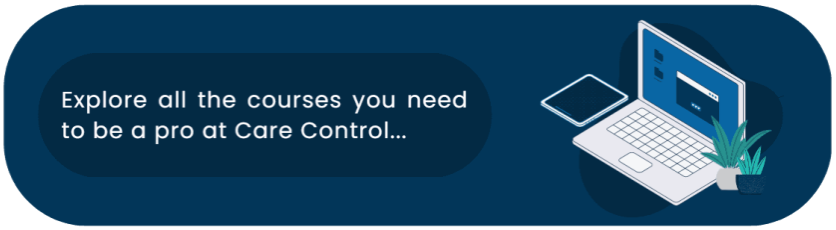
When a Service User Leaves

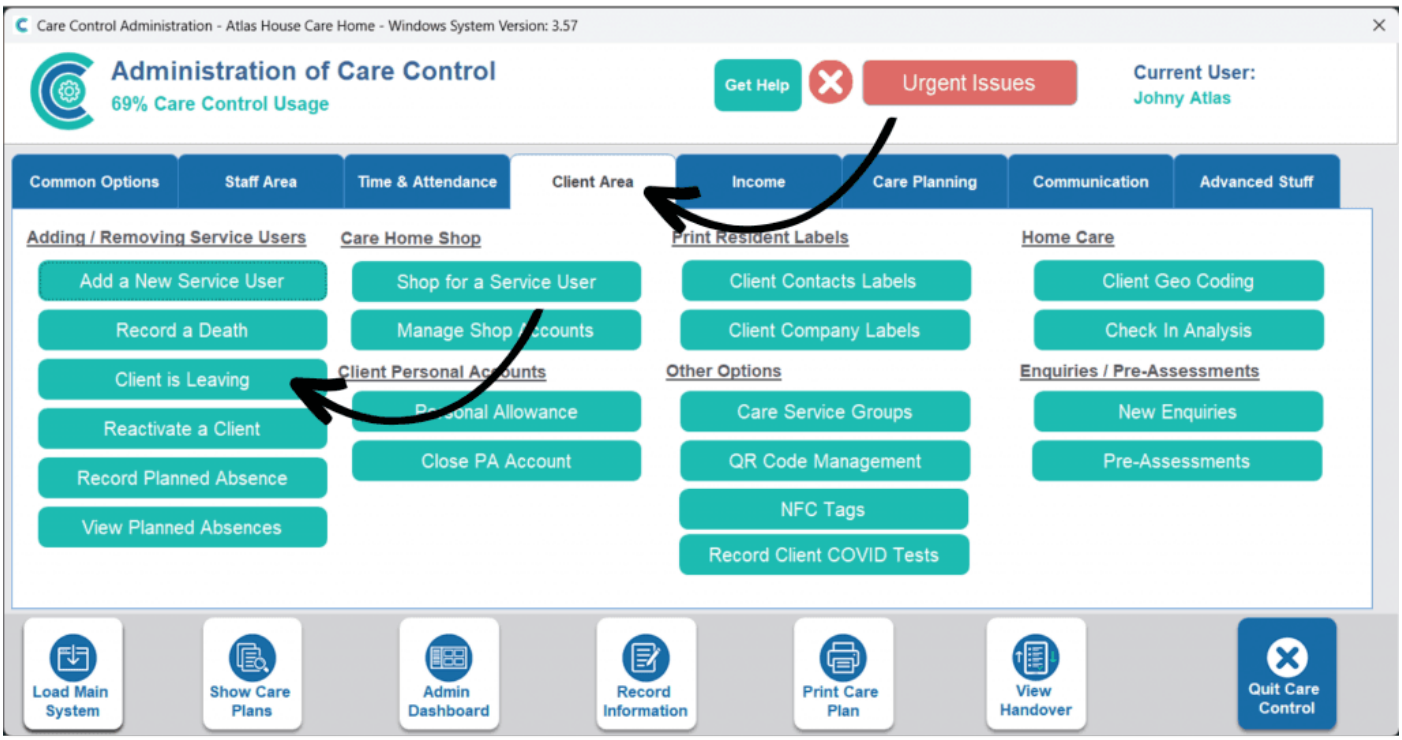
Administration Windows · https://cclearninghub.co.uk/docs/when-a-service-user-leaves/



When a Service User Leaves

This guide will cover how to process a service user leaving on both Care Control Windows and Care Control Mobile.

