

1. What is TrinityConnect?

You may be used to having paper records in a folder called a 'Personal Support Plan' which is kept in the home, but we are now operating our digital system called TrinityConnect, which is used to record all aspects of the care we provide.

TrinityCarers will use an app on their mobile phone to view the tasks which need to be completed during their visit (including medication), confirm the tasks which have been completed, record their notes and raise any alerts to your care manager. TrinityCarers will input information which will be available immediately to your care manager and care coordinator in the office as a live feed, and they will be able to monitor events in real time.

TrinityConnect is another way that we're living our values: personal, trusted and caring. Your wellbeing and peace of mind are of fundamental importance to us, and by using TrinityConnect, we are able to provide both you and your loved ones with transparency and consistency.

| Features of TrinityConnect: | Benefits of TrinityConnect: |
|--|---|
| View important documents such as your care plan and emergency contact information | Transparency – enabling you to view all aspects of care visits is another way we're able to give you and your loved ones peace of mind. |
| View the visit schedule and who is due to attend | Responsive care – the live feed means that your care team will be able to update care plans and address any alerts faster – ensuring we provide responsive and bespoke care. |
| View the details of past and future visits | Safety - digital records are stored as encrypted data which means increased security over your confidential information. |
| You'll be able to view the tasks which have been completed and if any tasks have not been completed, including notes to explain why. | Remote access – making our care notes available digitally means you can view information on smartphones and tablets – a perfect solution if you're on the move. |
| You'll be able to read daily care records and notes made during visits | Peace of mind for you and your loved ones |

2. Why would I want TrinityConnect?

Access is available for next of kin (upon consent) and the information below will be made available to both our clients and their next of kin:

- You will be able to view the visit schedule, including times of visits and who is due to attend
- You will be able to view which tasks and activities were completed during each visit (including any notes)

- You will be able to see what medication has been given (including any notes)
- You will be able to see if any medication was refused or if activities were not completed and importantly, notes detailing why this is the case
- We are moving to paperless records so you won't have access to this information in the home

3. How can I use TrinityConnect? (Next of kin access)

3.1. Step 1: Complete the consent form

Why do we ask for consent to be obtained?

Our electronic records contain sensitive personal information about our client's health and details of the care they receive.

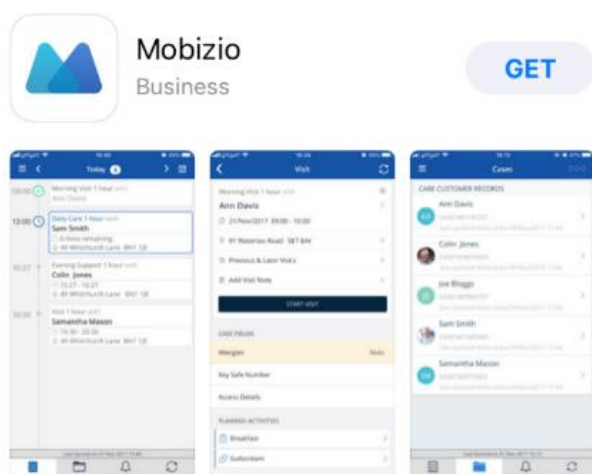
Everyone has a right to privacy and we have a legal obligation under the *Data Protection Act 1998* to process personal data 'fairly'. This includes a legal requirement for us to inform people, when we collect information from them, of how we use their personal data and who it may be shared with.

What if my loved one is unable to give consent?

If your loved one has been assessed as not possessing mental capacity, you must have a lasting power of attorney (LPA) in place which will give you the legal rights to access your loved one's confidential information and make decisions on their behalf. To ensure that we are acting to protect our clients' confidential information, we will ask to see a copy of the LPA document (if applicable) on your request for next of kin access. Information about LPAs is available at www.gov.uk/power-of-attorney

