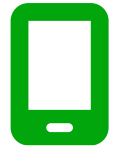




Careberry Family App Guide

With our Careberry Family app, families can log in and check on the care of their loved ones in real time! They can read carers' notes, send a message to the appropriate care support team, check rotas, manage invoices, check that medication has been taken, make notes, view their care plan, and much more while on the go!

Downloading The App



To gain access to your own or your loved one's account, begin by downloading the **Careberry Family** app from either the Google Play Store or the Apple App Store.

Make sure you select the **Careberry Family** app, as there are multiple Careberry apps available.

< Search



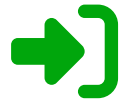
Careberry Family

Medical

GET



Logging In



Once you have installed the app, you can log in to your account using the email and password associated with your or your loved ones account. If you're unsure about the login details, you can contact your care provider to verify the registered information.

If you don't remember your password or it's your first-time logging in, simply select "Forgot Password" and follow the steps to reset it. After resetting, you can sign in using the newly created password.

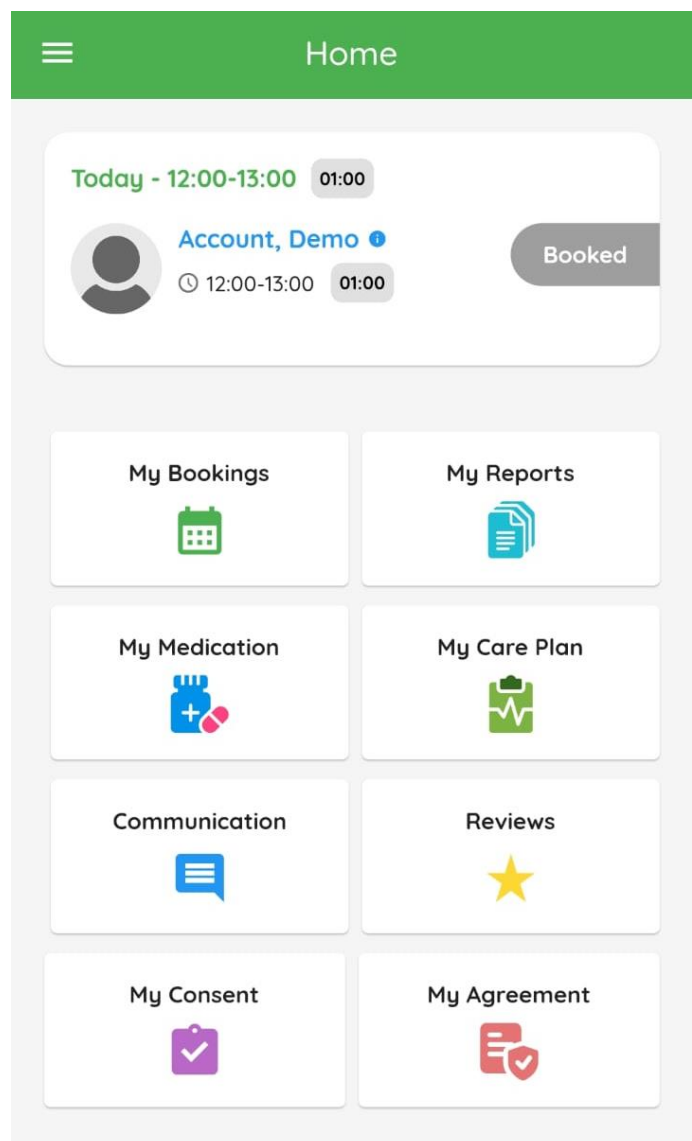
If you choose the "Remember Me" option, you will be prompted to set up a 6-digit PIN for future app logins. This allows you to use the PIN instead of your password. Alternatively, if your device supports it, you can enable Fingerprint or Face ID for signing in.



Home Screen



Everything you need to access your own information or your loved one's information is within the Home screen of Careberry Family. Within the home screen you can see the next visit along with the carer assigned and button to access your information such as Bookings, Reports, Medication, Care Plan and more! You can also press on the 2 lines at the top left to access some more information.



