My Important Information

Alerts

Cito

NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

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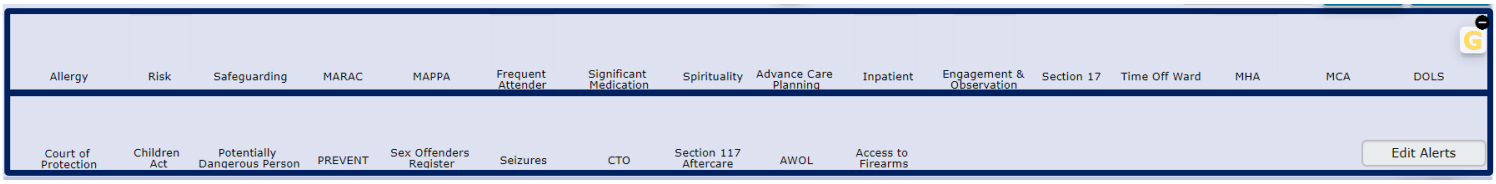
Alerts Overview:

The alerts bar will visually display alert icons that are relevant for that patient. This will show us any key information that we need to know about their care, treatment or risks quickly, at a glance.



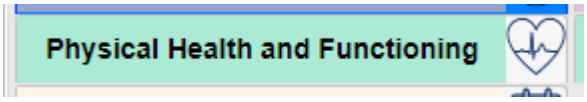
Alerts can be added manually but there will be reminders to review alerts regularly. Having the Alerts linked to pathways should reduce the amount of out of date alerts we have for patient but also ensure we are alerted timely to required information.

Allergy

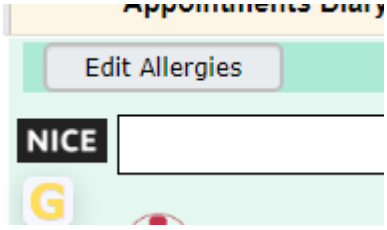
Recording any allergy / allergies, regardless of cause, will be shown by this alert.

To add or remove this alert follow the Paris how to instructions for **Adding an Allergy/Adverse Reaction** below.

