

The Care Chronicle

31.01.25

Company News

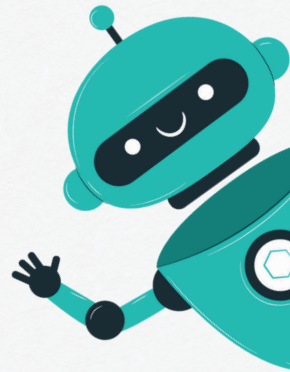
• Top Tips

January Edition

Care Control Presents

Our quarterly customer catch-up discussion.

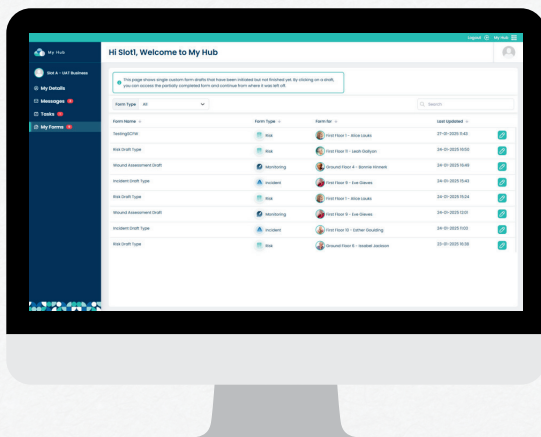
Care Control Introduces Margo AI – Your Versatile Personal Assistant!



Care Control unveils its latest revolutionary enhancement, Margo AI! More than just a personal assistant, Margo AI provides step-by-step guidance to transform and elevate the way you deliver care. And that's not all – we've been busy this month with even more exciting updates!



While we've been hard at work ensuring you have the very best care management software at your fingertips, our team has been growing too! We're thrilled to welcome some fantastic new team members who are ready to support you on your care management journey.



We're diving into Single Custom Forms, showing you how to make the most of them in your care service. Plus, we break down everything you need to know about GP Connect and how to get started. And when you need a well-earned break, we've got fun puzzles and games to keep you entertained!

Our team continues to grow!

As our software continues to grow, we're committed to meeting your needs and providing you with the ultimate tool to deliver outstanding care.

Meet Josh, our 1st and 2nd Line Support Technician



Josh brings 16 years of experience in hospitality, specialising in kitchen management, before following their passion for IT and embarking on a new career. With one year of fast-paced industry experience, they have now joined Care Control as a valued member of the Support Team.

Personal interests: I like Karate, moorland walks, comic book collecting and gaming!

Favourite Quote: Every champion was once a contender who refused to give up.

Meet Tiggy, our Digital Marketing Executive



Tiggy brings 4 years of digital marketing experience, having successfully transitioned from fashion marketing to the digital space. With a BA Hons in Fashion Marketing, she brings a diverse skill set and a fresh perspective to her role at Care Control.

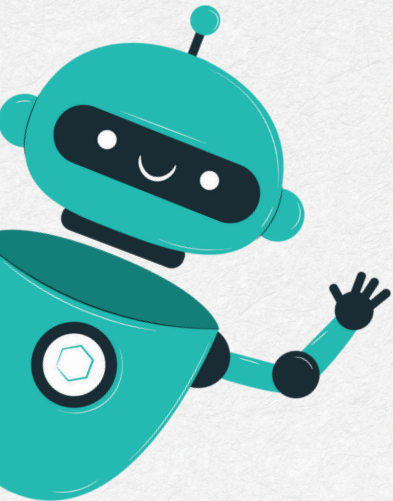
Personal interests: I love going to the gym, hiking and camping! My dream is to climb the 3 peaks.

Favourite Quote: A bad day is still a luxury.

It's an exciting time at Care Control! As our software grows, so does our team. We're thrilled to welcome new members who bring fresh energy and share our passion for simplifying care management and driving innovation. Together, we're committed to delivering the very best for care providers!

What's new at Care Control

We have started 2025 off with some massive updates! Just this January we have added some amazing features to Care Control Cloud, Mobile and Pocket. Here are some of the stand out features which we think you will enjoy the most!