Embedded media:
https://player.vimeo.com/video/816833142?color&autopause=0&loop=0&muted=0&title=1&portrait=1&byline=1&h=c208

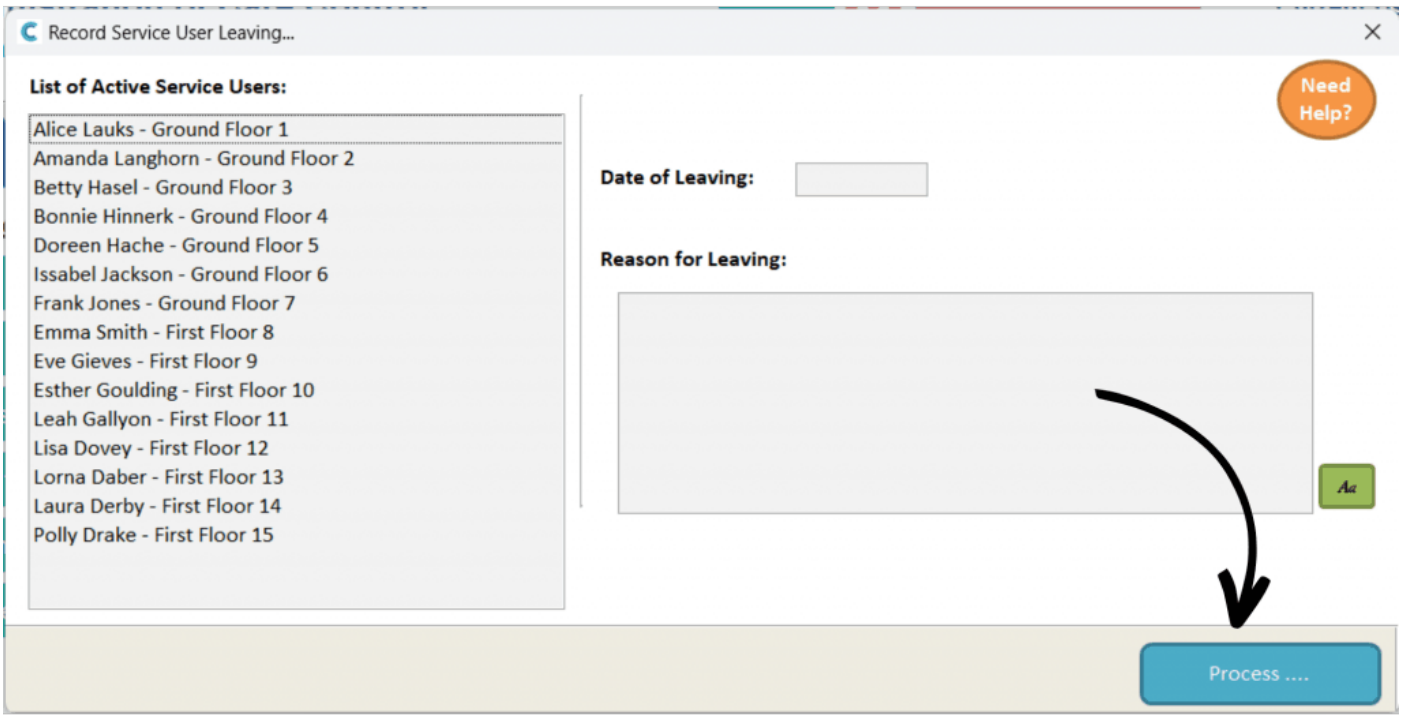


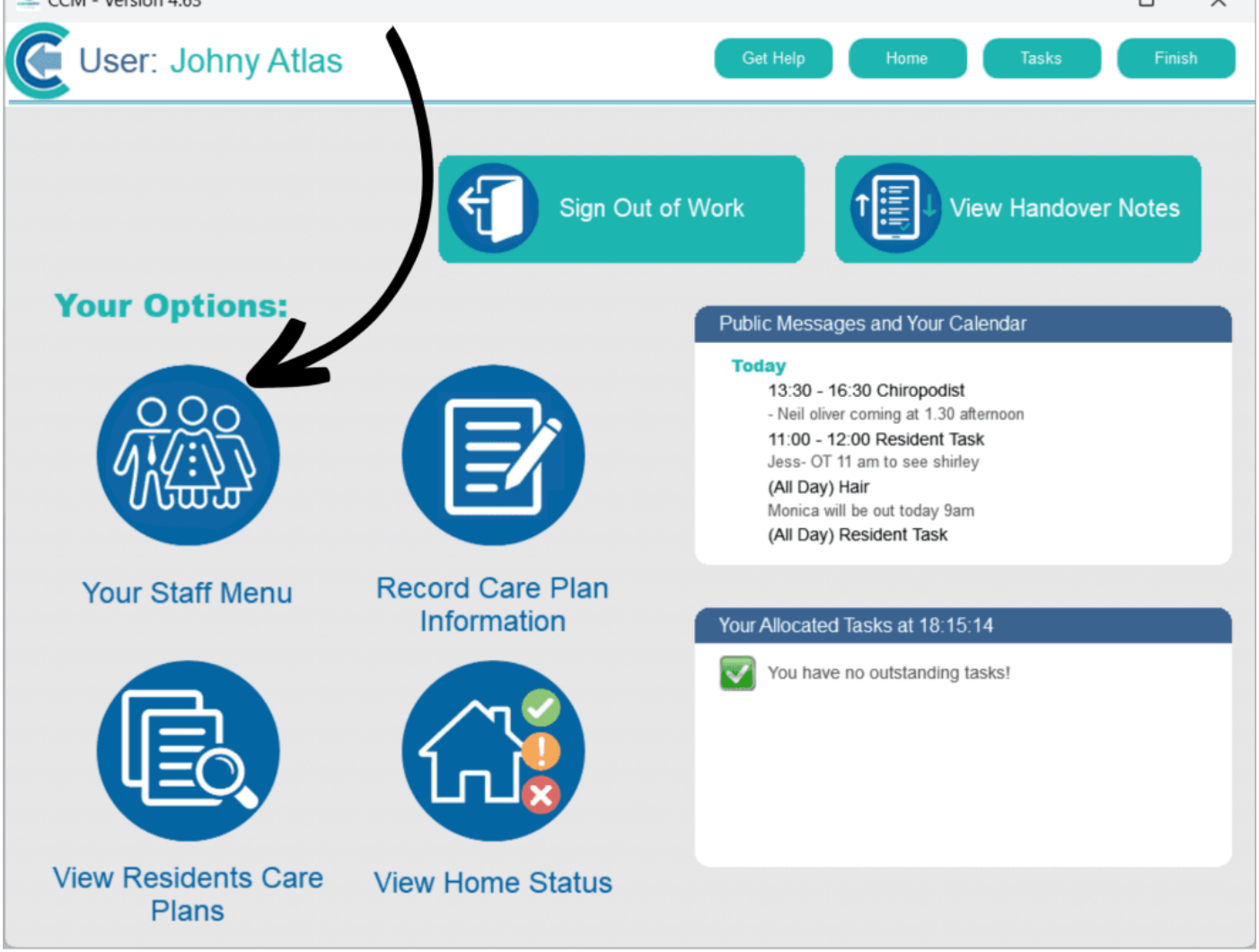
1

In the **Administration of Care Control Windows**, navigate to the **Client is Leaving** tool, which can be found under the **Client Area**.

2

Select the service user from the list, enter the date and reason for leaving, then, press **Process**.


Record Service User Leaving...
List of Active Service Users:
Alice Lauks - Ground Floor 1
Amanda Langhorn - Ground Floor 2
Betty Hasel - Ground Floor 3
Bonnie Hinnerk - Ground Floor 4
Doreen Hache - Ground Floor 5
Issabel Jackson - Ground Floor 6
Frank Jones - Ground Floor 7
Emma Smith - First Floor 8
Eve Gieves - First Floor 9
Esther Goulding - First Floor 10
Leah Gallyon - First Floor 11
Lisa Dovey - First Floor 12
Lorna Daber - First Floor 13
Laura Derby - First Floor 14
Polly Drake - First Floor 15
Need Help?
Date of Leaving:
Reason for Leaving:
Process ....