1. Press the **Physical Health and Functioning** in the patient's profile.

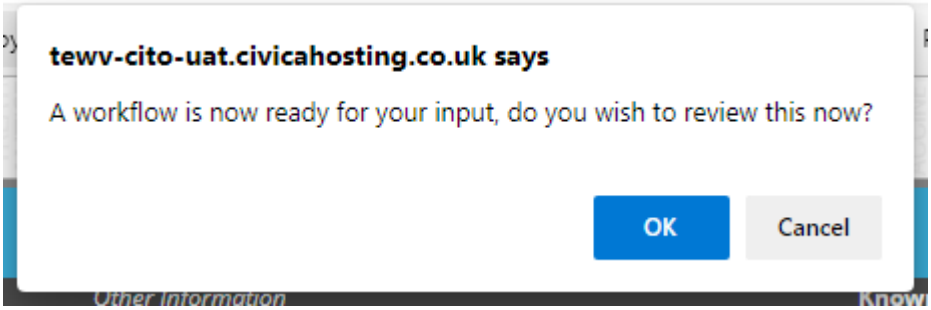


2. Press the **Edit Allergies** button in the top right corner.

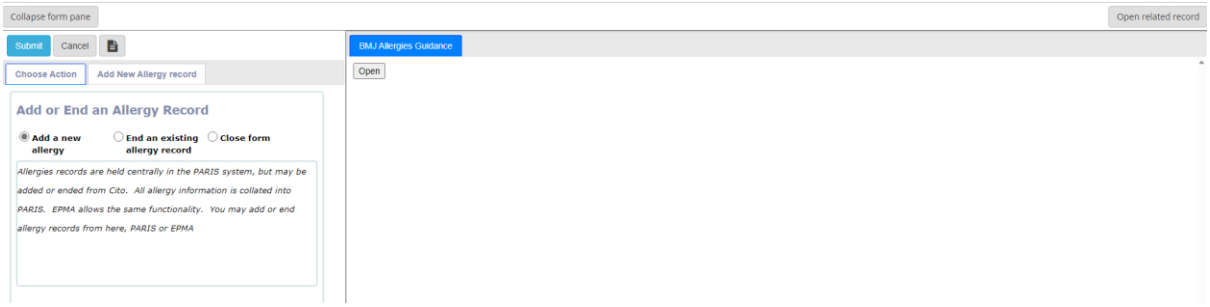


3. A workflow alert will pop up. Press the OK button.

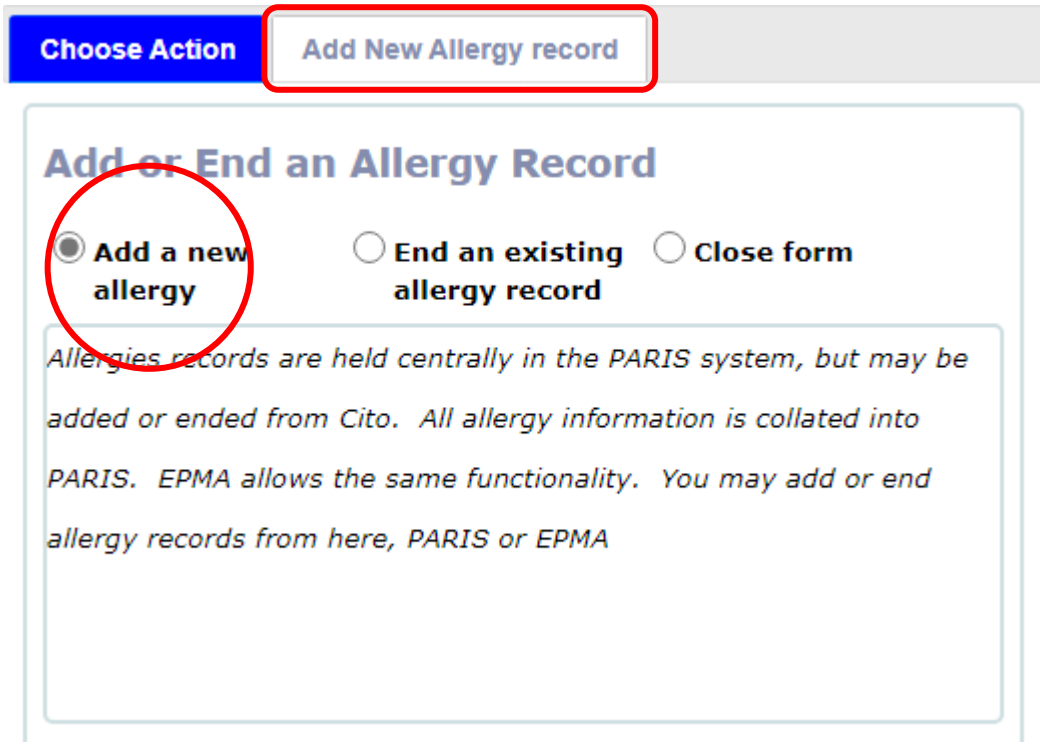
4. A workflow alert will pop up. Press the OK button.



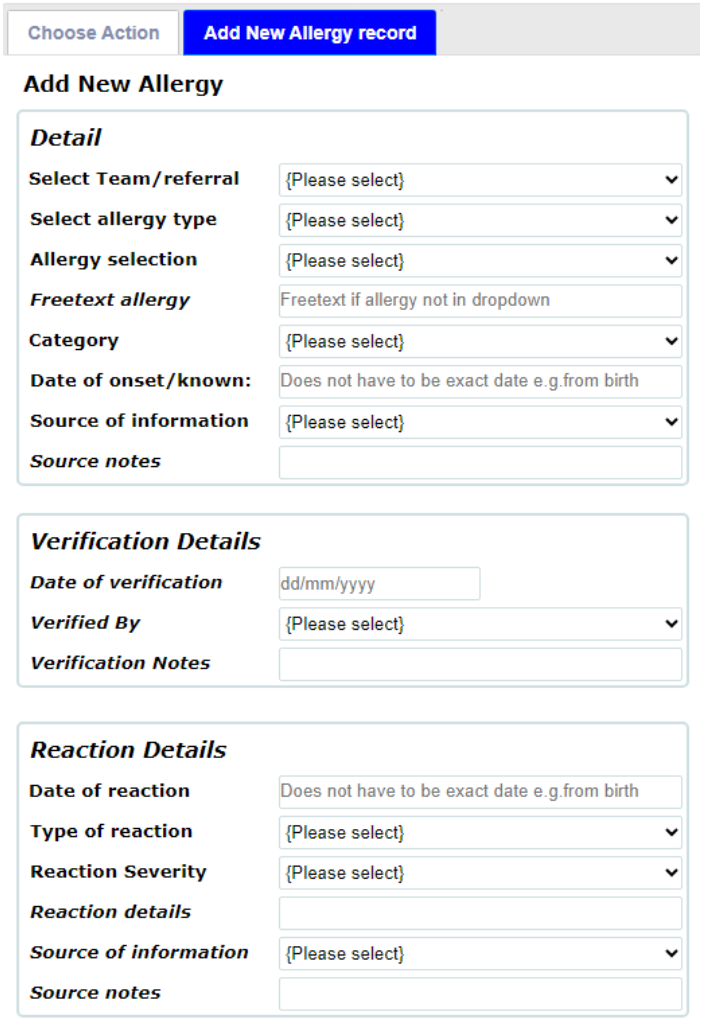
5. The **Add or End an Allergy Record** worklow will now show.



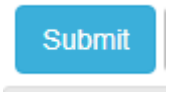
6. From the options choose **Add a new alergy** then select the **Add New Allergy record** tab shown next:



7. Fill out the required information in the tab.

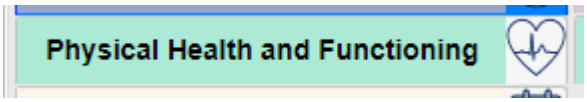


8. To finish adding the alergy and triggering the alert press **Submit**.

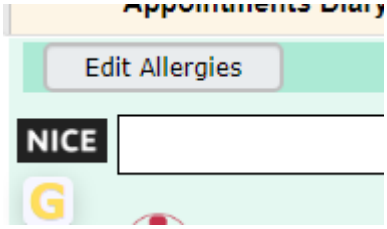


Removing the Alert

1. Press the **Physical Health and Functioning** in the patient's profile.

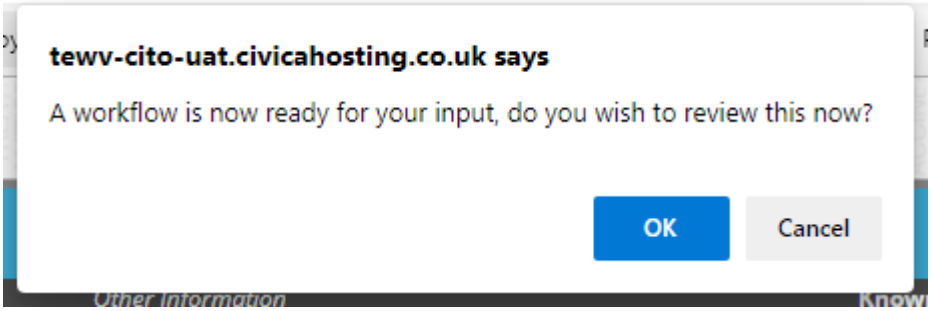


2. Press the **Edit Allergies** button in the top right corner.

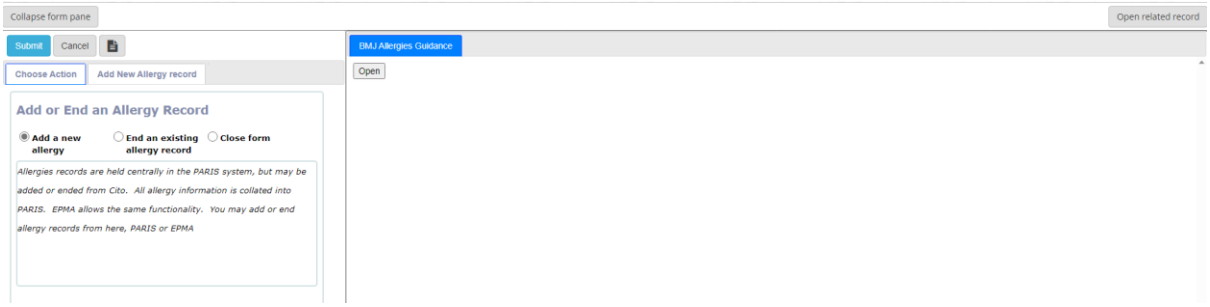


3. A workflow alert will pop up. Press the OK button.

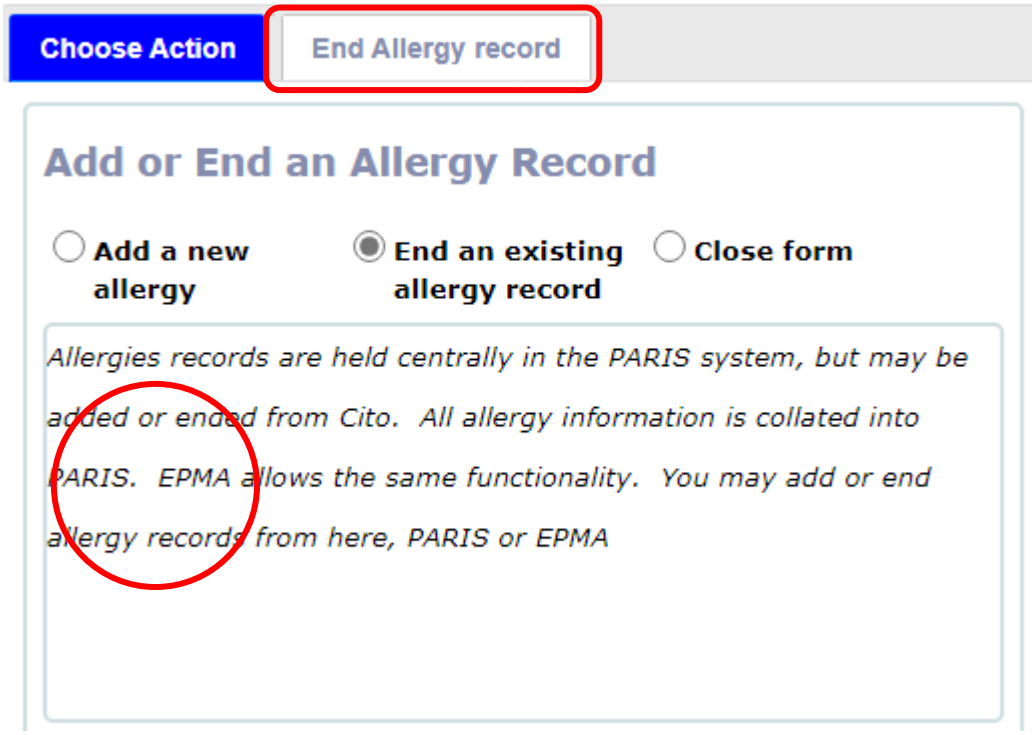
4. A workflow alert will pop up. Press the OK button.