Introducing Margo AI – Your Versatile Personal Assistant

Say hello to Margo AI – your Machine-Assisted Resource for Guidance and Optimisation, transforming care management with Care Control's cutting-edge AI technology.

With Margo AI, you can effortlessly generate AI-enhanced care notes, saving time while enhancing clarity and professionalism. The assistant caters to multilingual care teams by refining and simplifying note-taking processes, ensuring effective communication across the board. Specifically designed to assist individuals with neurodiverse needs, Margo AI structures care notes in a clear and organised manner, facilitating meaningful documentation of care and support.



[Click here to find out more!](#)



Care Control's latest AI feature seamlessly integrates with our software, enhancing workflows without disruption. Fully compliant with GDPR and ISO standards, it ensures privacy, security, and reliability. With just one click, you can save time while creating detailed, accurate, and person-centred care notes, transforming care documentation with intelligent analysis and insights.

Single Custom Forms

We're committed to enhancing your team's efficiency and collaboration with our latest Single Custom Form Workflows release for Care Control Cloud. These powerful new features ensure your staff stay connected, informed, and productive.

Real-Time Notifications

Stay instantly informed when you're assigned a form. Receive notifications through messages, in-app alerts, and emails, ensuring you never miss an assignment, even when juggling multiple devices or locations.



Efficient Form Claiming

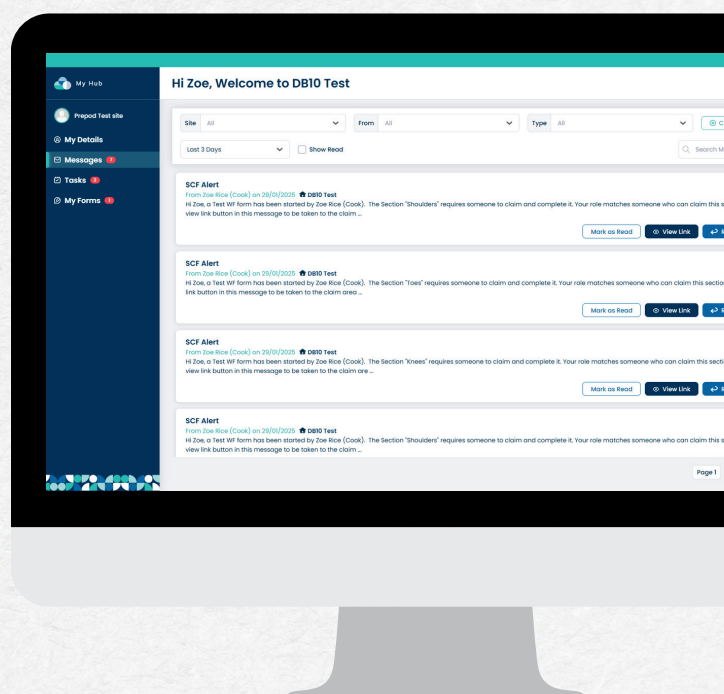
Quickly claim new forms with ease. Our system notifies you when forms are available, and real-time updates prevent duplicate claims. This ensures tasks are distributed fairly and managed efficiently across your team.

Dynamic Task Management

Access the new Tasks section to see available tasks that you can claim anytime. This flexibility reduces bottlenecks and ensures that tasks are handled promptly, enhancing overall team productivity.

Enhanced My Forms Dashboard

Manage your workload effortlessly with the updated My Forms section in Care Control. View all your forms in Draft, In Progress, and Completed statuses in one centralised dashboard, helping you prioritise and track your tasks seamlessly.



Flexible Care Review Modifications

Easily customise Care Review sections directly within the interface. Adapt your care processes to meet your organisation's evolving needs with our user-friendly modification tools and comprehensive guide.

Instant Updates & Real-Time Tracking

Enjoy seamless synchronisation with real-time updates across all features. When a form is claimed, it updates instantly to prevent double assignments. Additionally, the live form count in Care Control keeps you informed about your current workload, making task management straightforward.