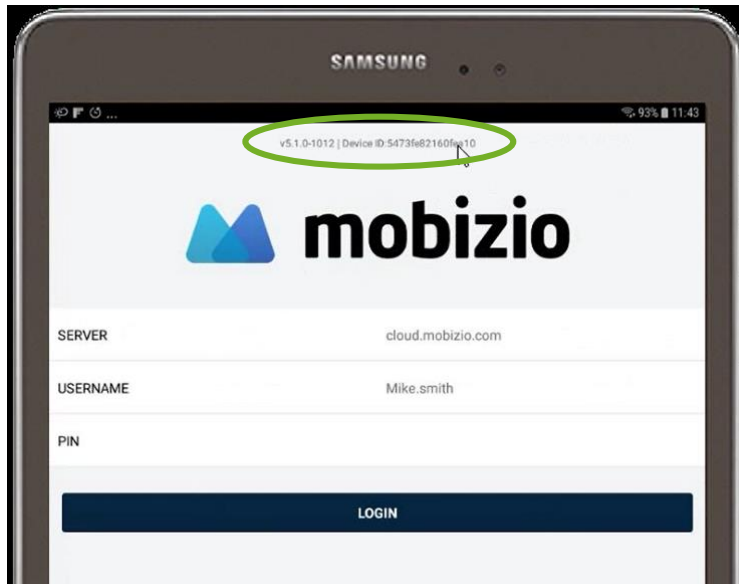
3.2. Step 2: Download the 'Mobizio' app

Once we have received the consent form, we will set up next of kin access to use our TrinityConnect system on devices (this will include smartphones and tablets). Visit the Google Play Store or the Apple App Store and download the 'Mobizio' app. It will look like this:



3.3. Step 3: Authorise your device

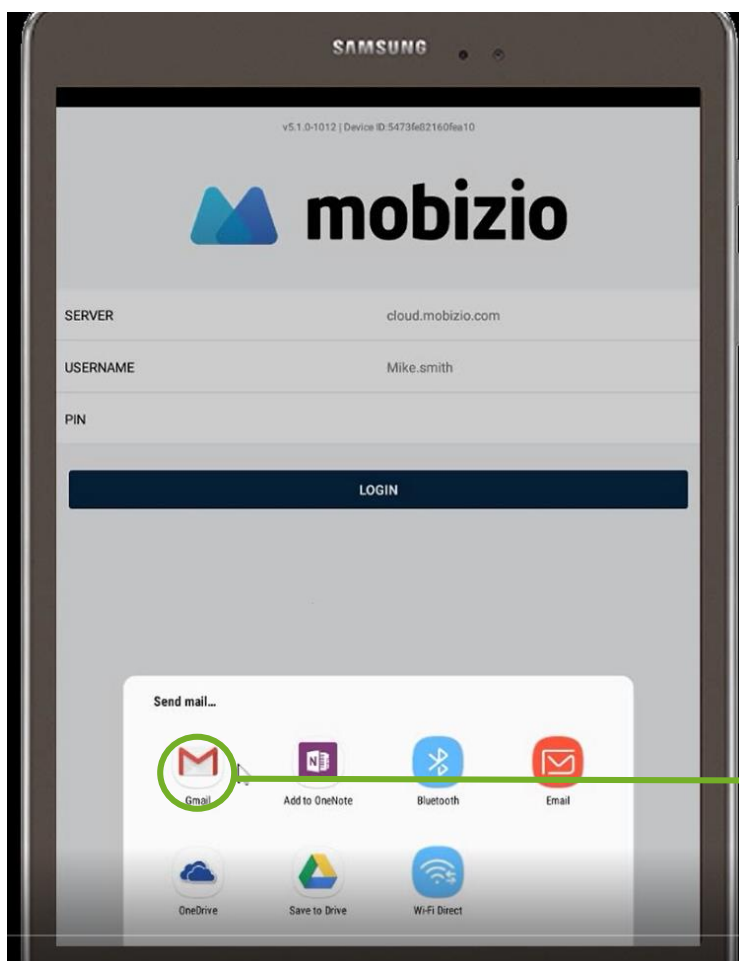
For security reasons, your login will only work on authorised devices. To authorise your device, you'll need to open the app and then follow the three simple steps below:



Once you open the app, you'll be greeted with this screen.

You'll notice the version and device details in small font at the top of the screen (**circled**).

Please click on that.