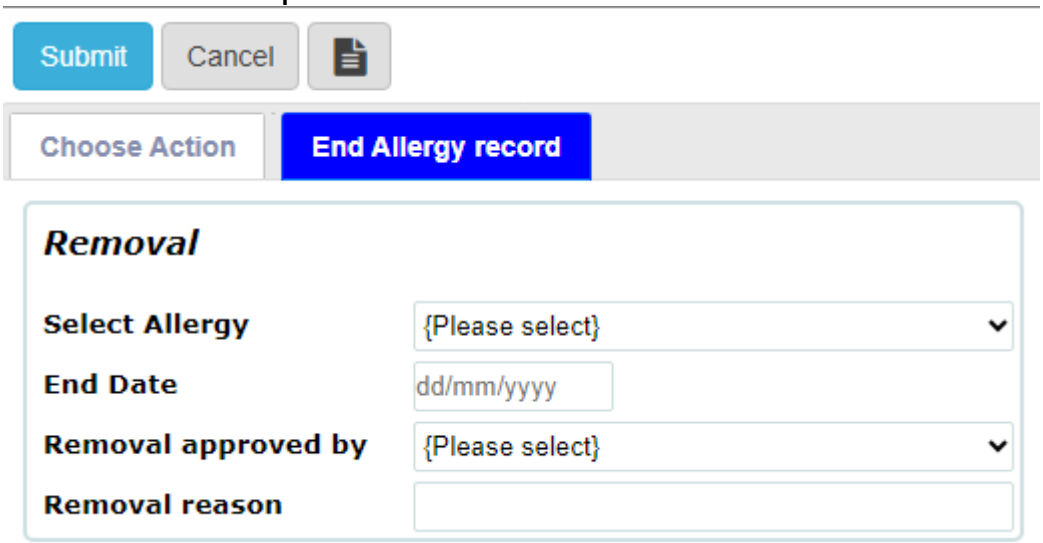
5. The **Add or End an Allergy Record** worklow will now show.



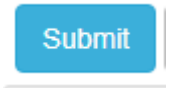
6. From the options choose **End an existing allergy record** then select the **End Allergy record** tab shown next:



7. Fill out the required information in the tab.



8. To finish removing the alergy and the associated alert press **Submit**.

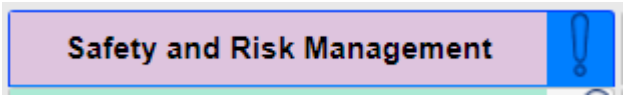


Risk

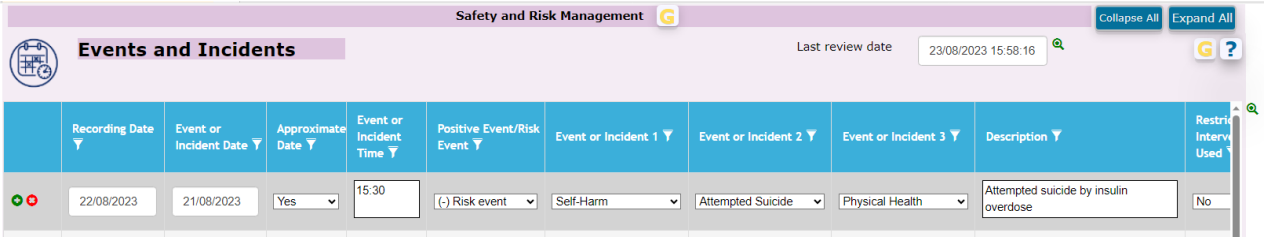
If a risk is added to the Safety and Risk Management tab in the patient profile this alert will show.

Adding the Alert:

1. Press the **Safety and Risk Management Tab** in the patients profile.

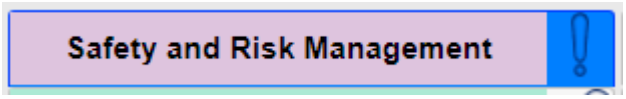


2. The Events and Incidents matrix will show at the top of this tab. Enter the required information and select **Risk event** from the Positive Event/Risk Event drop down for your entry.