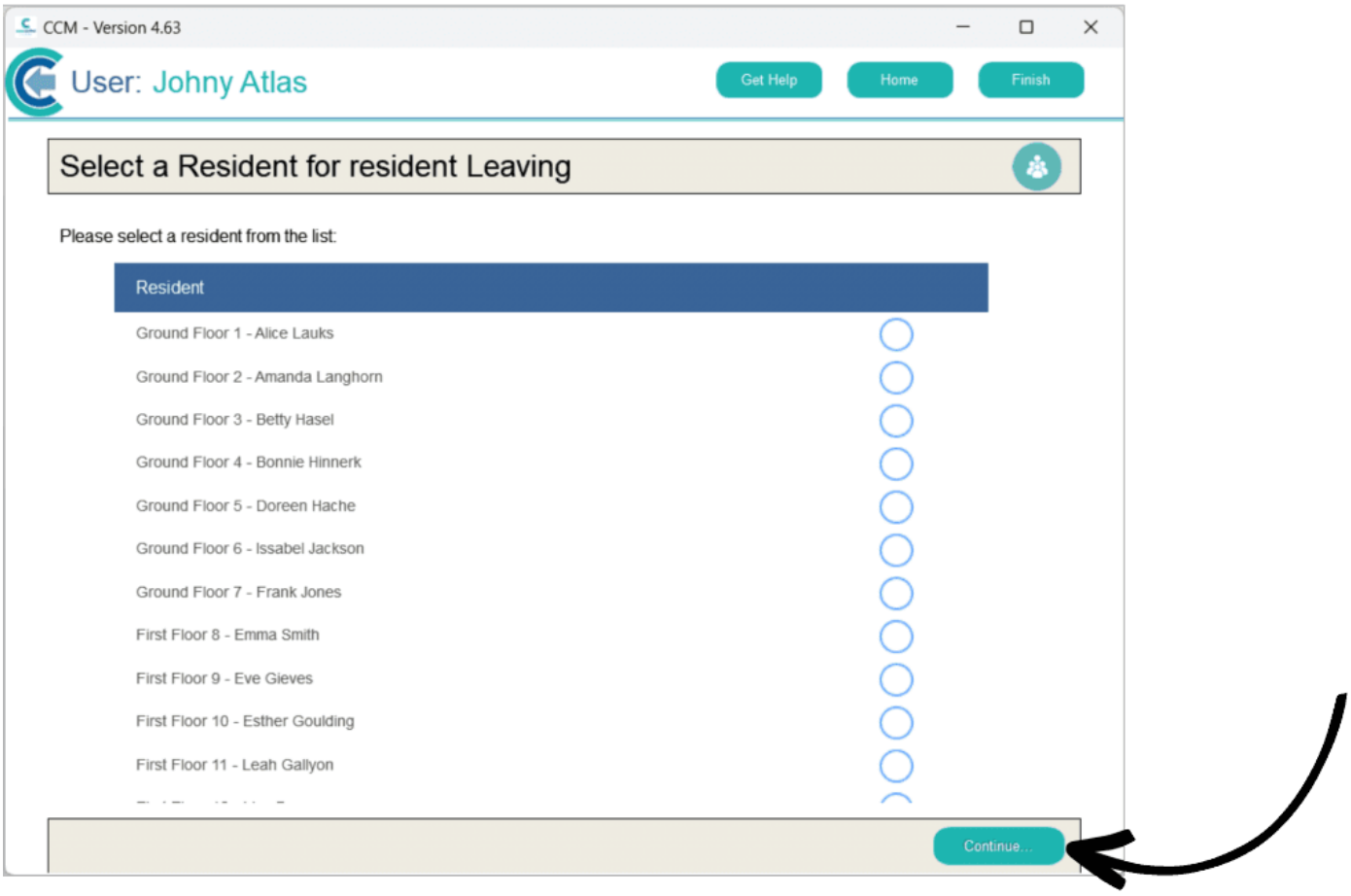
3

After logging into **Care Control Mobile**, select **Your Staff Menu**.

4

Here, select **Care Management**.


CCM - Version 4.03
User: Johny Atlas
Get Help
Home
Finish
Your Options:
Your Staff Record
Your Training Record
Work with Messages
View Your Rota
Book a Holiday
View Contacts
View Calendar
Document Library
Important Documents
Death of a Service User Procedure
Disciplinary Policy and Procedure
Resident Information Sheet Template
Whistle Blowing / Safeguarding Policy
Check Lists
Manage Visitors
Supervisions
App Release Notes
Referral Scheme
Care Management
Kitchen Management

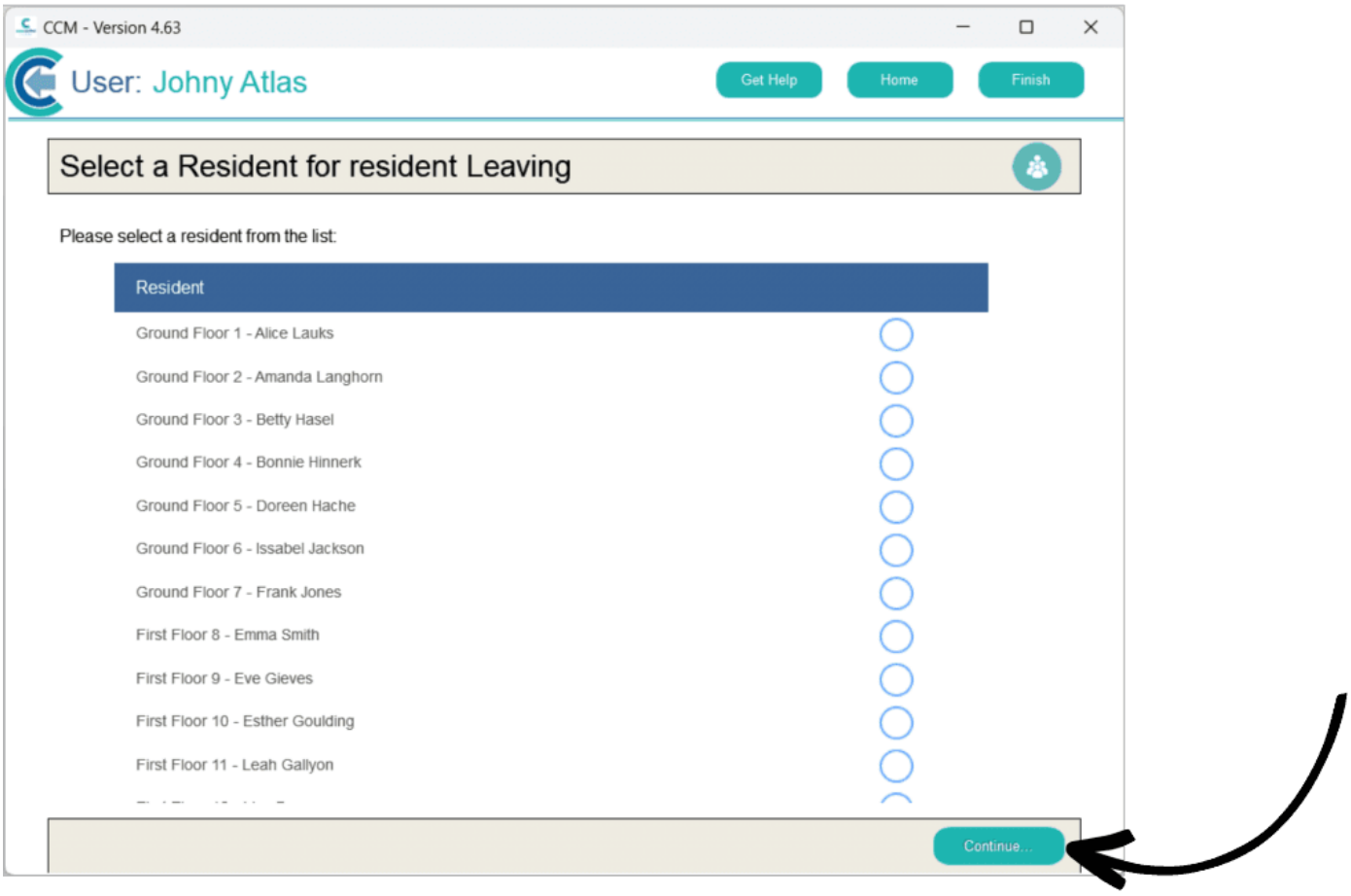


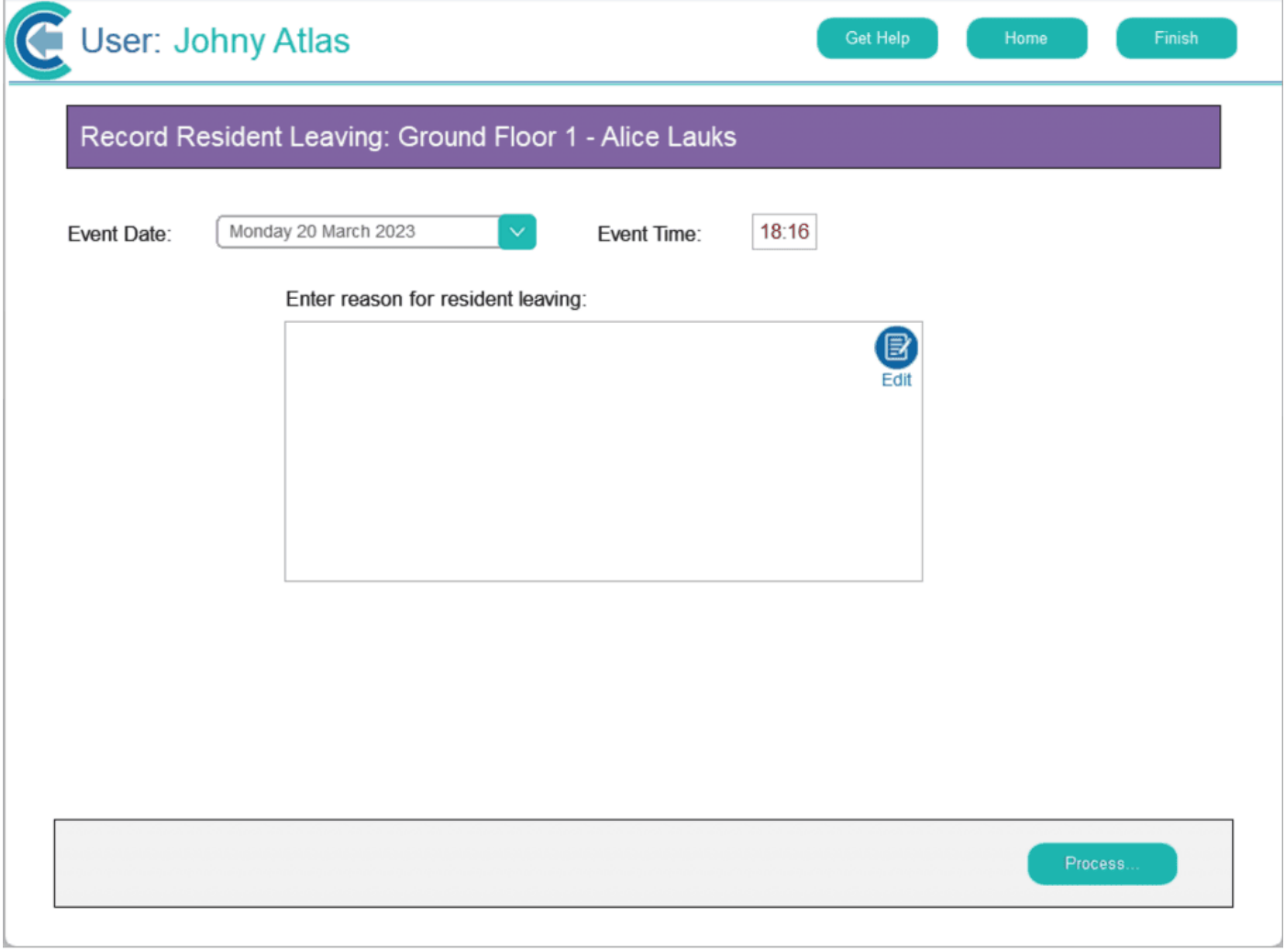
5

Here, select **Resident Leaving**.

6

Select the service user from the list and press **Continue**.


CCM - Version 4.63
User: Johny Atlas
Get Help
Home
Finish
Select a Resident for resident Leaving
Please select a resident from the list:
Resident
Ground Floor 1 - Alice Lauks
Ground Floor 2 - Amanda Langhorn
Ground Floor 3 - Betty Hasel
Ground Floor 4 - Bonnie Hinnerk
Ground Floor 5 - Doreen Hache
Ground Floor 6 - Issabel Jackson
Ground Floor 7 - Frank Jones
First Floor 8 - Emma Smith
First Floor 9 - Eve Gieves
First Floor 10 - Esther Goulding
First Floor 11 - Leah Gallyon
Continue...



7

Select the date and time, as well as entering the reason for departure, then, press **Process**.