How to View your Health Score on Cloud and How it is Calculated

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How to View your Health Score on Cloud and How it is Calculated



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This guide explains how to view and analyse system usage within the Admin app, helping you understand how your care home is engaging with the platform.

Monitoring system usage is important for identifying trends, improving staff engagement, and ensuring key features are being used effectively. By reviewing analytics, you can spot gaps in usage, support staff training needs, and make informed decisions to improve overall efficiency and compliance.

By following this guide, you will learn how to:

- Access system usage analytics within the Admin app
- Open detailed performance insights
- Review different score measurements
- Understand platform engagement across your service

This ensures you have clear visibility of system usage, enabling you to improve performance, support your team, and maximise the value of the platform.

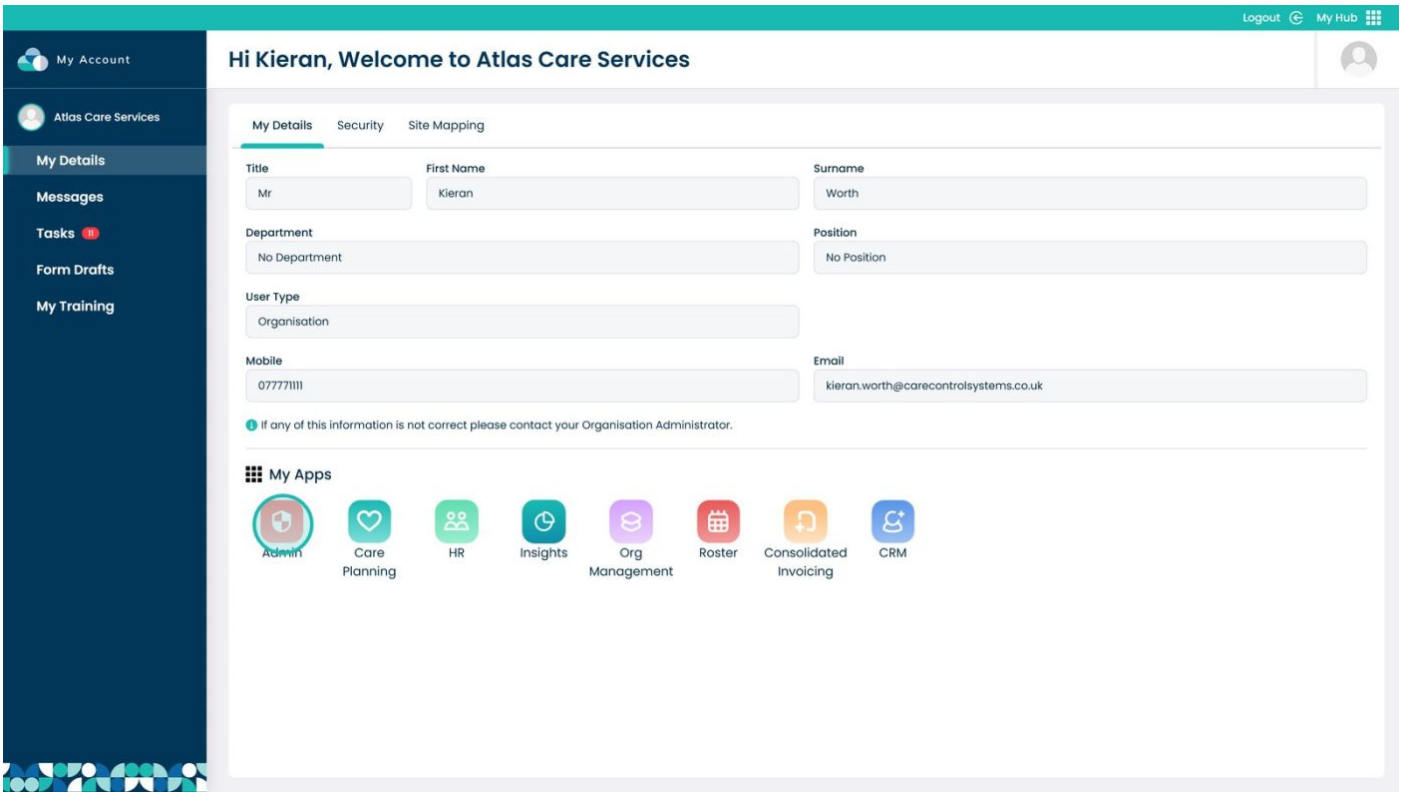
Interactive Guide

Embedded media:

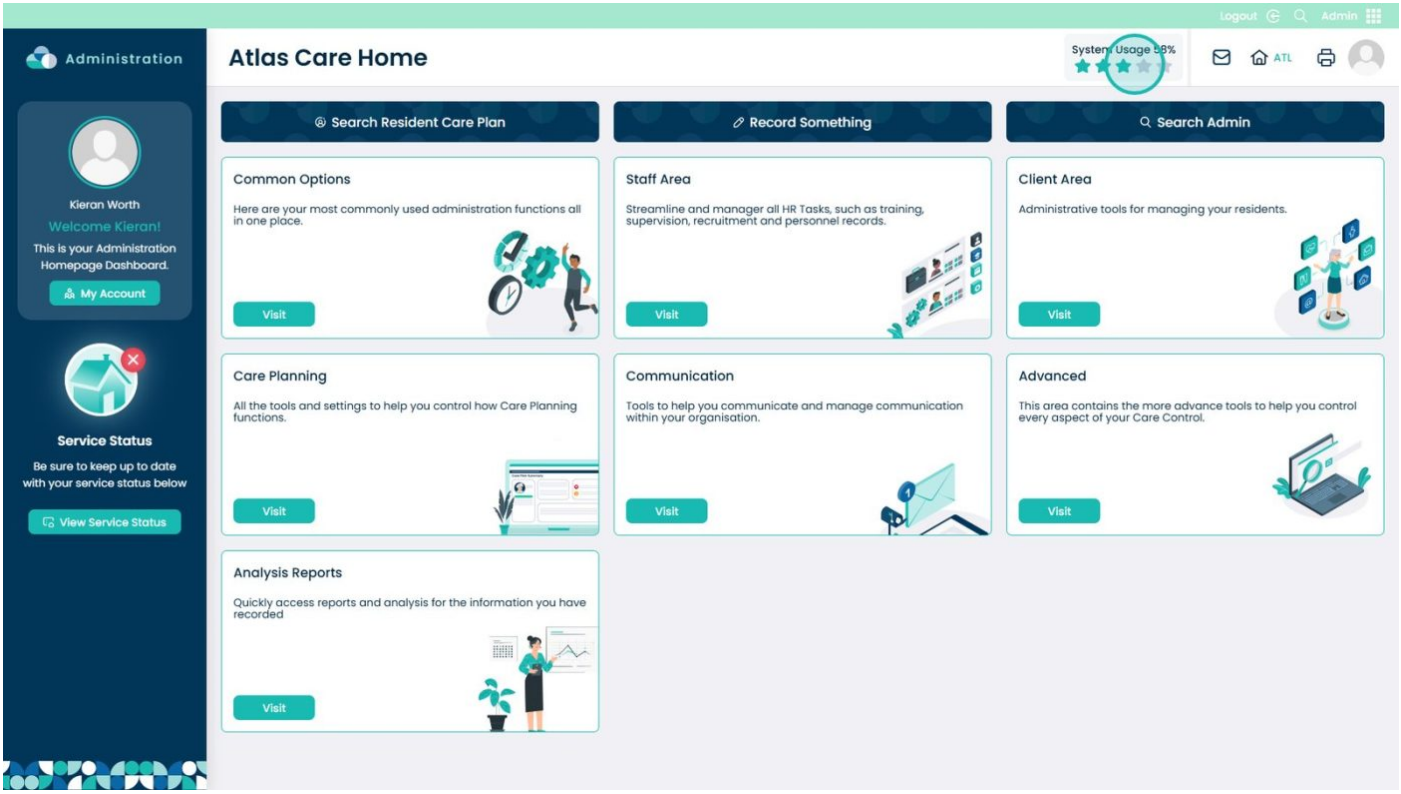
https://demo.arcade.software/KXmO7OaLf3vpfPt2EPNm?embed&embed_mobile=tab&embed_desktop=inline&show_copy_li

