

CARE-PLANNER FREQUENTLY ASKED QUESTIONS/INCIDENTS



Is a Third-Party cloud-based service that CLCA Nursing have decided to partner with to help enable our agency to achieve more with less; improving the accuracy and quality of the care given. With CarePlanner our head office staff will save days of administration time each week as well as simplifying tasks and tracking for care workers.

With appointments scheduled and tracked through one system, payroll can be automatically produced with far greater accuracy and less manual involvement. Our care workers are freed up to not worry about sending valid timesheets and instead focus on delivering the best level of care they can.

As with all things new, we are aware that this transition will present some minor challenges. As we tackle these together, we ask for your continued patience and support while we incorporate new systems into our operations. In the meantime, we have prepared a few of the Frequently Asked Questions we've encountered about using the CarePlanner App with hopes that they will help you with troubleshooting some problems you may encounter.

Read on below:

Q: HOW DO I START USING CAREPLANNER?

A: Upon joining CLCA Nursing, you will be informed and sent a request to download and authenticate the CarePlanner App. If you do not receive this request before you are set to do your first shift, please contact the CLCA HR department so they can help you complete this process. Otherwise, just follow the authentication process and you can begin using the App.

CLCA Office Number: 01743 460 957

Q: WHAT DO I DO WITH CAREPLANNER?

A: Once you have authenticated the CarePlanner app and log in you are ready to use the system as your appointment manager. The default view when using the app is a list of today's appointments. You can extend this view using the datepicker at the top of the screen.

Tapping on an individual appointment brings up more details about the visit, as well as the ability to Check-In when you arrive and Check-Out when your shift has finished.

Q: WHAT DO I DO WHEN I CAN'T LOG IN OR OUT OF THE CAREPLANNER APP DUE TO THE APP CRASHING OR FREEZING?

A: If you are encountering any troubles using the application, there is no need to worry. We can see when and where we have placed you on a shift via our careplanner roster. For troubleshooting the application, a few methods to try are:

- Check if you have the latest version of the application installed via your Android or Apple App store.
- Try using the application with mobile data if it is available to you.
- If you are still having trouble using the application after a few attempts, we suggest contacting the CarePlanner support team and they will help you with any issues you may be encountering. CarePlanner have a capable support team you can contact via the details provided below:

Email: support@care-planner.co.uk Phone: 0117 214 0585

Q: WHAT DO I DO WHEN I KNOW I HAVE A SHIFT BUT CAN'T SEE IT ON MY CAREPLANNER APP ROTA?

A: When you have received and confirmed your shifts with CLCA Bookings Department. Your CarePlanner application should be updated with these confirmed shifts before the end of the day. If your confirmed shift is not visible on your application rota, there may be a rostering issue. Please contact CLCA Bookings via the details provided below.

CLCA Office Number: 01743 460 957 Mobile On-Call: 07951 317 148

Q: WHY IS THERE A LARGE DISCREPANCY WITH THE MILEAGE ON CAREPLANNER WITH MY GOOGLE MAPS/SAT NAV?

A: CarePlanner is based off Google maps data. However, if you believe your mileage to be inaccurate, this may be a database issue. You can check this by contacting our CLCA HR department and one of our team will check and confirm that your nominated address is accurate within our database.

CLCA HR Office Number: 01743 460 957

Q: WHAT IF THERE ARE ROAD CLOSURES OR DIVERSIONS?

A: CarePlanner works using a direct postcode to postcode and is unable to take into consideration live road closure/diversions etc.

If you encounter changes to your route, please contact the Payroll department following your shift so that they can check council websites etc. to verify mileage claims.

Email: payroll@clcacompanyltd.co.uk Phone: 0117 214 0585

Q: I'VE HAD TO STAY A FEW MINUTES AFTER MY ROSTERED TIME BECAUSE THE RELIEVING WORKERS WERE LATE, WILL I GET PAID?

A: Yes, we understand everyone is late from time to time. For these instances, there is an easy to use "Add Notes" function on your roster page in the CarePlanner App. You can use this function to inform us that the incoming workers are running late or for any other



reason you are working beyond your rostered shift time. These, of course, will be checked for validity before payment is actioned.

Q: I DO NOT HAVE A FUNCTIONING SMARTPHONE OR INTERNET ACCESS. CAN I STILL WORK SHIFTS?

A: Yes, we can see when and where we have placed you on a shift via our CarePlanner roster. If for any reason you cannot authenticate yourself on the CarePlanner application, we will confirm any shifts you have completed with you before actioning payment.

Q: WHAT HAPPENS IF I CHANGE MY PHONE?

A: CarePlanner links to an individual mobile phone/number in order to manage your individual schedule. When you change your phone/number, please contact the Recruitment Team who will be able to give you a new authentication code that will allow you to continue the system.

CLCA Recruitment Office Number: 01743 460 957