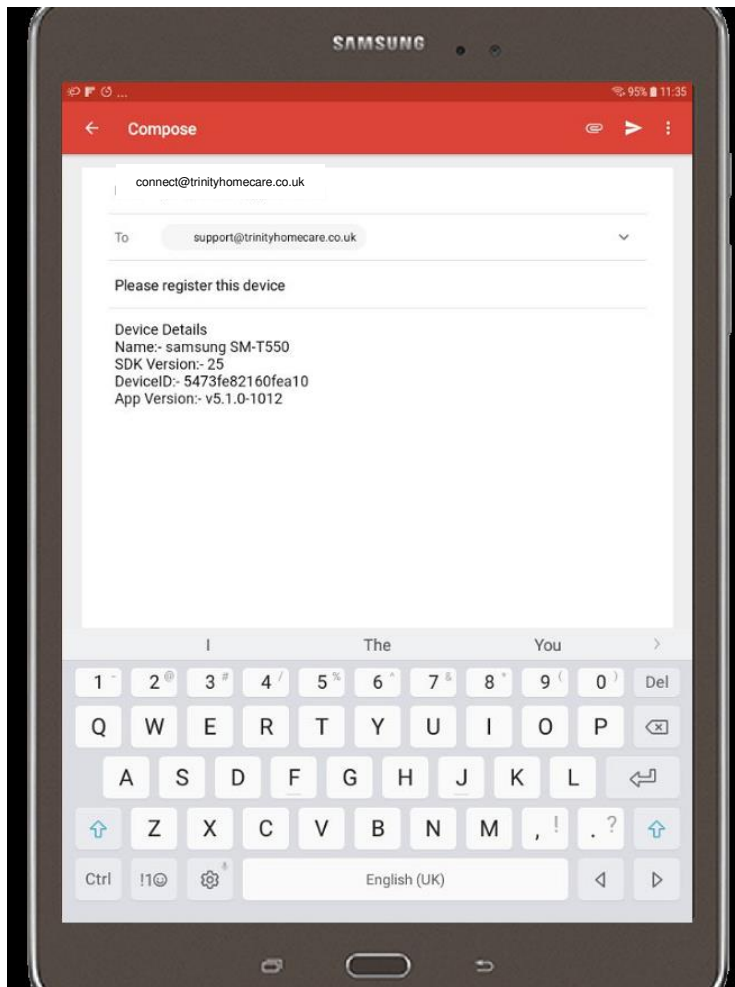


Having clicked on the version and device details at the top of the screen, options will appear at the bottom of the screen.

Please select the **email icon** (this demo was using Gmail, but your icon may be Outlook, Apple Mail, Yahoo etc.)

By clicking on the email icon, you should be automatically redirected to your email as shown below.

This is where you'll find the email icon



Your screen will now display an email.

It is important that you **do not delete any of this information** because we will need it to complete our authorisation process.

Please **add your name** underneath the existing text and send this email to connect@trinityhomecare.co.uk

3.4. Step 4: We will send you an email when the device has been authorised, with instructions for how to access the app (including your unique PIN).

4. Consent forms

Use this form if you would like to give consent for your next of kin to access your care records

| | |
|----------------|--|
| Name of client | |
| Date of birth | |
| Address | |

☐ I hereby give consent for the following people to have electronic access to my Personal Care Plan records:

| | |
|------------------------|--|
| Name | |
| Relationship to client | |
| Email address | |
| Phone number | |

☐ I understand that by providing electronic access to my Personal Care Plan records, the above people will have access to sensitive personal information about my health and details of the care I receive.

Signed by:

.....

Full name:

.....

Date:

.....

Use this form if you are requesting access and have a Lasting Power of Attorney (LPA)

| | |
|----------------|--|
| Name of client | |
| Date of birth | |
| Address | |

☐ I hereby request electronic access to the Client's Personal Care Plan records:

| | |
|------------------------|--|
| Your name | |
| Relationship to client | |
| Email address | |
| Phone number | |

☐ I understand that by providing electronic access to the Client's Personal Care Plan records, I will have access to sensitive personal information about the Client's health and details of the care they receive.

☐ I confirm that I have formal authority from the Client to access this information (please attach a copy of your LPA for Health & Welfare with evidence that this have been registered with the Office of the Public Guardian).

Signed on behalf of Client:

.....
Please note that you can only provide consent on behalf of a client if you can provide evidence that you have formal authority in place, e.g. Lasting Power of Attorney (LPA) for Health & Welfare. Further information on Lasting Powers of Attorney is available at www.gov.uk/power-of-attorney

Full name:

.....
 Specific capacity (e.g. LPA Health and Welfare):

.....
 Date: