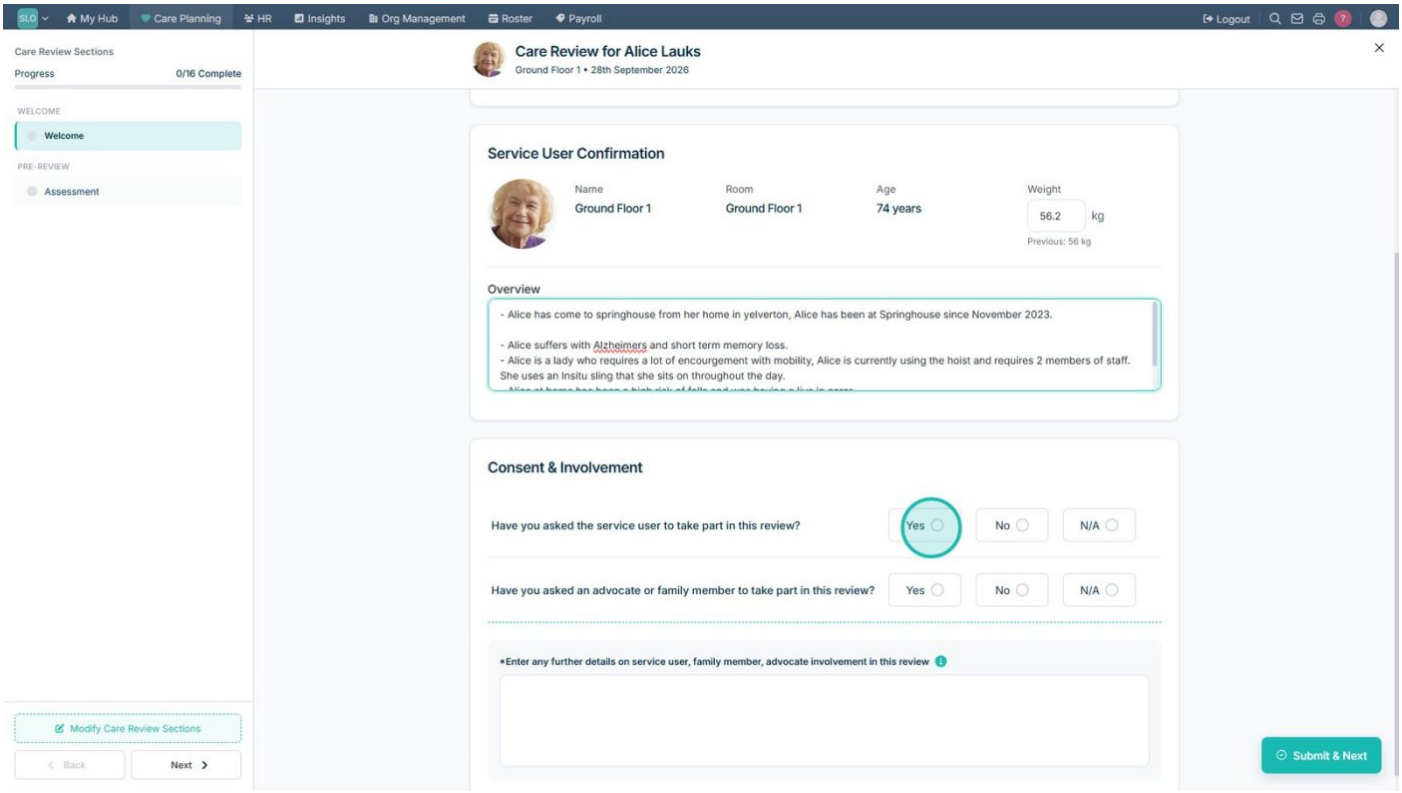
Review and update the service user's weight where required.



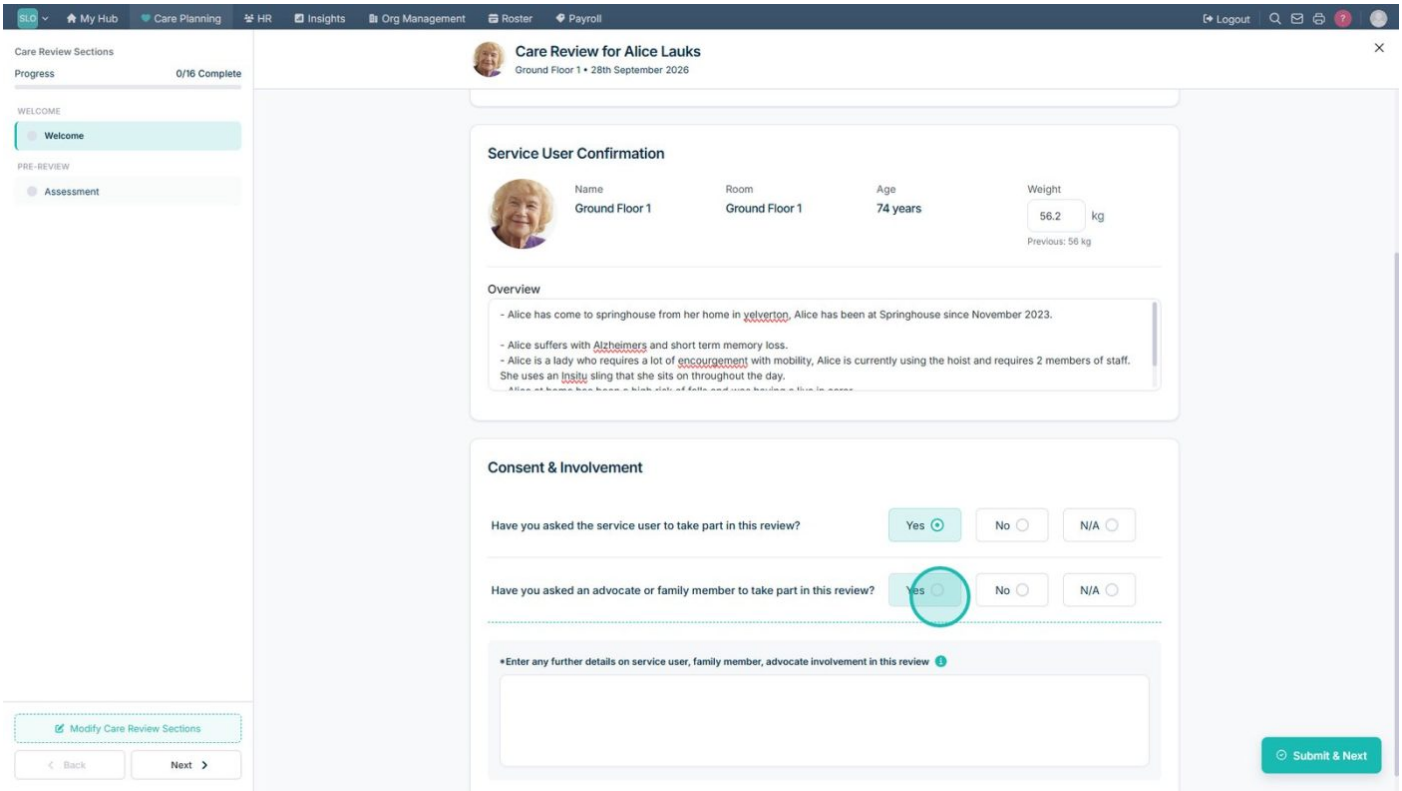
Complete the Overview with any relevant information about the service user and their review.



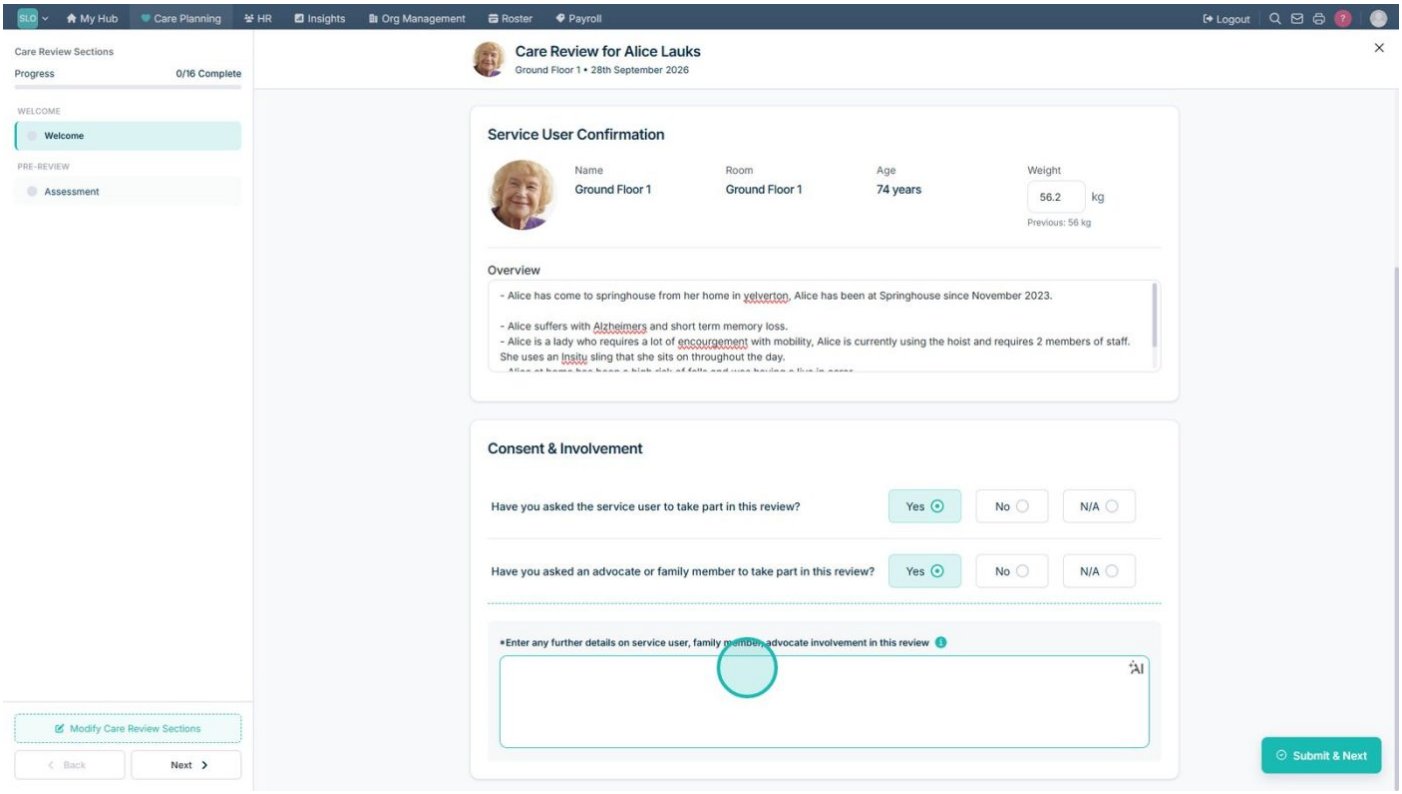
Record whether the service user has been invited to participate in their Care Review.



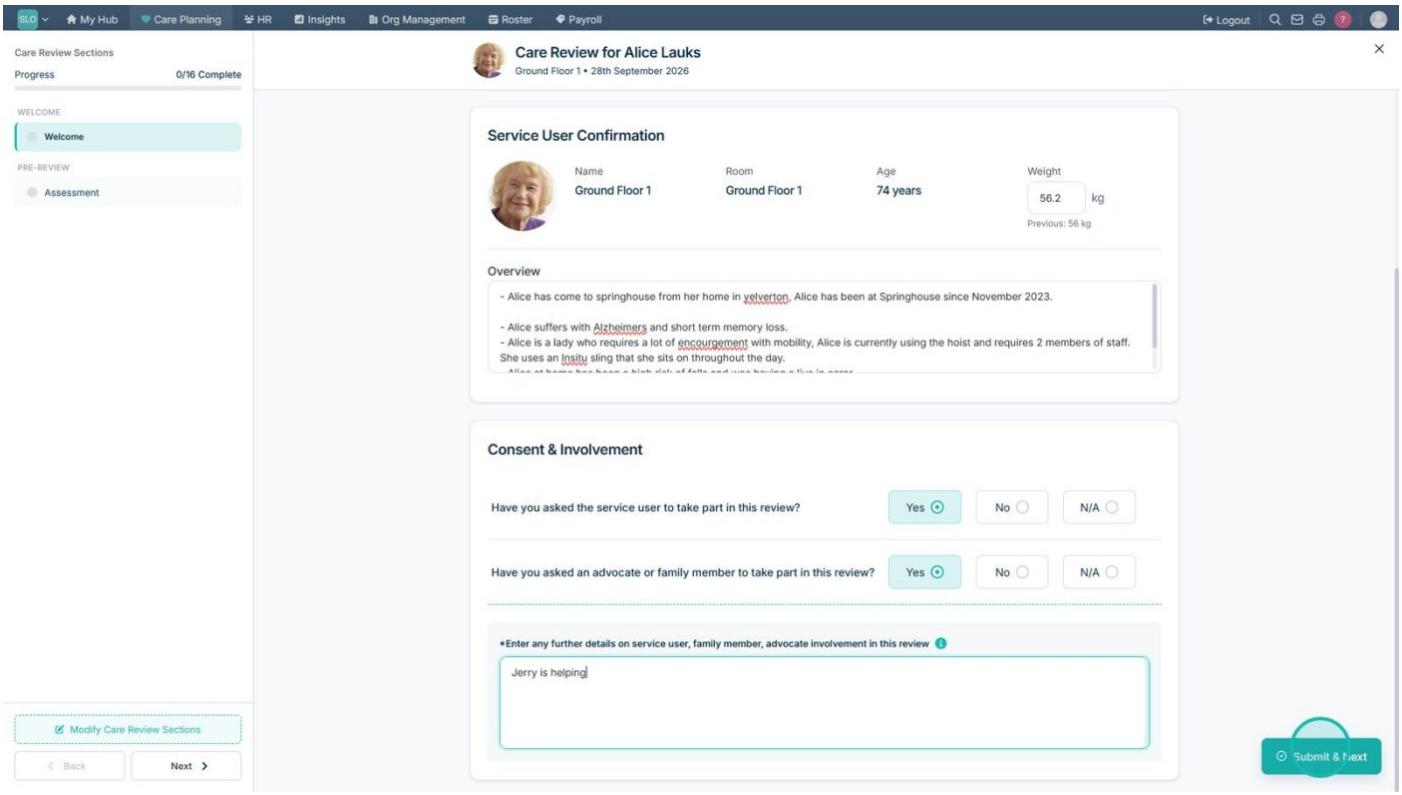
Record whether family members or an advocate have been involved in the review.



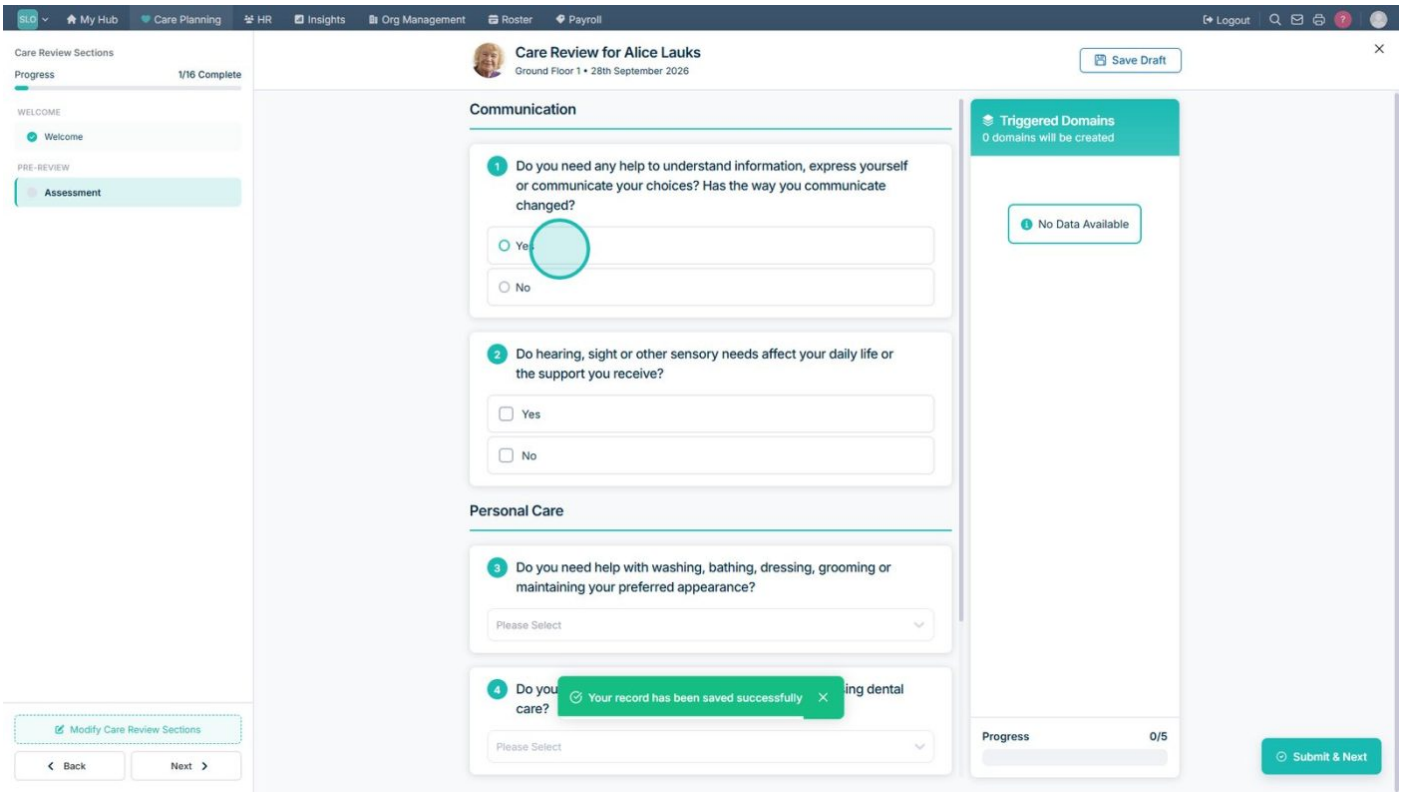
Add any relevant notes about the service user's and family or advocate's involvement.



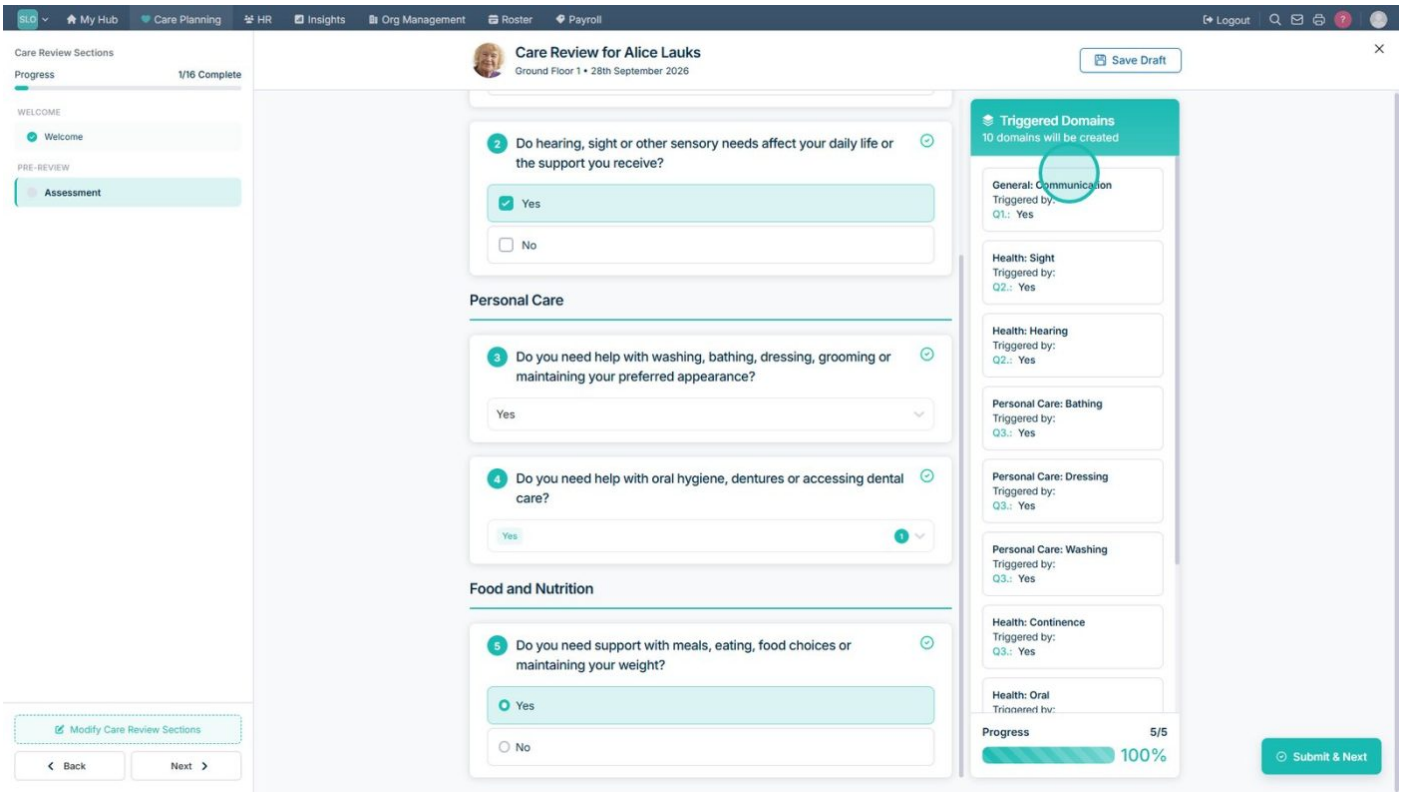
Select Submit & Next to save the information and continue.



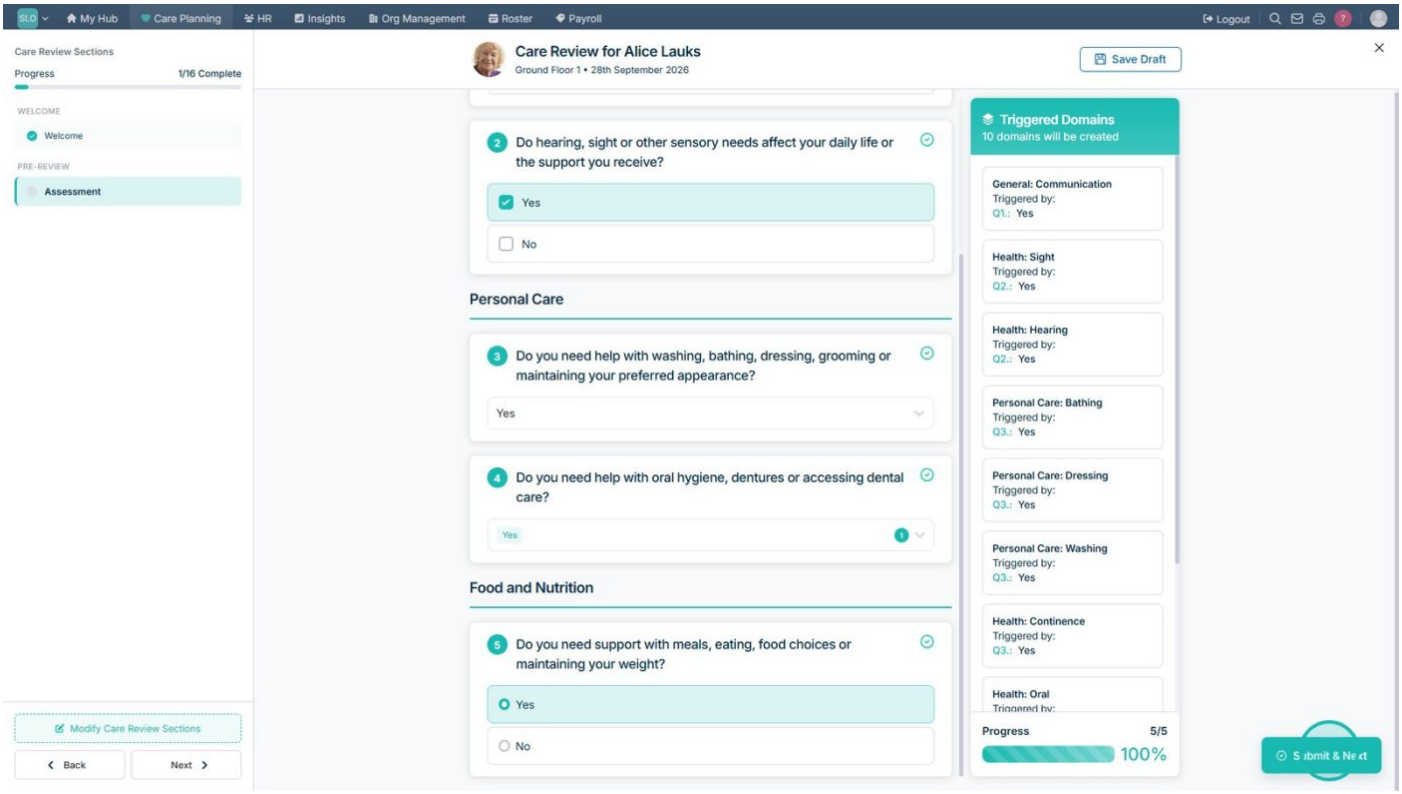
Complete the Pre-Care Assessment by answering each question.



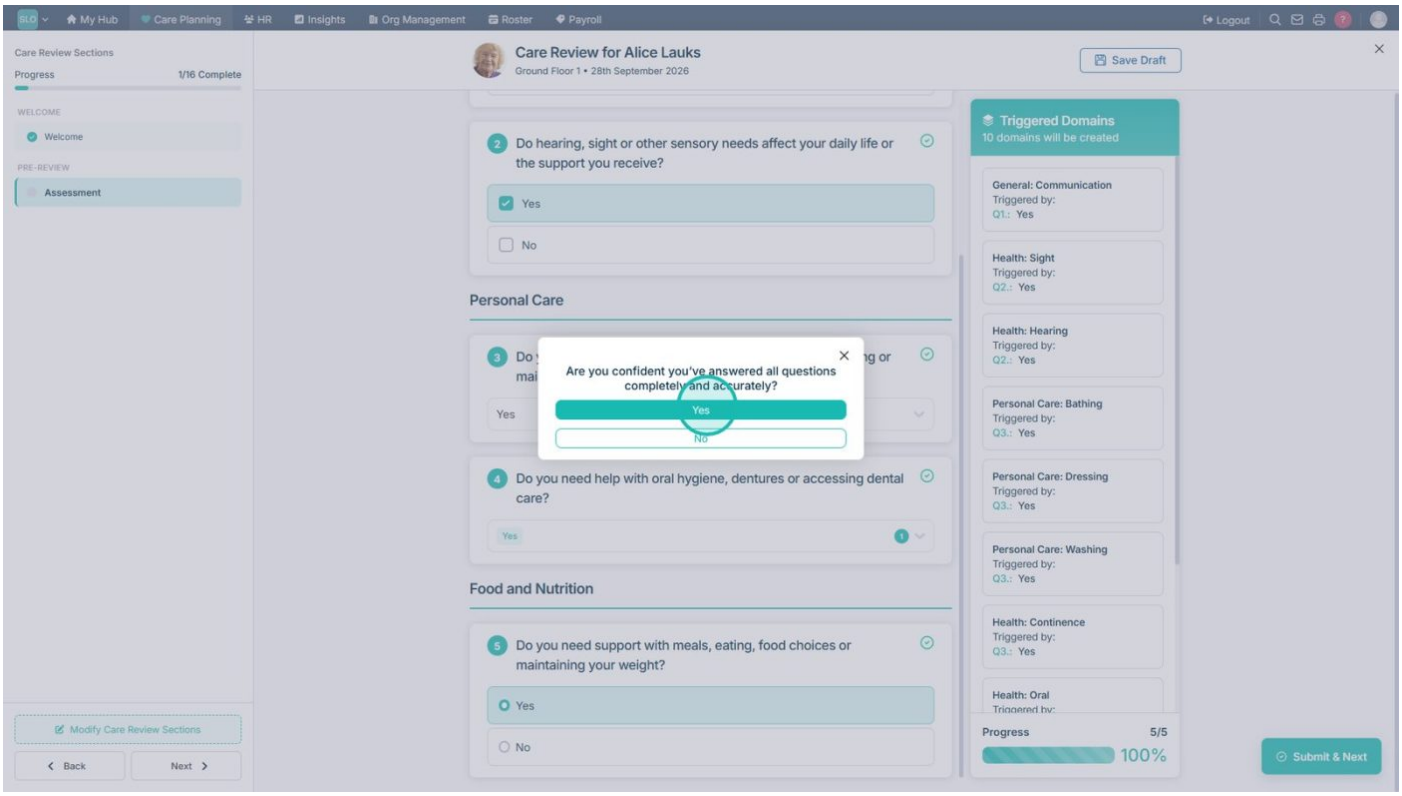
As you complete the assessment, relevant care domains will be triggered based on the responses provided.



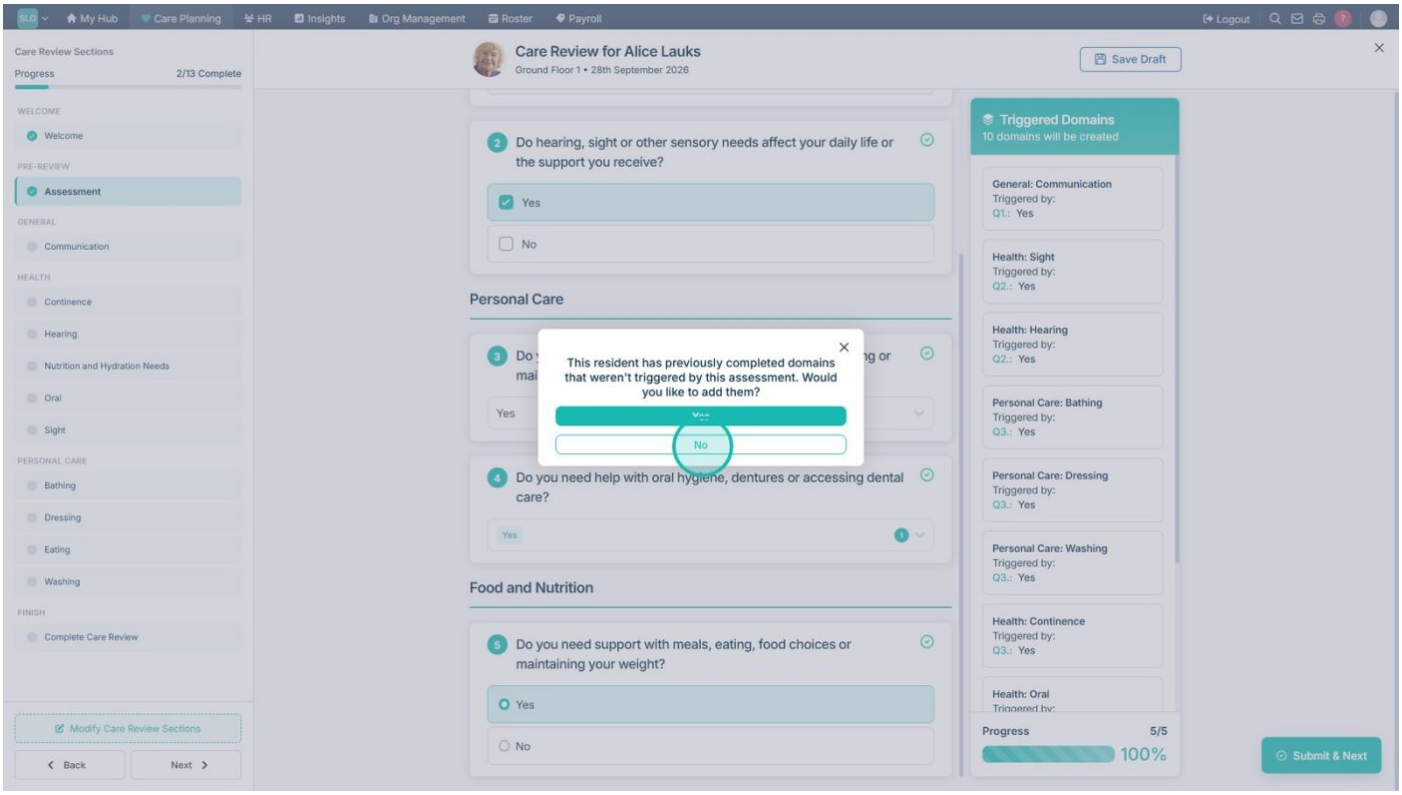
Once all questions have been answered, submit the Pre-Care Assessment to continue.



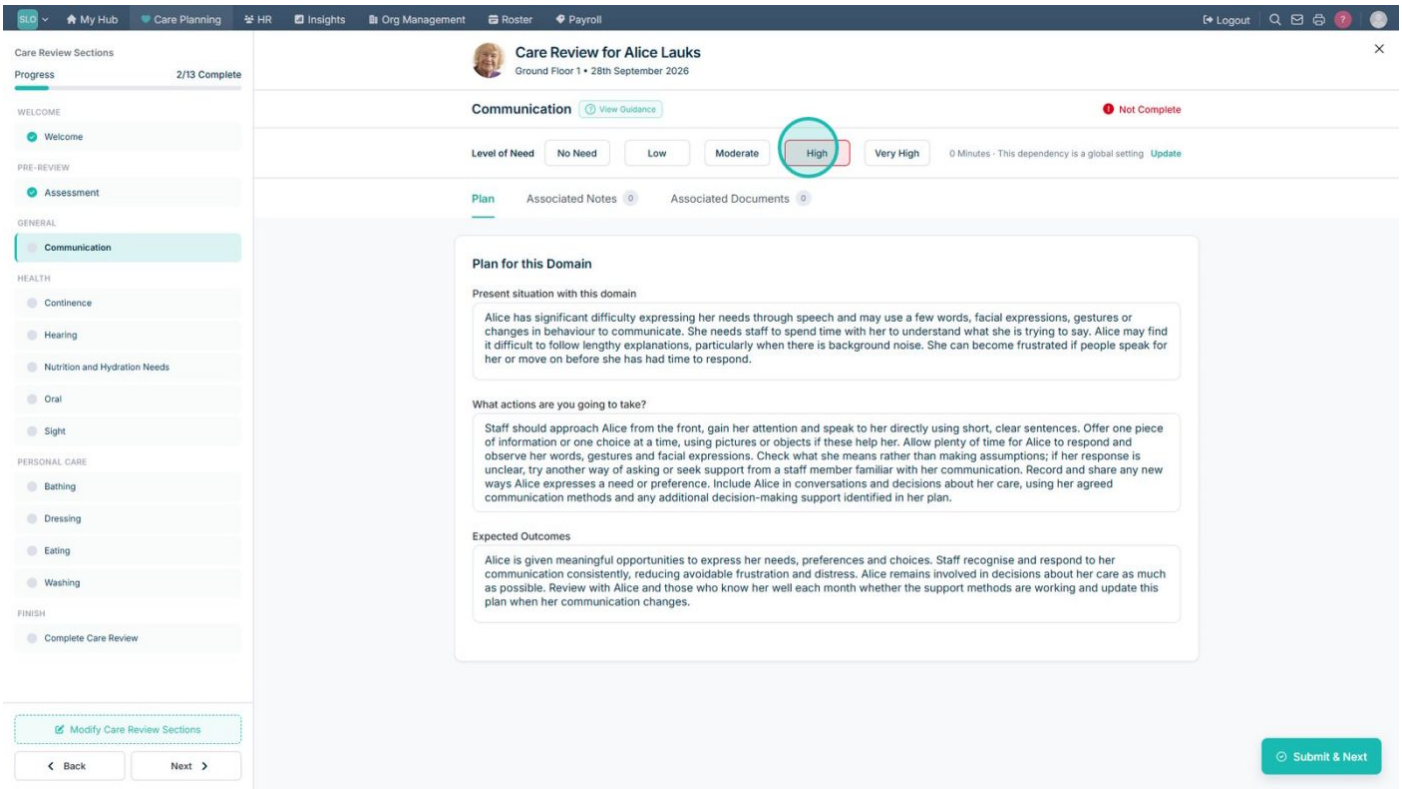
Confirm that the assessment is complete and you are ready to continue.



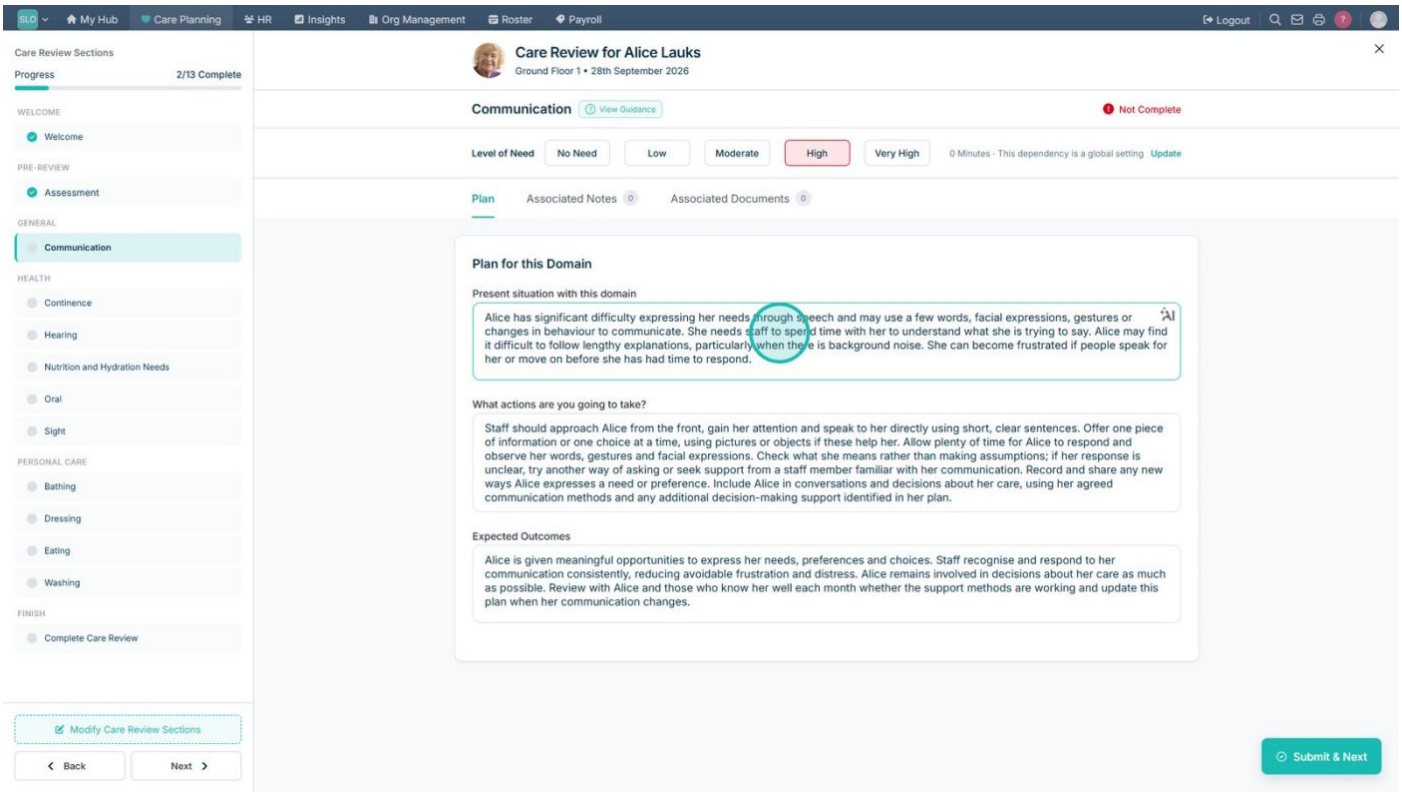
Choose whether you want to include care domains from the service user's previous review.



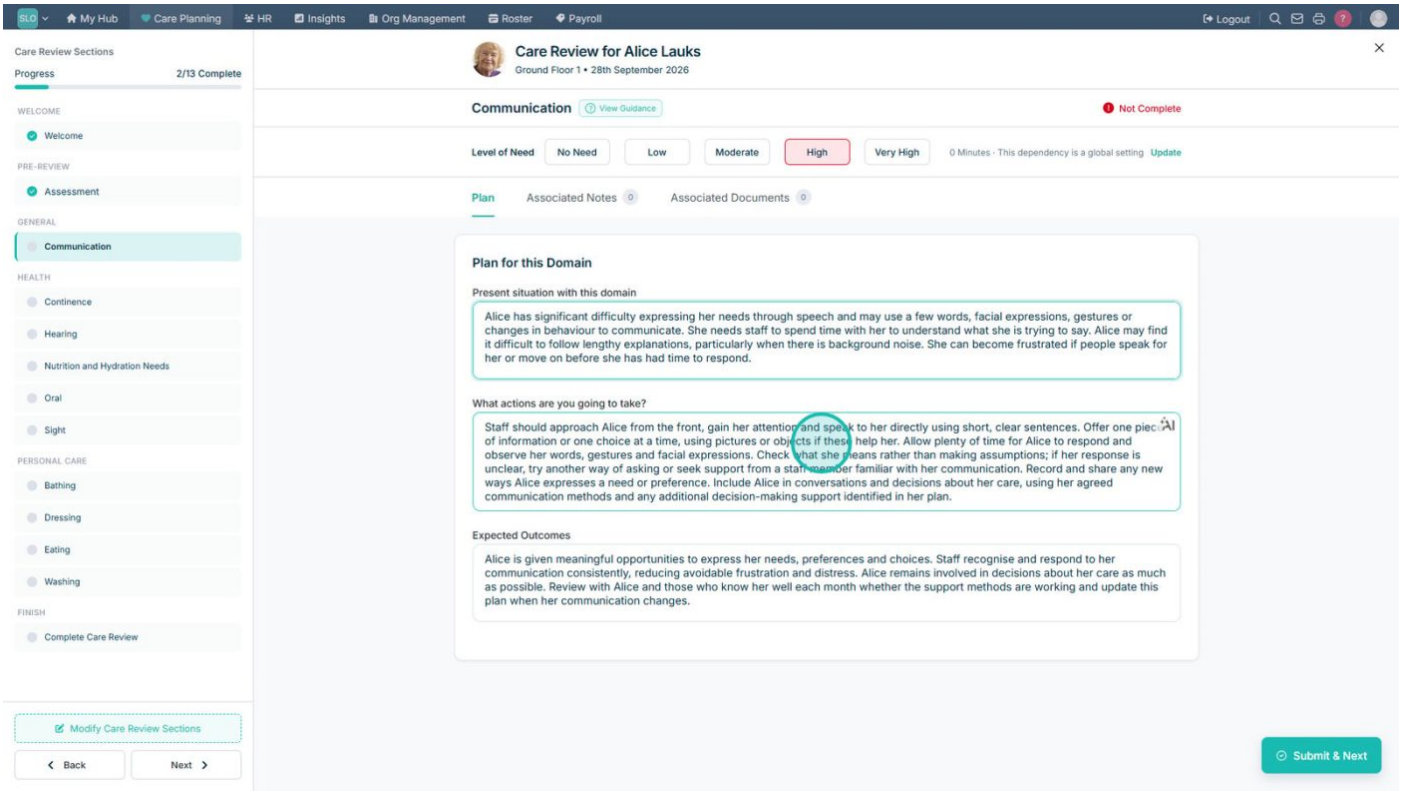
Set the Level of Need for the care domain.



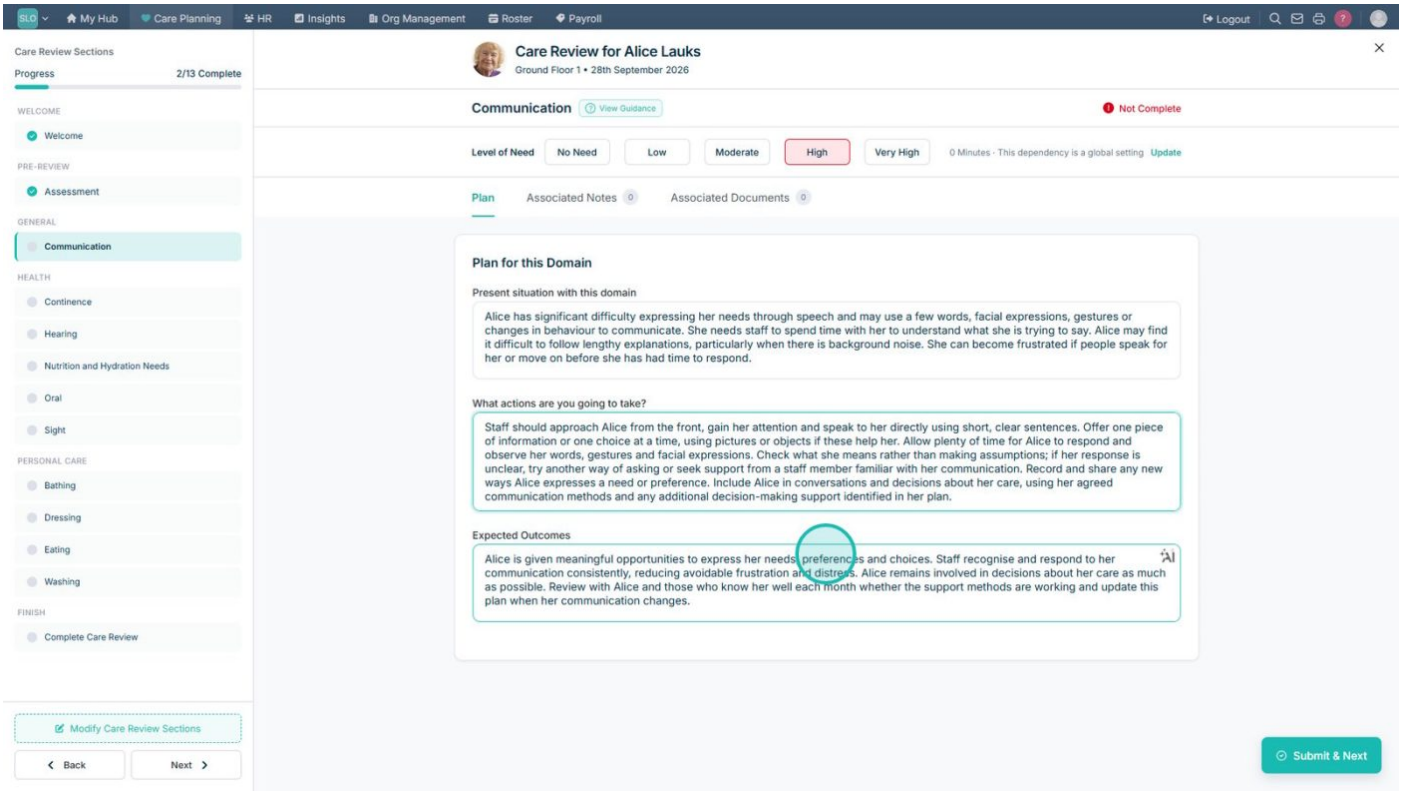
Review and update the Present Situation for the care domain.



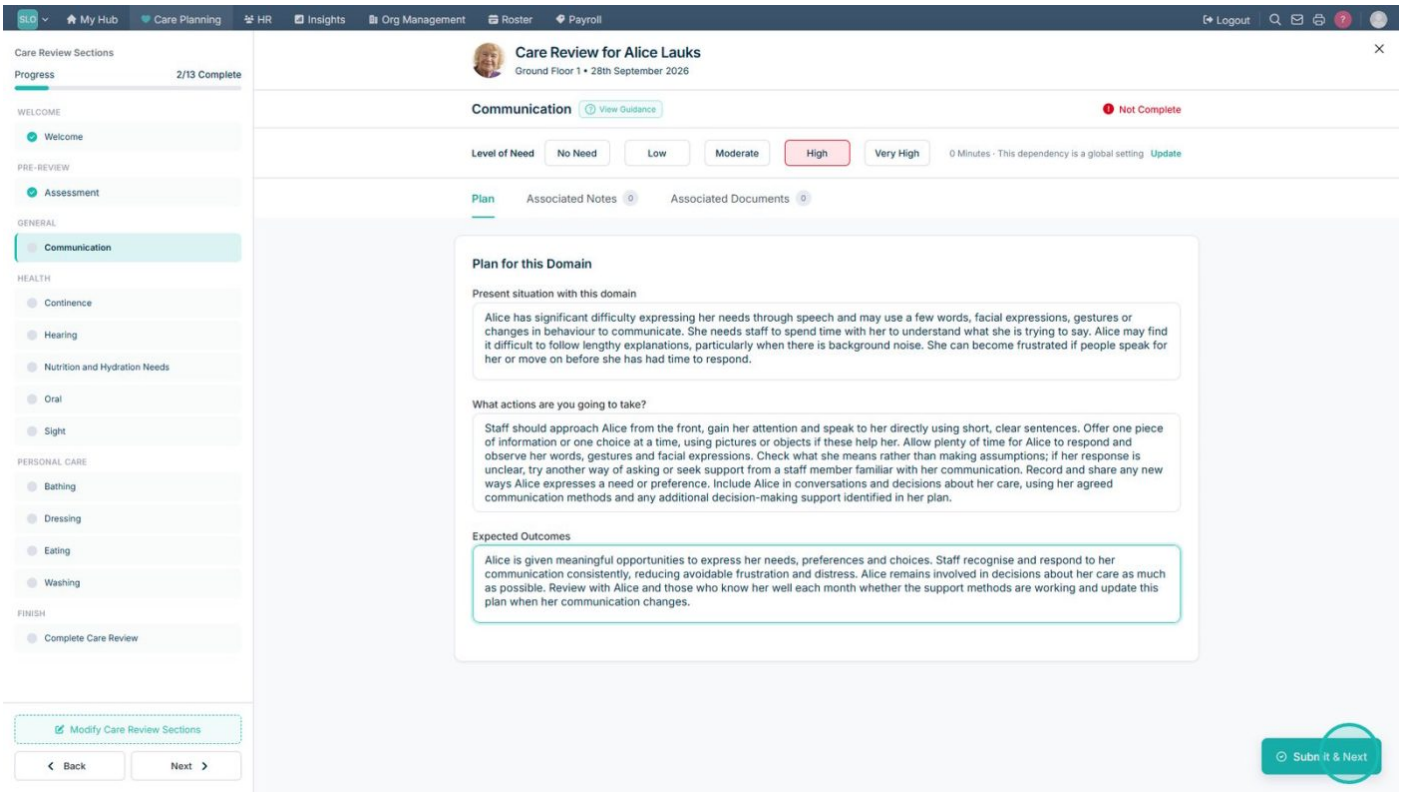
Review and update the Planned Staff Actions.



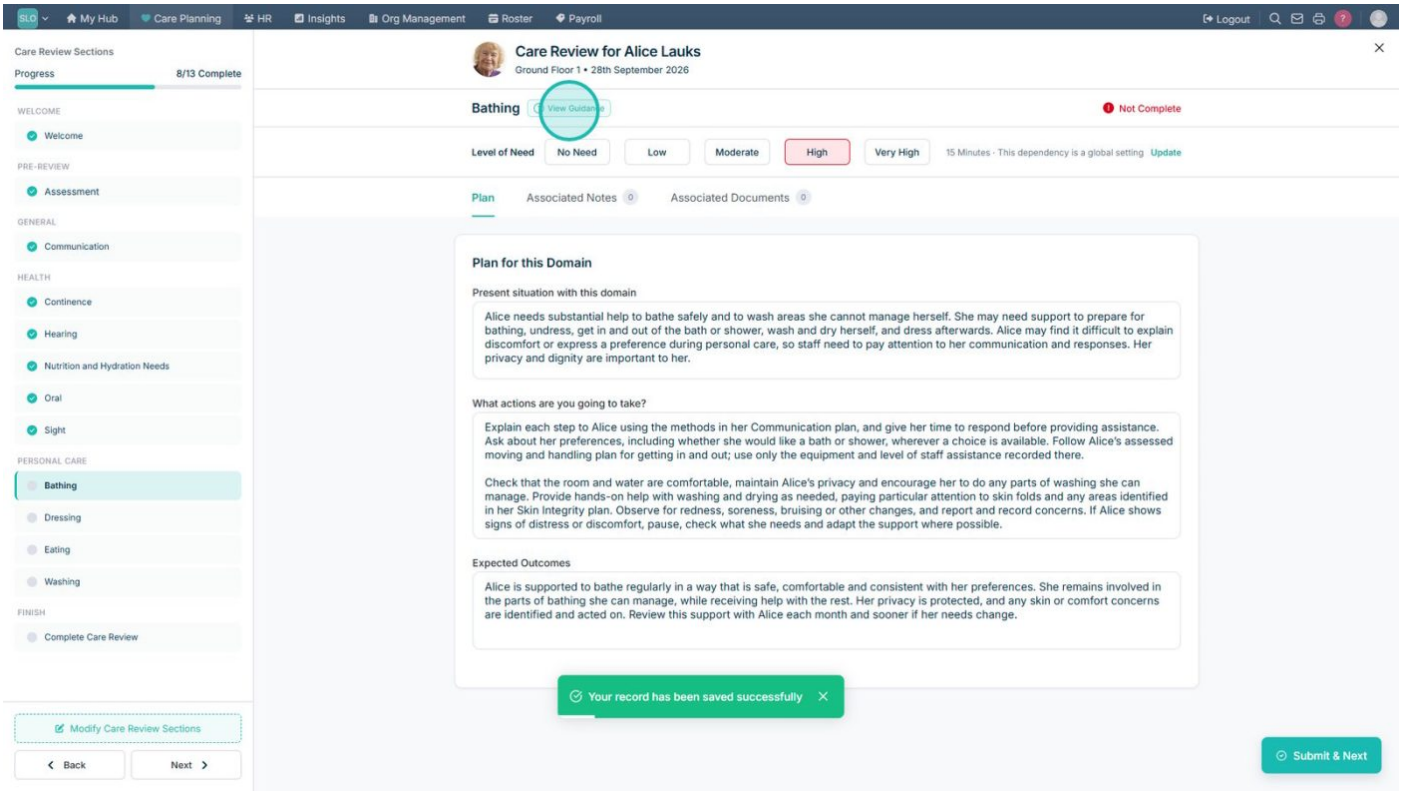
Review and update the Expected Outcomes to reflect the service user's needs, preferences and goals.



Submit the care domain when you have finished reviewing its information.



Select View Guidance if you need more information about the available Levels of Need.



Close the guidance when you are ready to return to the Care Review.

Continue through the remaining care domains and complete the rest of the Care Review.

Finalise and submit the completed Care Review.

Select the option to add consent to the completed Care Review.

Record whether the service user has the mental capacity to provide consent.

Confirm whether the service user can sign the consent themselves.

Select the signature option to record the service user's consent.

Ask the service user to enter their signature.

Select Save Signature once the signature has been entered.

Enter the witness details where required.

Select the witness's relationship to the service user.

Enter the witness's name.

Save the consent information to complete the process.

Frequently Asked Questions

What does the orange dot next to a Care Review section mean?

An **orange dot** indicates that a section has been marked as an **Interim Care Review update**.

This does not mean the section is incomplete. The section is still considered complete and contributes towards the overall completion of the Care Review.

Why can I still edit an older Care Review?

In some circumstances, an older Care Review may remain editable even when a newer Care Review has been started.

This can happen for two reasons:

- A proposed change did not fully complete the original Care Review, but another Care Review was started.
- An incomplete Care Review was created some time ago, and a previous system issue allowed a new Care Review to be started before the original was completed.

What should I do if I find an incomplete Care Review from several years ago?

If an incomplete Care Review was started a long time ago, for example in 2020, and was never marked as complete or used as part of the Care Review process, you may wish to consider removing it through **Care Plan Corrections**.

This decision should be made at your organisation's discretion, taking into account your record-keeping requirements.

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