Text based guide

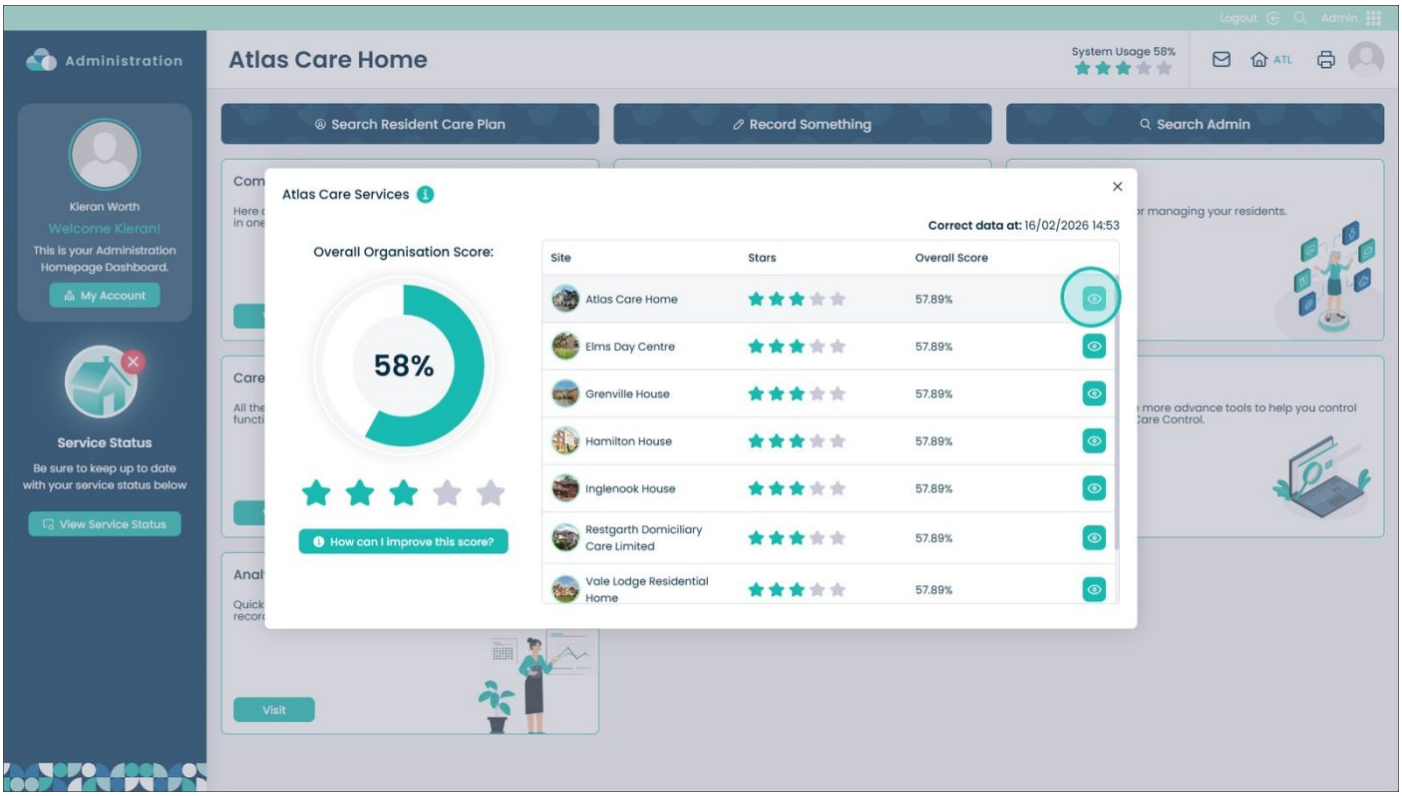
Open the Admin app to access care home management tools and analytics



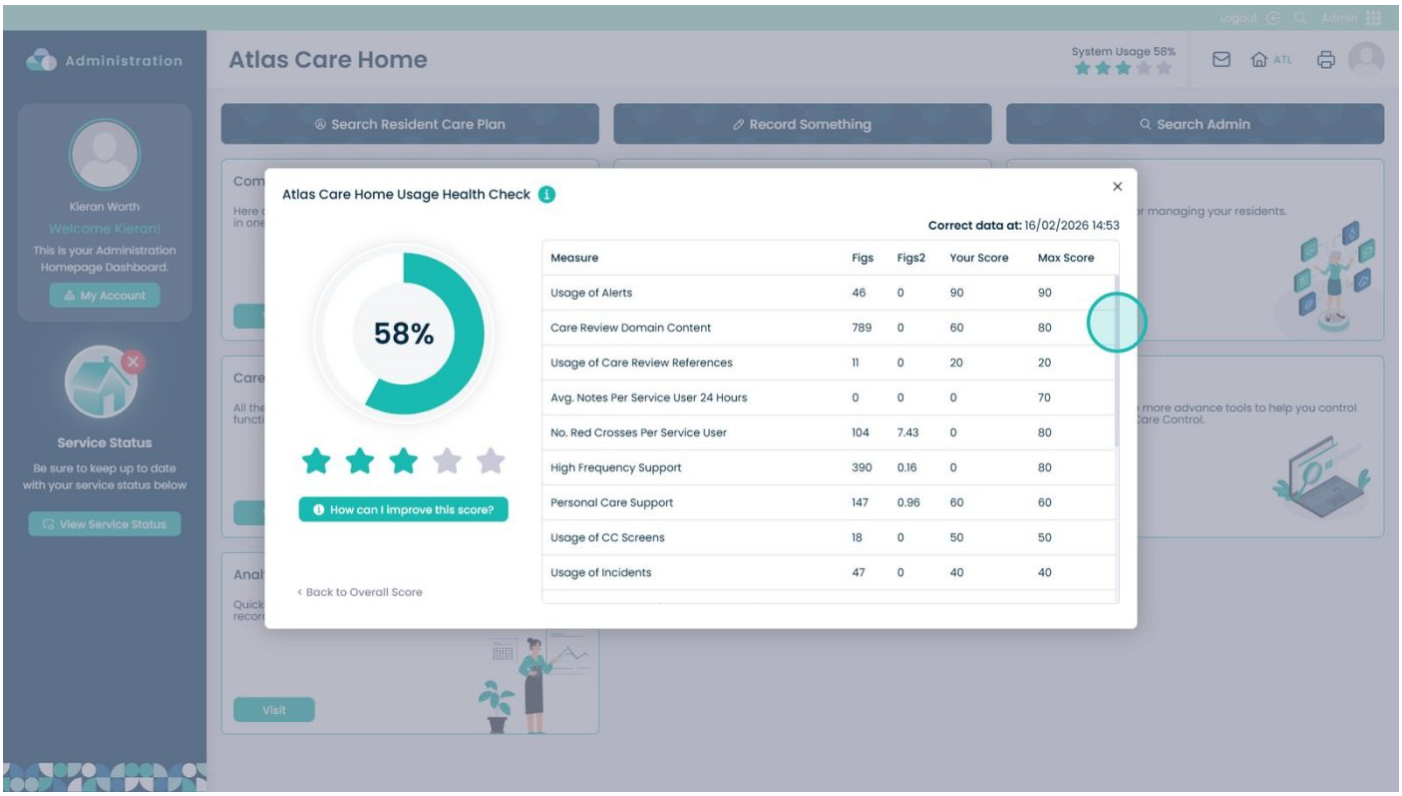
Select the system usage score to view analytics on platform engagement



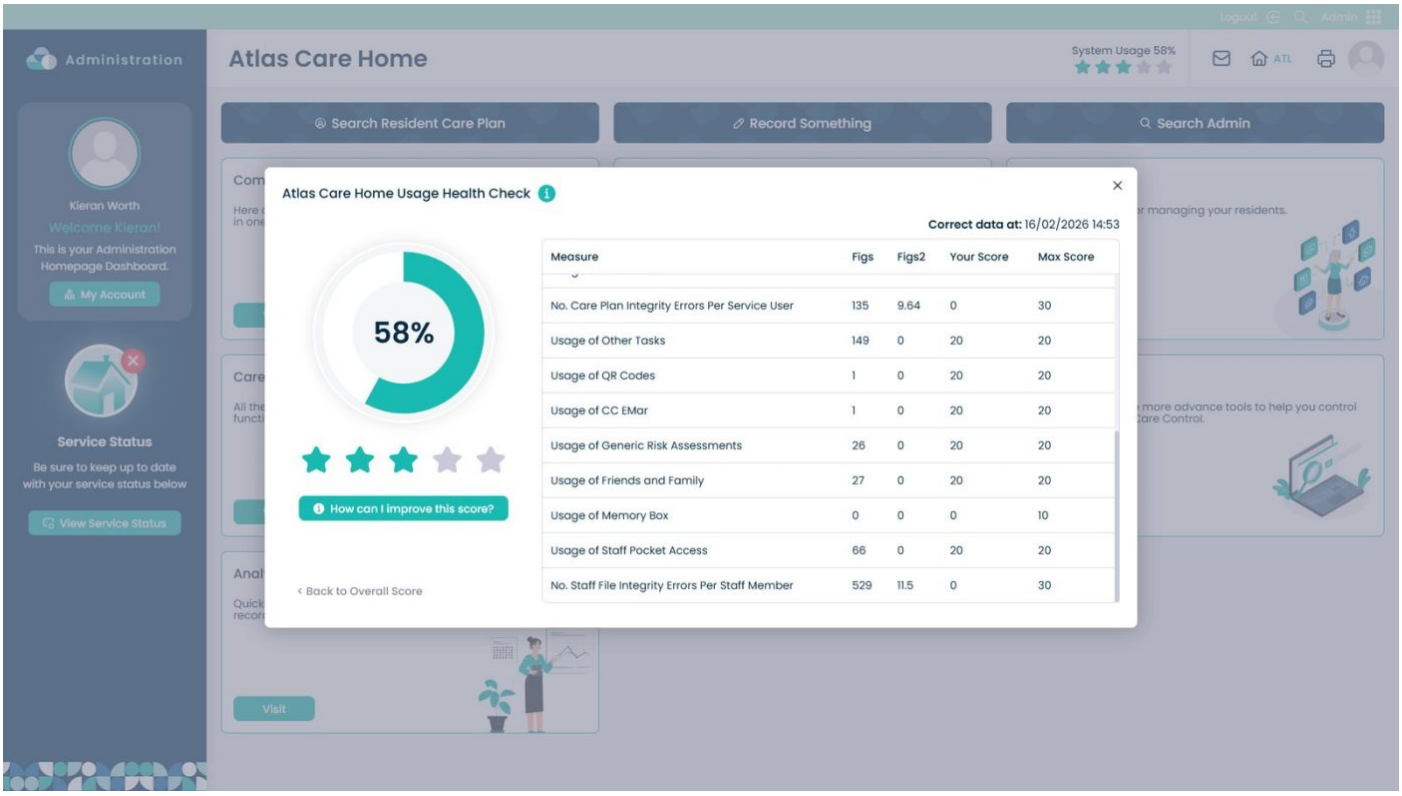
Select the view icon to open a detailed performance breakdown



Scroll through the page to review all score measurements



Review the analytics data to understand system usage and performance



What your Health Score means

Our Health Check is made up of 17 key measures, each contributing to your overall score. Every measure is assigned a **weighted value** based on its importance, and these weights are used to calculate your final percentage.

The 17 Measures

- Usage of Alerts – 90
- Care Review Domain Content – 80
- Usage of Care Review References – 20
- Average Notes per Service User (24 hours) – 70
- Number of Red Crosses per Service User – 80
- High-Frequency Support – 80
- Personal Care Support – 60
- Usage of Care Control Screens – 50
- Usage of Incidents – 40
- Care Plan Integrity Errors per Service User – 30
- Usage of Other Tasks – 20
- Usage of QR Codes – 20
- Usage of CC eMAR – 20
- Usage of Generic Risk Assessments – 20
- Usage of Friends and Family – 20
- Usage of Memory Box – 10
- Usage of Staff Pocket Access – 20

How Your Score Works

Each measure is individually assessed and then combined to give your total score. Measures with higher weightings contribute more to your overall percentage, reflecting their greater impact on best practice.

- **Maximum possible score:** 730
- **Equivalent to:** 100% overall Health Check score

What Your Score Means

Your Health Check score is **completely confidential** and is not shared with other Care Control customers. Our team may review your results to better understand how we can support you with tailored training and guidance.

We recognise that every organisation works differently. You may have processes outside of Care Control, so your score should always be interpreted in a way that reflects your own setup and goals.

Benchmarks & Targets

- **50% or above:** A strong foundation for getting value from Care Control
- **75% or above:** Recognised as a *Care Control Champion User*

This scoring system is designed to help you track progress, highlight strengths, and identify opportunities to get even more from Care Control.

Health Check Areas

Usage of Alerts

Measured by: Number of active alerts

- More than 30 = 20 points
- More than 25 = 15 points
- More than 20 = 10 points
- More than 5 = 5 points

The Alerts module is one of the most powerful features of Care Control. It enables rapid communication with key staff, improving responsiveness and outcomes for service users. Due to its importance, it carries one of the highest weightings.

Care Review Domain Content

Measured by: Average length of active care reviews per domain

- More than 800 = 80 points
- More than 600 = 60 points
- More than 400 = 40 points

- More than 200 = 20 points

Care Reviews form the foundation of a Care Plan. They should clearly outline a service user’s needs and how support will be delivered. While quality isn’t directly measured, reviews should demonstrate understanding and provide a clear, documented care approach. This measure also carries the highest weighting.

Usage of Care Review References

Measured by: Whether care review notes are referenced

- More than 1 = 20 points

Referencing notes within Care Reviews adds valuable context and demonstrates continuity in care documentation. Using this feature awards additional points.

Average Notes per Service User (24 Hours)

- More than 30 = 20 points
- More than 25 = 15 points
- More than 20 = 10 points
- More than 15 = 5 points

This reflects overall system usage. Every action recorded creates a note, and results are balanced per service user. Lower figures may be expected in less complex care environments.

Number of Red Crosses per Service User

- Less than 0.4 = 20 points
- Less than 1 = 15 points
- Less than 1.5 = 10 points
- Less than 2 = 5 points

The Home Status provides a live audit of care delivery. A red cross indicates overdue care. This metric updates in real time and reflects how consistently care plans are being met.

High-Frequency Support

- More than 85% = 20 points
- More than 65% = 15 points
- More than 50% = 10 points

- More than 40% = 5 points

This evaluates how well frequent care tasks are delivered, such as sleep checks, fluid intake, movement, and wellbeing monitoring. It analyses timing over the past 3 days and compares performance against required frequencies.

Personal Care Support

- More than 95% = 20 points
- More than 85% = 15 points
- More than 75% = 10 points
- More than 65% = 5 points

This measures whether service users receiving personal care are supported at least twice daily. It reviews the past 7 days to assess consistency and quality of delivery.

Usage of Care Control Screens

- Enabled = 20 points

Care Control Screens provide a live, visual overview of care delivery. When used effectively, they offer instant insight into service user status and key care indicators.

Usage of Incidents

- More than 5 = 20 points

Recording incidents enables deeper analysis, automated alerts, and structured follow-up. It supports improved safety, accountability, and learning from events.

Care Plan Integrity Errors per Service User

- Less than 2 = 20 points
- Less than 3 = 15 points
- Less than 4 = 10 points
- Less than 5 = 5 points

This identifies errors within care plans on a per-service-user basis. Reducing these errors ensures plans remain accurate, safe, and effective.

Usage of Other Tasks

- More than 30 = 20 points
- More than 25 = 15 points
- More than 20 = 10 points
- More than 5 = 5 points

Other Tasks help manage operational and non-care responsibilities, supporting audits and improving communication across teams.

Usage of QR Codes

- More than 5 = 20 points

QR Codes provide additional verification that care tasks, such as sleep checks, are being completed in person.

Usage of CC eMAR

- Enabled = 20 points

Care Control includes a fully integrated medication management system, supporting safe and efficient handling of medicines.

Usage of Generic Risk Assessments

- More than 1 = 20 points

Creating your own risk assessments allows you to tailor care to specific groups, reinforcing a person-centred approach.

Usage of Friends and Family

- More than 10 = 20 points
- More than 7 = 15 points
- More than 4 = 10 points
- More than 1 = 5 points

Providing access to friends and family promotes transparency and strengthens support networks, which is viewed positively by regulators.

Usage of Memory Box

- More than 15 = 10 points
- More than 10 = 7 points
- More than 5 = 5 points
- More than 1 = 2 points

Memory Box entries help capture meaningful personal information about service users, supporting more personalised care.

Usage of Staff Pocket Access

- More than 10 = 20 points
- More than 7 = 15 points
- More than 4 = 10 points
- More than 1 = 5 points

Care Control Pocket allows staff to stay connected on their own devices, access key information, and manage shifts and communications more effectively.

Was it helpful ?

- Happy
- Normal
- Sad

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