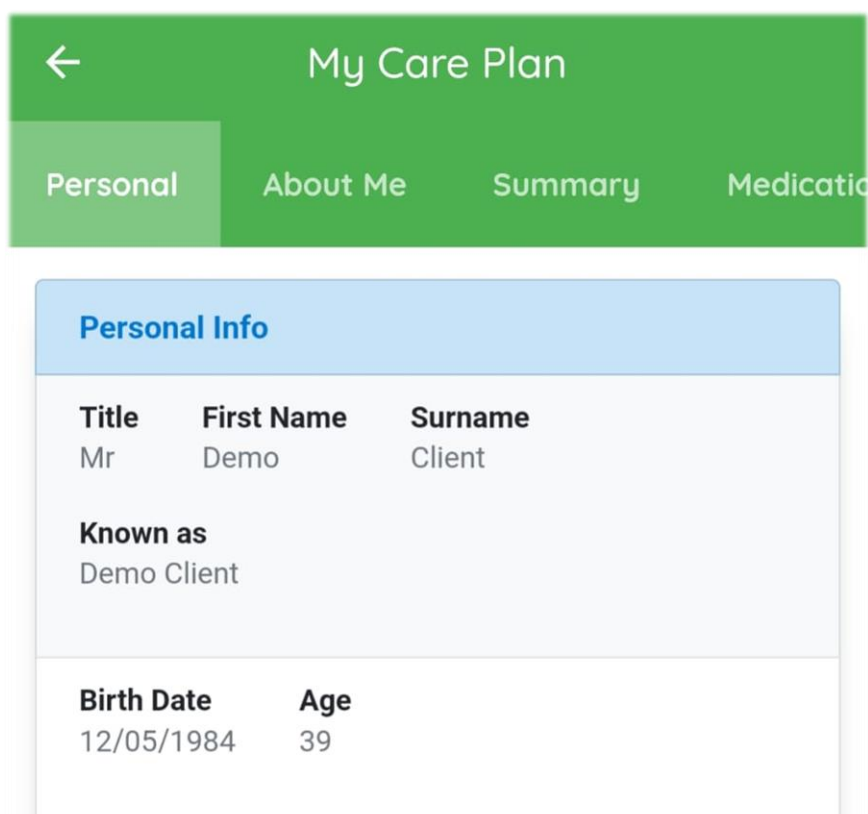
Viewing Care Plan



To access your or your loved ones Care Plan, follow these simple steps:

1. Look for 'My Care Plan' on the home screen and tap on it.
2. You will now be able to view the Care Plan along with all the details that have been included.

You can also confirm your care plan to let the office know that you are happy with the care plan prepared.



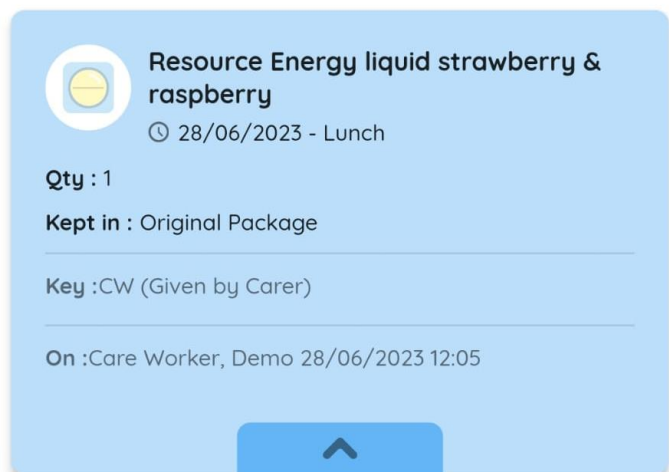
Checking Medication



To check the previous administered Medication, follow these simple steps:

1. Look for 'My Medication' on the home screen and tap on it.
2. Select the Clipboard icon at the top right and you can then see a list of all the Medications that have been marked off on the MARs chart.

You can press on the arrow to view more information about the medication such as who administered it, what date and more.



Reading Carer Notes



To check the previous notes/service reports from the carers who have visited you or your loved one, follow these simple steps:

1. Look for 'My Reports' on the home screen and tap on it.
2. You will then see a list of all the notes/service reports the carers who have visited have written as well as any admin comments that have been added. You can also filter by clicking on the filter at the top right.

← Service Reports

Client: Client, Demo

Service: 19/12/2022 14:00 - 15:00

General

Demo and I went out to the town today and had a lovely time. Our first stop was at Costa where we had a cup of tea and some biscuits. Demo was in great spirits and we had a nice chat while we relaxed and enjoyed our tea. After our tea, we went for a walk around the town and did some light shopping. Demo was very interested in looking at the different stores and seemed to be having a great time. We then returned to his home and had a relaxed afternoon together.

