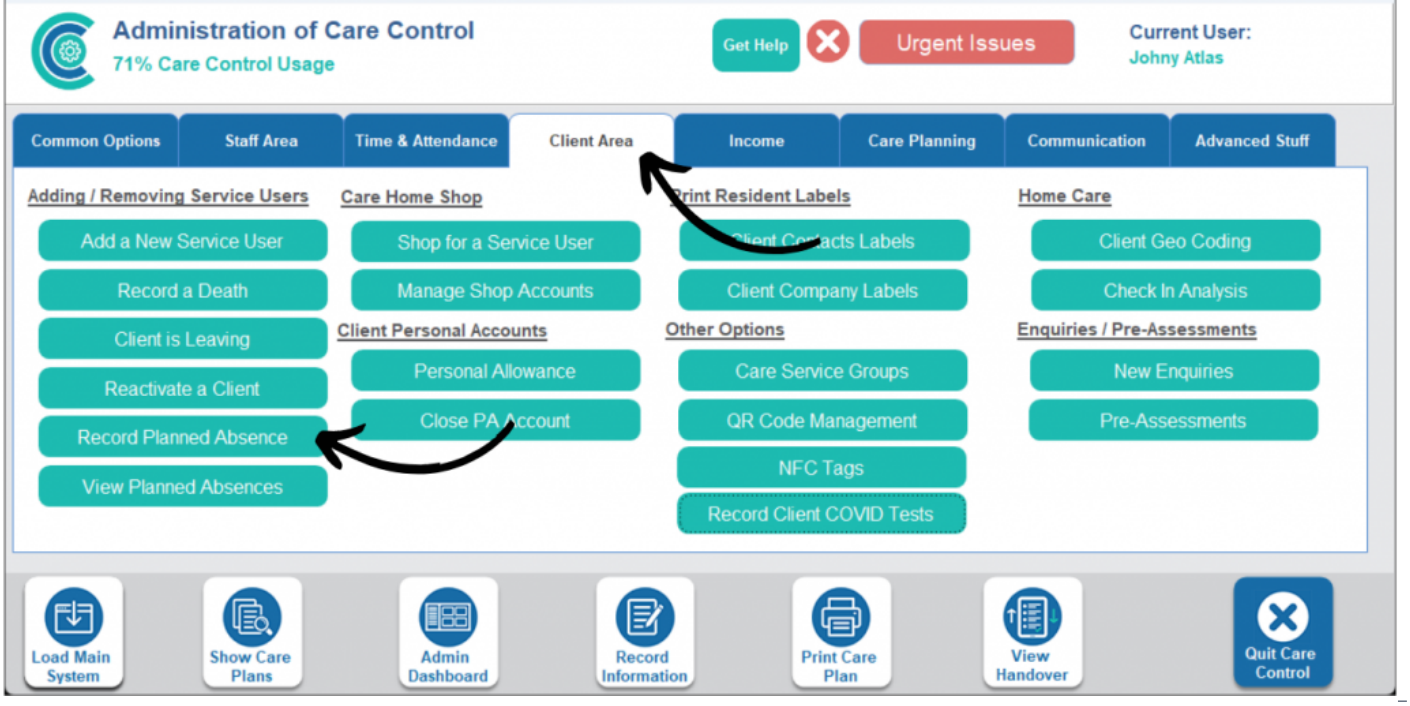
Planned Client Absences

Domiciliary Care Windows · https://cclearninghub.co.uk/docs/planned-client-absences/

Planned Client Absences

This guide will cover how to record, amend and cancel client absences on Care Control Windows. These are useful if a client is leaving your care for a period of time.



