

Increasingly, care settings are using Electronic Care Plans or Records to document the support they provide to people. Electronic Care Records are a way for a care provider to keep track of someone's care plan and the care they receive day to day. There are a lot of different Electronic Care Record systems, and many of these offer Relatives' Portals

What Are Relatives' Portals?

Relatives' portals are a way for the loved ones of people who receive care and support to access some of the information in their care record. These are really useful for when relatives are not able to attend a care home in person to check in on how their loved one is, and means that they don't need to talk directly to the staff at the care home to get an update on the care provided.

How Do They Work?

A relatives' portal allows a loved one to set up a log-in and view selected parts of a person's care record. What they are able to see varies and usually it is not possible to view confidential or sensitive information about your loved one.

If you want to access a relatives' portal, the first thing you need to do is ask the staff at the care home if this is something they currently have. If they do, they will be able to provide you with information about how you can access the portal.

Some Examples of Relatives Portals

There are lots of different Electronic Care Records available, so this list doesn't include all of them.



Person Centred Software - Mobile Care Monitoring has a relatives' portal called Relatives Gateway. It allows secure message and photo sharing between care recipients and their loved ones and enables carers to provide wellbeing updates to concerned loved ones.



everyLIFE Technologies' PASS system allows family, friends and pre-authorised interested parties to access, via the openPASS app, real-time care plans and records.



Sekoia has a relatives' portal that includes a calendar which lets loved ones see what activities their relative has been taking part in.



Nourish has the Nourish Family Portal where family members can read the timeline and care plans of their loved ones.



KareInn has The KareInn Wellbeing Portal which shares updates on the wellbeing of loved ones and allows family to contribute with messages and photographs.

Checklist



Follow our simple Do and Don't checklist

Do

- *Ask the manager or one of the staff at the care home if they have a relatives' portal*
- *Check with your loved one if they would like you to access the relatives' portal*
- *Try out the relatives' portal, especially any messaging tools as these can be a great way of staying in touch with your family members.*

Don't

- *Worry if your loved one's care home doesn't have a relatives' portal. These aren't the only way of keeping in touch*
- *Be afraid to ask questions. All portals are different and care homes know that you may not have used the portal before so are happy to point you in the right direction*