Care Worker, Demo 21/12/2022 14:56

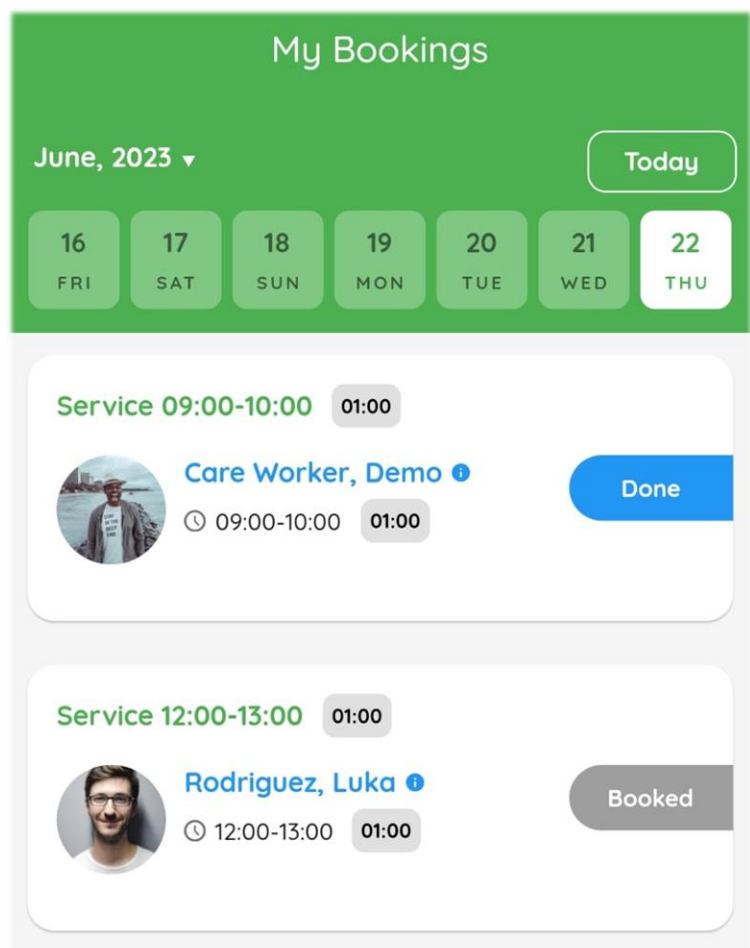


Viewing Schedule



To check the future/past visits as well as which carer is visiting you or your loved one, follow these simple steps:

1. Look for 'My Bookings' on the home screen and tap on it.
2. You can then navigate through the days and press on the day you wish to check. You will then see a list of all the visits that are planned/been completed.



Communion with the Office



To send a communion to the office or check any notes that are left on your or your loved one's profile, follow these simple steps:

1. Look for 'Communion' on the home screen and tap on it.
2. You will then see a list of comments that either you or the office have added onto your profile. You can reply to them by clicking on the Reply Icon.
3. To send a new note, press on '+ New' and then select the type of note you wish to send. You can now write your message. You can also upload a file by pressing on the Attach File icon. Click save when you're ready to send it!

Add Communication

Type *

Choose... ▾

Write text here...

 Attach file

SAVE



Signing Consent



To sign Consent for Care for you or your loved one, follow these simple steps:

1. Look for 'My Consent' on the home screen and tap on it.
2. You can then go through the consent form answering the questions. There is also an extra information box at the bottom if you wish to leave any other notes as part of your consent.
3. Once the consent has been completed, it cannot be changed. If you wish to change or withdraw consent, you will need to speak to your care company and ask them to reset the form for you.

← My Consent

i For your protection and privacy, your consent is required before we collect information from you or carry out any type of care or support or share information about you and the care you'll receive from us.

Please read the questions below, or ask someone to read them to you and answer them by ticking YES or NO to each question.

1: I understand that you may need to discuss my health, mobility, memory, medication, skin, history of falls, eating and drinking, mental health and any risks to me or staff who will be providing care and support and I give consent to

Yes No





Thank you for caring
with Careberry!

If you have any other further questions, please reach out to your care
provider for further support