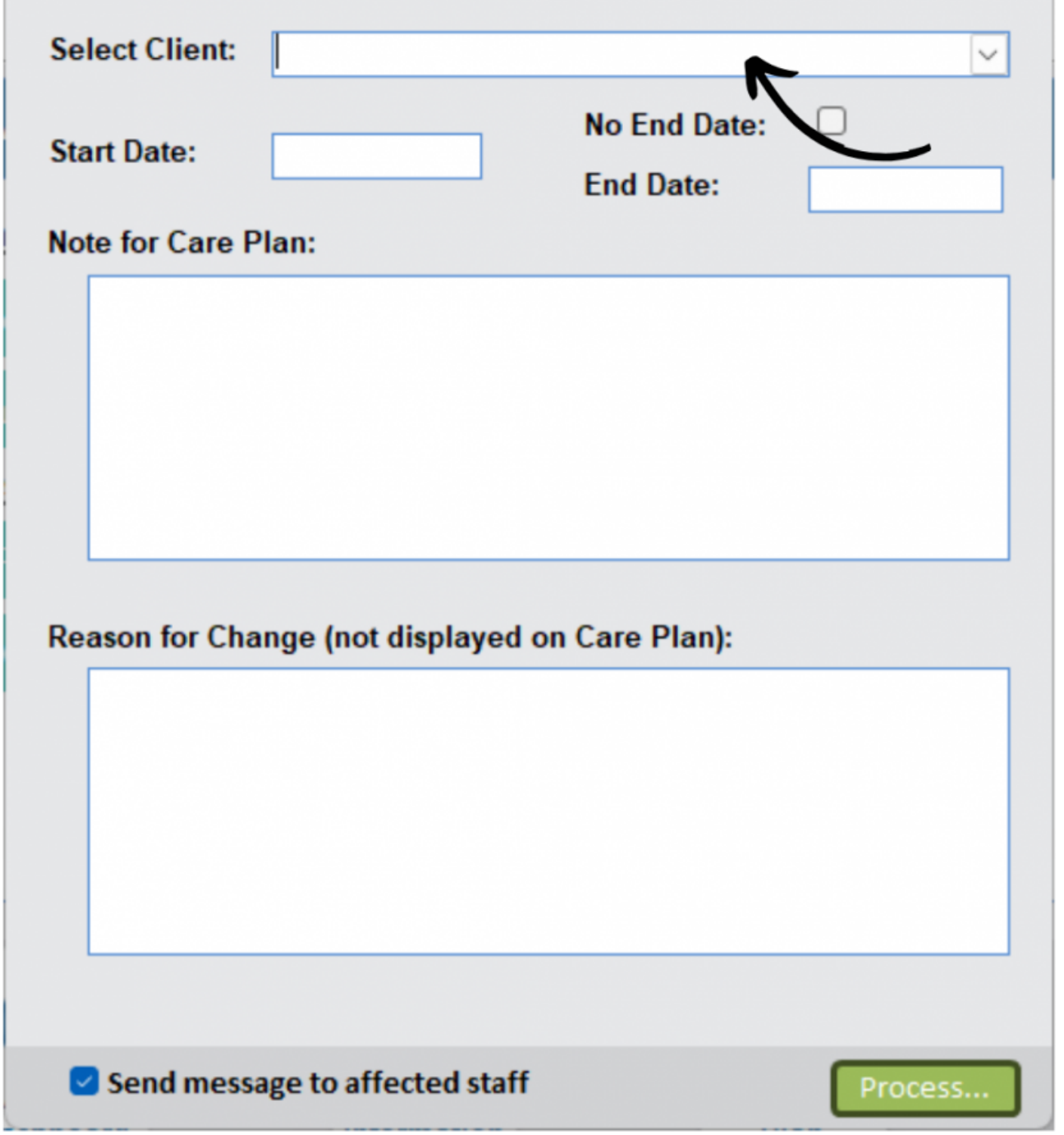


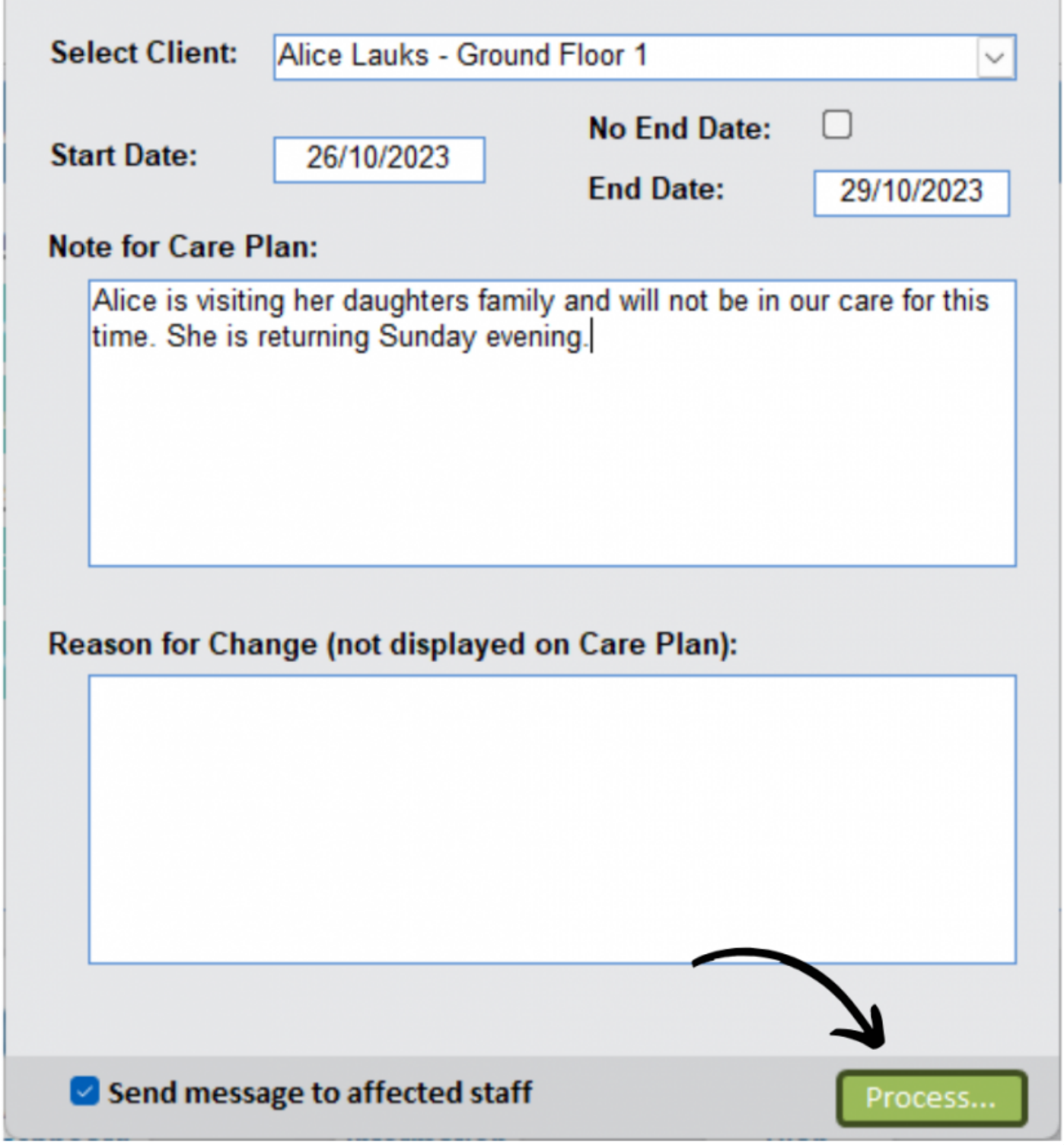
1

In the Administration of Care Control Windows, navigate to the **Record Planned Absence** tool, which can be found under the Client Area tab.

2

A blank form will open. Begin by selecting a **Service User** from the drop-down list.


Select Client:
No End Date:
Start Date:
End Date:
Note for Care Plan:
Reason for Change (not displayed on Care Plan):
Send message to affected staff
Process...


Select Client:
Alice Lauks - Ground Floor 1
Start Date:
26/10/2023
No End Date:
End Date:
29/10/2023
Note for Care Plan:
Alice is visiting her daughters family and will not be in our care for this time. She is returning Sunday evening.
Reason for Change (not displayed on Care Plan):
Send message to affected staff
Process...

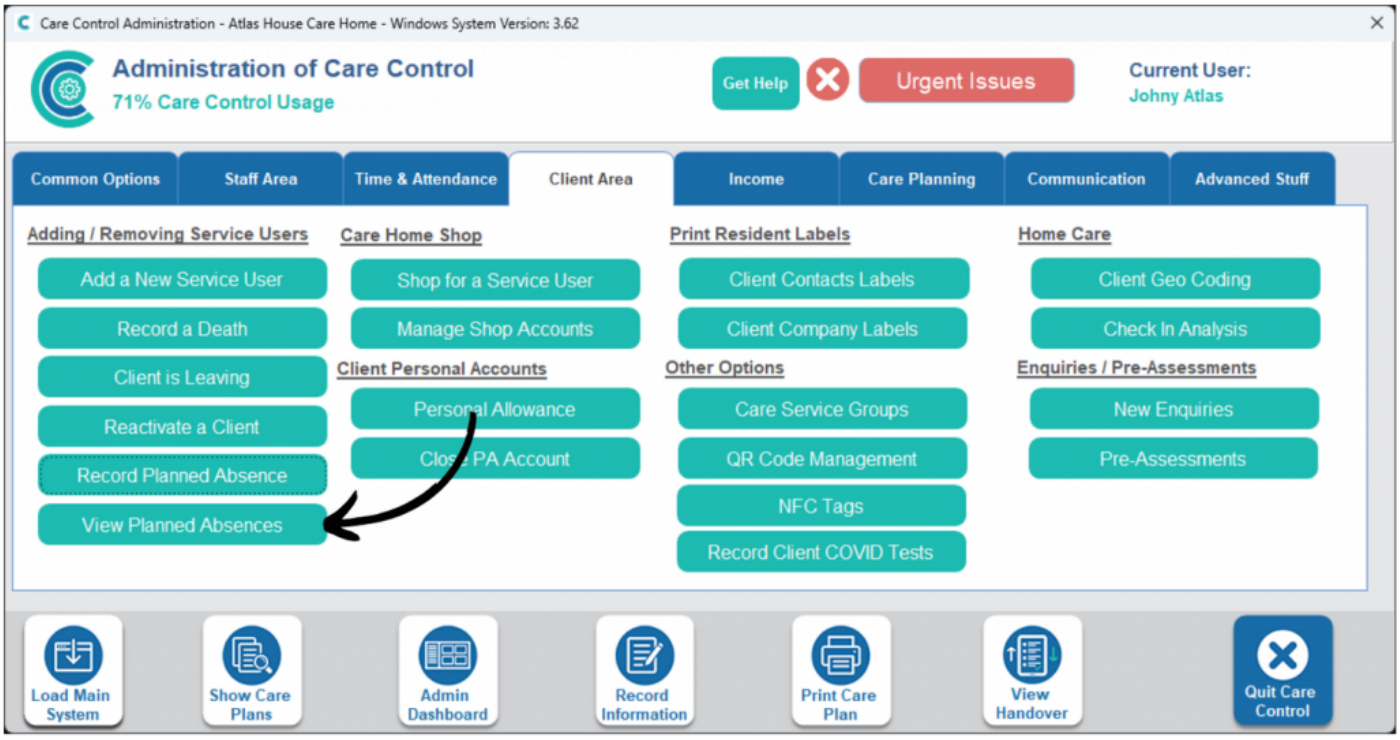
3

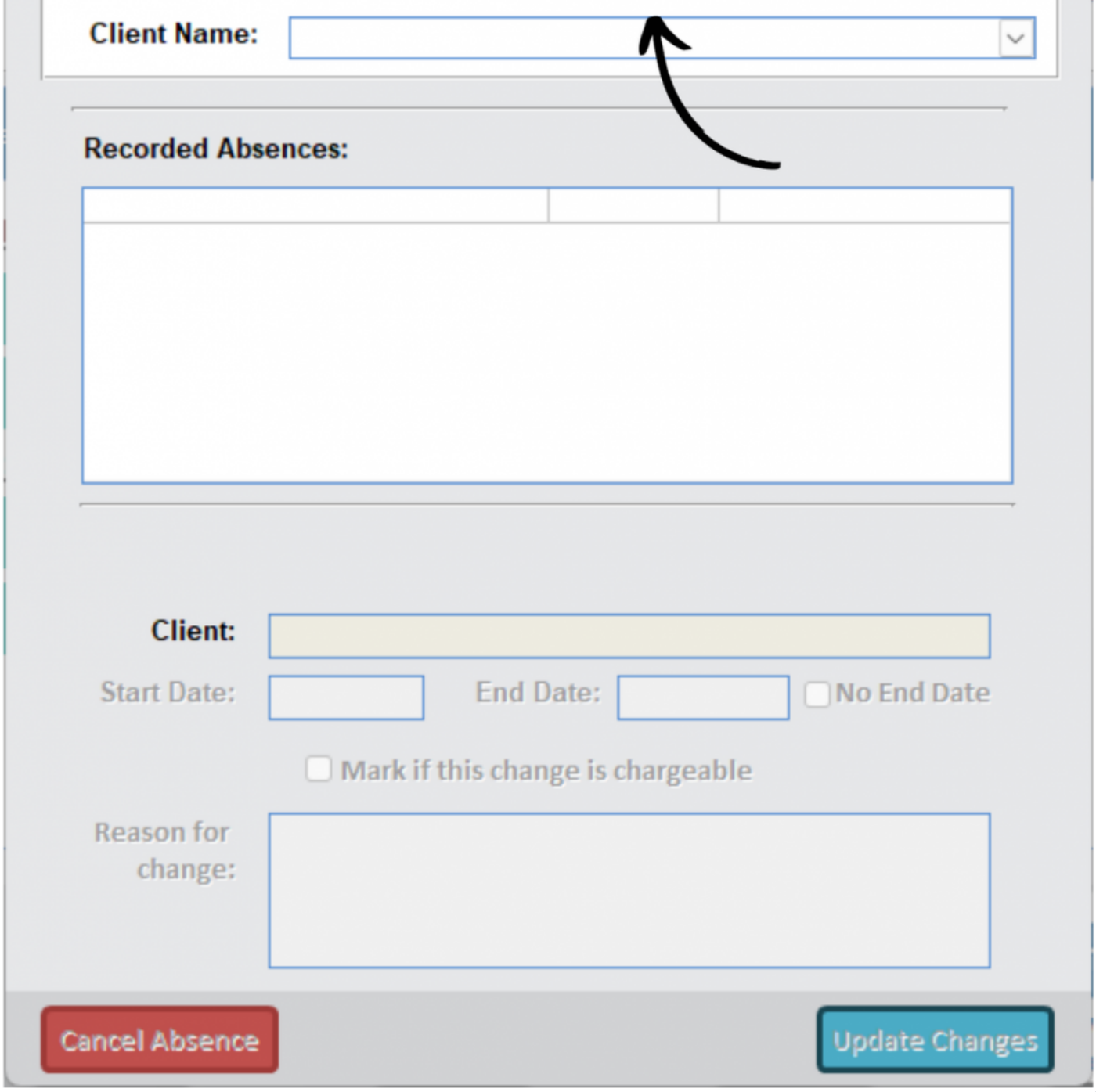
Then, enter a **Start Date** for the absence, as well as an **End Date** if known. If not, tick the **No End Date** box.

Then, enter some more information about the absence in the text box below. This will be added as a note onto the Care Plan.

Finally, choose whether to **Send a Message to Affected Staff** via the checkbox and press **Process**.

4





5

To find an absence, filter the results by CSG or by Client.

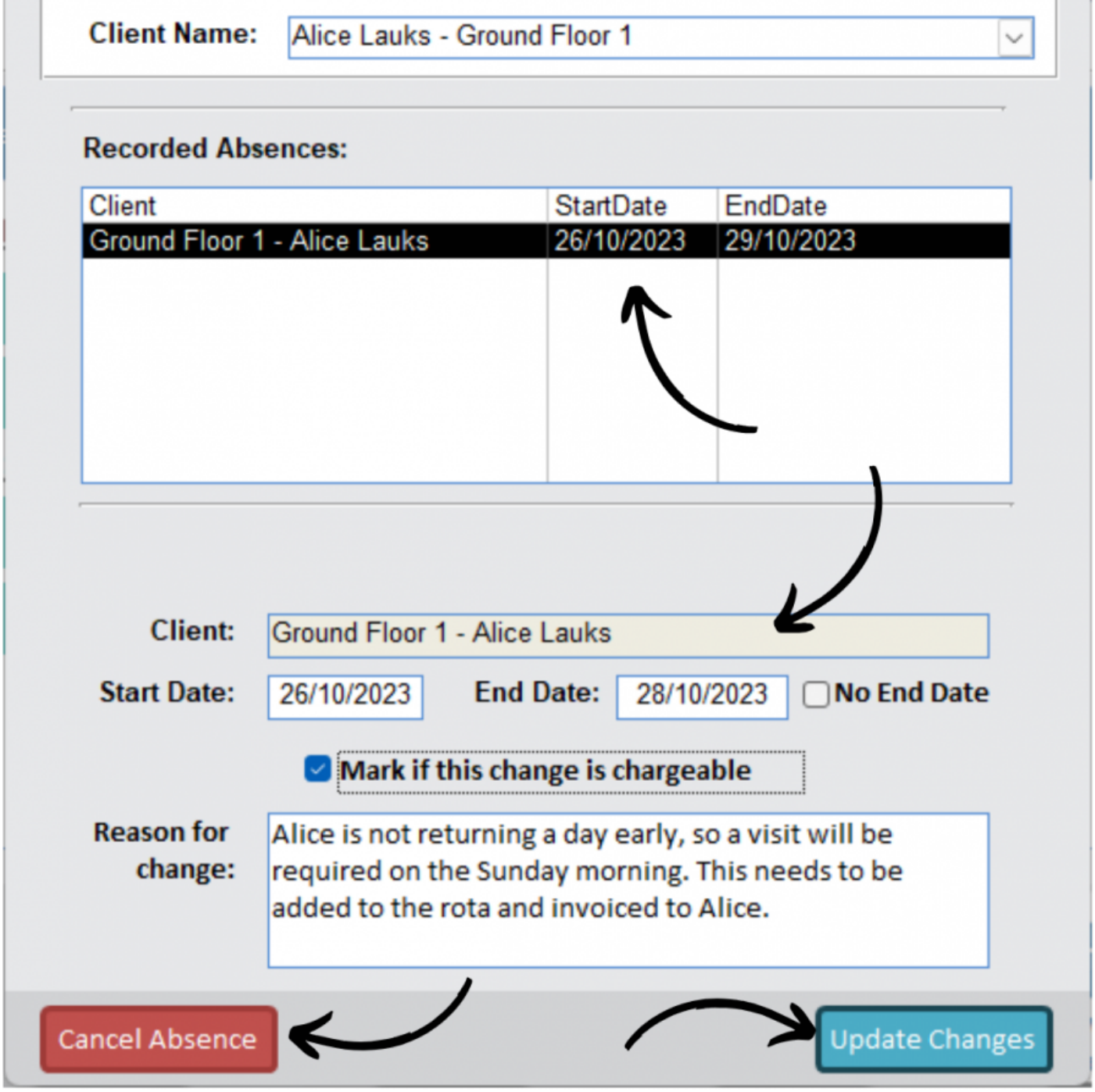
6

Select one of the results in the box below to view more information about it.

Here, you can amend the start and end dates and **mark if this change is chargeable**. For example, if a cancelled visit to the service user was previously cancelled because of the absence, but needed to be re-added, this could be chargeable to the client.

Finally, enter a **Reason for Change** in the text box and press **Update Changes**.

You can also cancel the entire absence via the **Cancel Absence** button in the bottom left corner.


Client Name:
Alice Lauks - Ground Floor 1
Recorded Absences:
Client
StartDate
EndDate
Ground Floor 1 - Alice Lauks
26/10/2023
29/10/2023
Client:
Ground Floor 1 - Alice Lauks
Start Date:
26/10/2023
End Date:
28/10/2023
No End Date
Mark if this change is chargeable
Reason for change:
Alice is not returning a day early, so a visit will be required on the Sunday morning. This needs to be added to the rota and invoiced to Alice.
Cancel Absence
Update Changes