The main benefits of Single Custom Forms:

- ✓ **Boosted Efficiency:** Eliminate delays with real-time notifications and updates
- ✓ **Enhanced Collaboration:** Maintain seamless communication across all devices.
- ✓ **Improved Accountability:** Track form statuses and task assignments with clear visibility.
- ✓ **User-Friendly Management:** Simplify form and task management, allowing you to focus on delivering excellent care.

First Floor 1 - Alice Lauks

NHS Number
4646151006

Date of Birth
23-08-1952

* Date: 30/01/2025

Guidance for this form
If the service user has been very aggressive please use this form

Client Reaction

* 1. How were they being aggressive?

* 1. Was the client hurt?
Select at least one option

1. If yes, where?

Submit

We are **ISO27001** certified, again!

We're proud to announce that Care Control is ISO 27001 certified once again! This certification highlights our continued commitment to maintaining the highest standards of information security, ensuring your data is protected and managed with absolute care and compliance.

And did we forget to mention it's our **4th year in a row** we have achieved this!

Have you watched our latest **GP Connect Webinar?**

If not, now's the perfect time to catch up! Join guest speaker Alison Taylor, Senior Programme Manager for NHS England's Digitalising Social Care initiative, as she shares invaluable expertise on:

- **What GP Connect is and its key benefits.**
- **NHS England's wider project and the National Data Sharing Agreement.**
- **The activation process and how to get started with GP Connect quickly through Care Control.**
- **Step-by-step guidance on enrolling into GP Connect through Care Control.**



By tuning in, you'll get to see a live demonstration of how to enroll into GP Connect through Care Control, making the process quick and simple.

[Click here](#) to watch the webinar!

[Click here](#)



What are the benefits of GP Connect?

- ✓ **Reduced admin time** for healthcare staff through automated data handling
- ✓ **Faster and improved decision making** for clinicians
- ✓ **Faster patient journey** through care pathways due to better availability of information
- ✓ **Reduced cost** and accelerated development of new digital solutions across all care settings



Who can access and for what?

The following roles within CQC registered care providers have access:

CQC Registered Manager, Care Manager, Deputy Care Manager, Senior Carer, Team Leader, Pharmacist, Pharmacy Technician, Nurses (Can access full record if required), Social Workers.

Access includes the following information:

- Last 3 GP encounters
- Active problems and immunisations
- Medications
- Allergies

Discover everything you need to know about GP Connect on our **Learning Hub!**

[Click here](#)



We have a **winner!**

We recently asked you to spare a few minutes to complete our latest survey for a chance to win £250 – and wow, did you deliver!

The response we received was incredible, and we're so grateful to everyone who took the time to share their thoughts with us. Your feedback means the world and helps us continue to improve Care Control for you.

A huge congratulations to our winner Emma from Nutley Lodge! Here's what Emma had to say:

"I am so excited to have won the voucher. It is my 50th birthday on Saturday so I get to treat myself!"

It was easy to complete the survey as I was just honest. Care Control are amazing, customer service is fantastic. No question too daft or job too small all Care Control staff go above and beyond to help, always putting things in easy language that we can understand.

Would not hesitate to recommend Care Control to any care home."



Keep an eye out for our next survey coming in March for your chance to **win £250!**

Support Desk **Top Tips!**

Our support team are experts in all things Care Control, equipped with the knowledge to guide you every step of the way. Whether you're using Pocket, Windows, or Cloud, they're here with expert tips to help you get the most out of the system and streamline your care management.

Features **you forgot you had!**

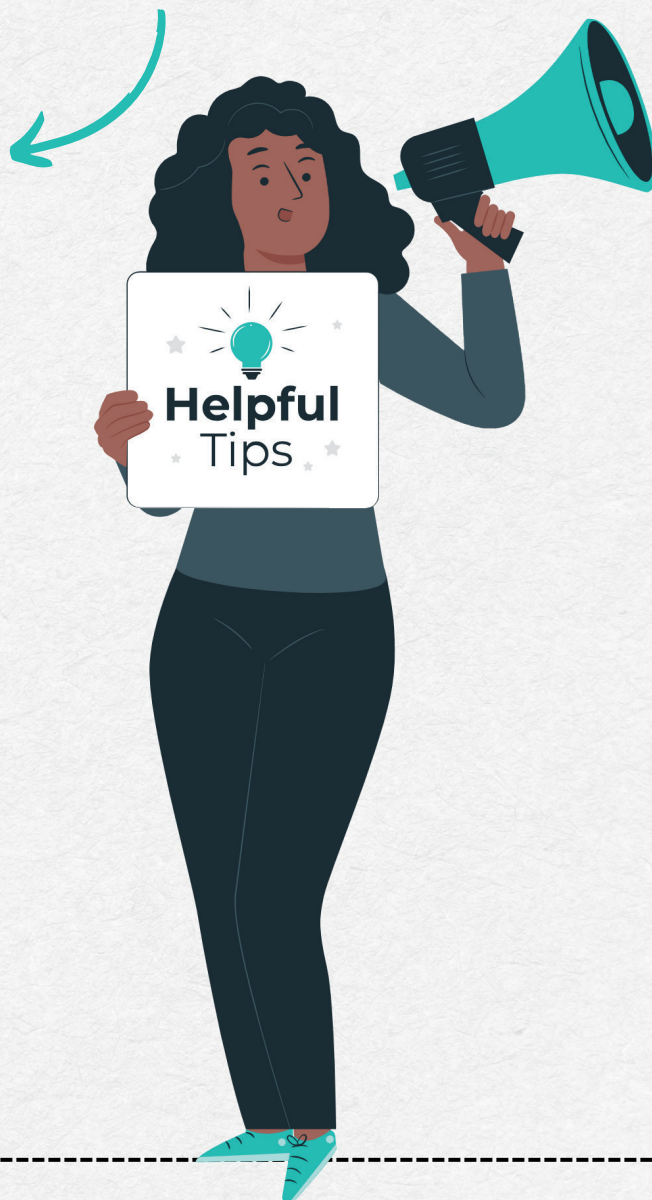
You can
personalise
body maps!

You can make your
own **handover filter**
groups

Utilise our **speech to**
text feature by
speaking into your
device!

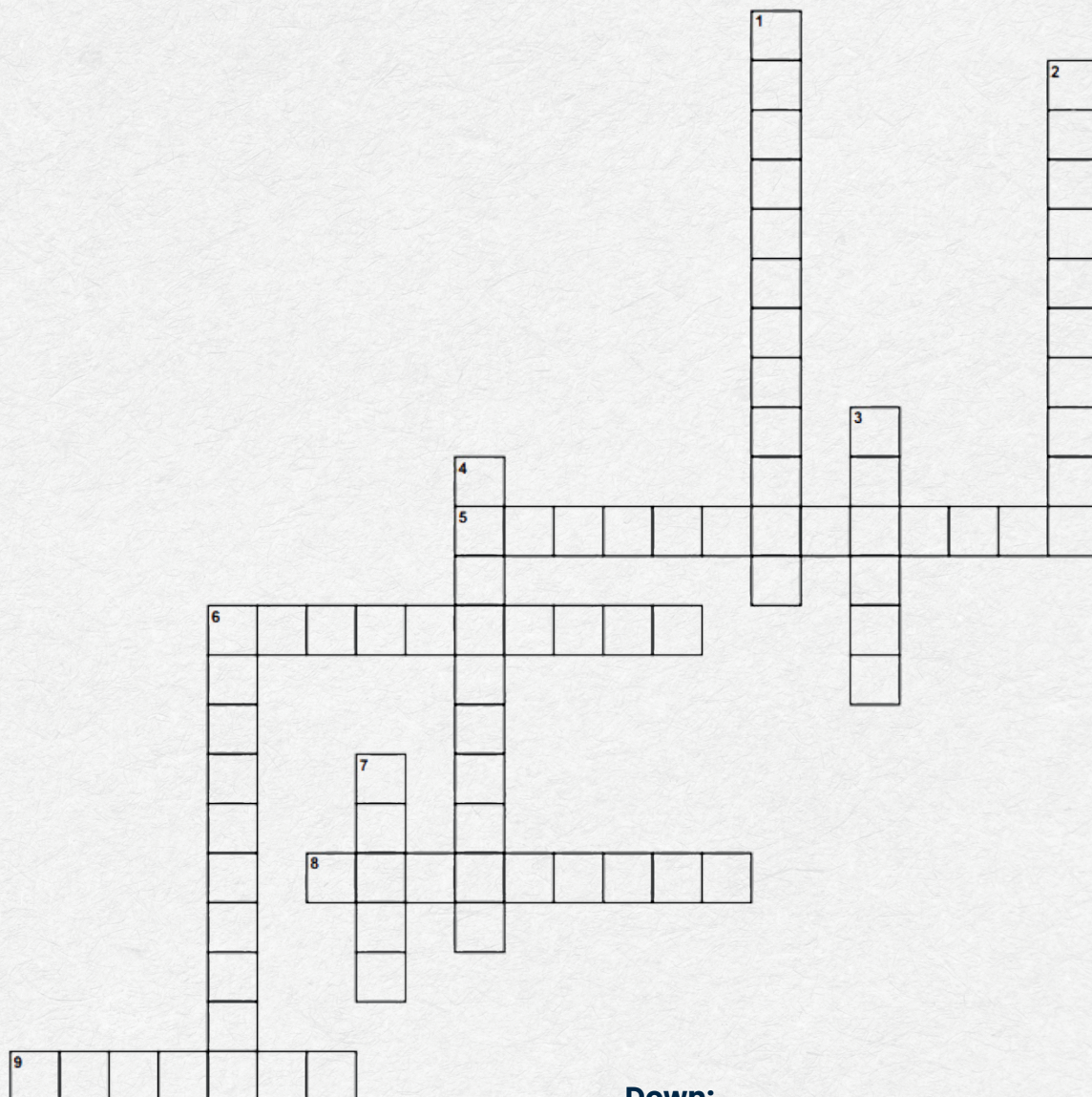
Multi-record your
tasks on mobile!

It's easy to overlook powerful features that can make managing and recording care so much simpler. **We're here to help! Explore our Learning Hub** for step-by-step guides and helpful tips to get the most out of Care Control.



Take a break on us!

We want to give you a moment to unwind! Enjoy crosswords, and brain teasers designed just for you - because even the busiest care providers deserve a little downtime.



Across:

- [5] Rooms or spaces where service users live.
- [6] Planned events and exercises for residents.
- [8] Someone who provides daily assistance to service users.
- [9] Practices to maintain health and cleanliness.

Down:

- [1] A written order for medicine given by a doctor.
- [2] Drugs or medicine given to service users.
- [3] General condition of a person's body or mind.
- [4] Buildings and services provided for service users.
- [6] Help or aid provided to residents.
- [7] Food provided to service users at set times.

Riddle us this!

I work day and night, with
patience and grace,
providing support in every
place. From homes to
hospitals, I lend a hand,
caring for others – my job is
grand!

What am I?

1)

I keep you safe, from head to
toe, preventing germs from
making you low. You wash with
me throughout the day,
to keep infections far away!

What am I?

2)

I help you breathe when air is
tight, or mend a wound that
gave a fright. In an emergency,
I am near, providing care to
calm your fear.

What am I?

3)

You visit me when feeling
unwell, for tests, advice, and
tales to tell. With doctors and
nurses by my side, I help you
heal with care and pride.

What am I?

4)

I come in many forms, small or
tall, to help you heal, I'm here
for all. From tablets to liquid,
patches too, Doctors prescribe
me just for you!

What am I?

5)

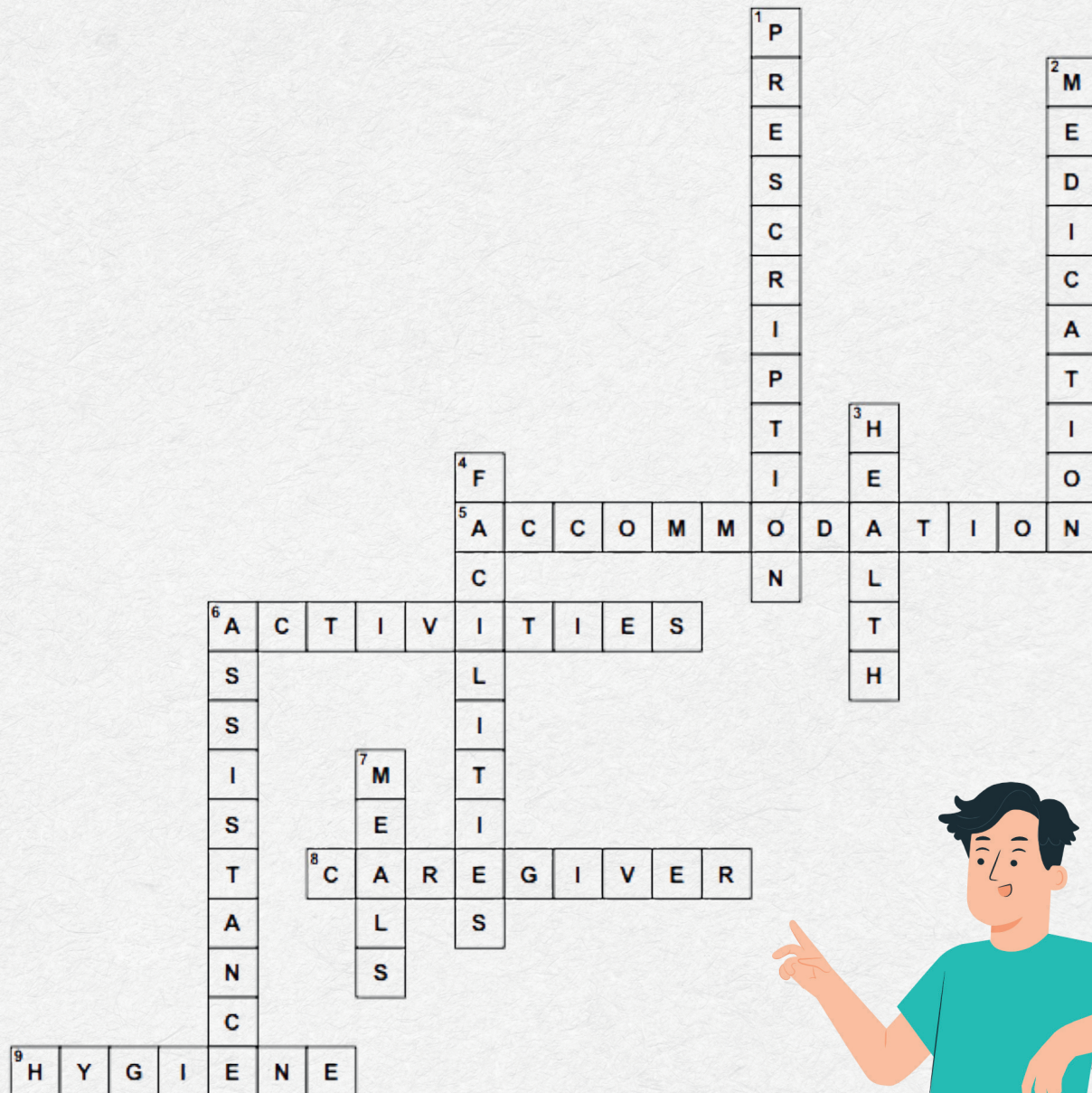
I don't wear a cape, but I'm
here to save, helping those in
need, strong and brave. With
kindness and care, I do my
part. Providing support with a
compassionate heart.

What am I?

6)

Answer Page!

We want to give you a moment to unwind! Enjoy crosswords, and brain teasers designed just for you - because even the busiest care providers deserve a little downtime.



Riddle Answers:

- 1) A Caregiver
- 2) Hand Sanitiser
- 3) First Aid Kit
- 4) A Hospital
- 5) Medicine
- 6) A Carer





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Designed and produced by Care Control Systems
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