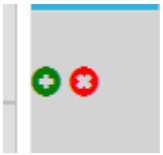


Removing the Alert

1. Press the **Safety and Risk Management Tab** in the patient's profile.



2. The Events and Incidents matrix will show at the top of this tab. Press the red circle with a cross next to the risk alert to be removed. The alert will now be removed.

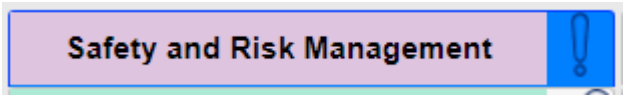


Safeguarding

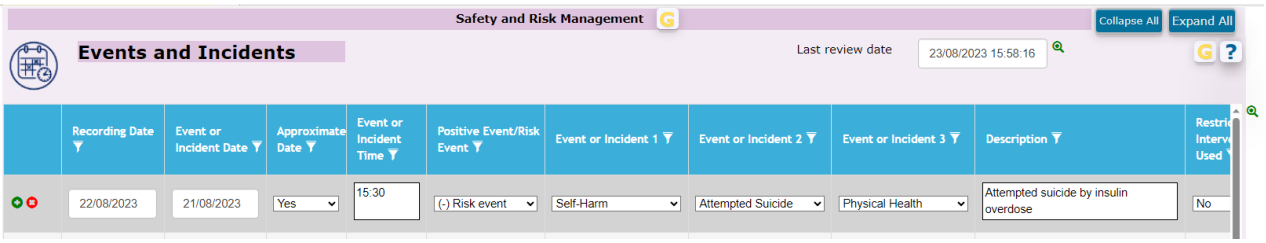
If a risk is added to the Safety and Risk Management tab in the patient profile this alert will show.

Adding the Alert:

1. Press the **Safety and Risk Management Tab** in the patient's profile.



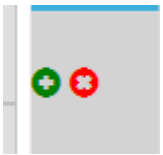
2. The Events and Incidents matrix will show at the top of this tab. Enter the required information and select **Risk event** from the Positive Event/Risk Event drop down for your entry.



Removing the Alert

1. Press the **Safety and Risk Management Tab** in the patient's profile.

2. The Events and Incidents matrix will show at the top of this tab. Press the red circle with a cross next to the risk alert to be removed. The alert will now be removed.



MARAC

I This alert indicates the presence of proper MARAC documents. MARAC - Multi-Agency Risk Assessment Conference This is a meeting where

information is shared on the highest risk domestic abuse cases.

Adding the Alert:

This Alert shows on completion of MARAC meeting minutes. For further information on MARAC see the

Removing the Alert

When the patient is no longer subject to MARAC the alert will be removed.

MAPPA

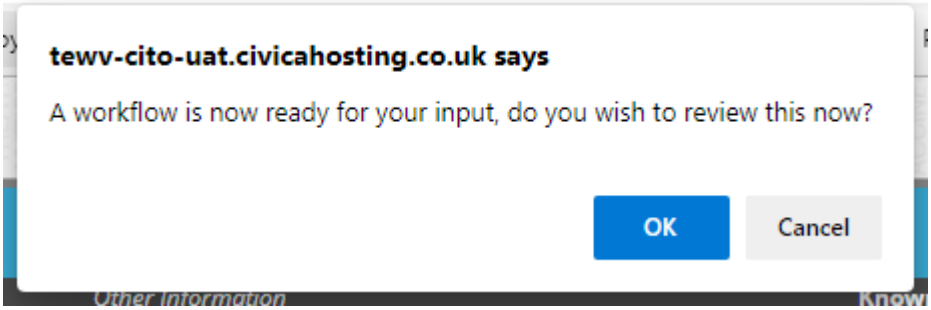
This indicates that patient is on the MAPPA pathway. MAPPA - Multi-Agency Public Protection Arrangements. It is the process which the Police, Probation and Prison Services use to work together with other agencies to manage the risks posed by violent and sexual offenders living in the community to protect the public.

Adding the Alert:

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the MAPPA alert on.

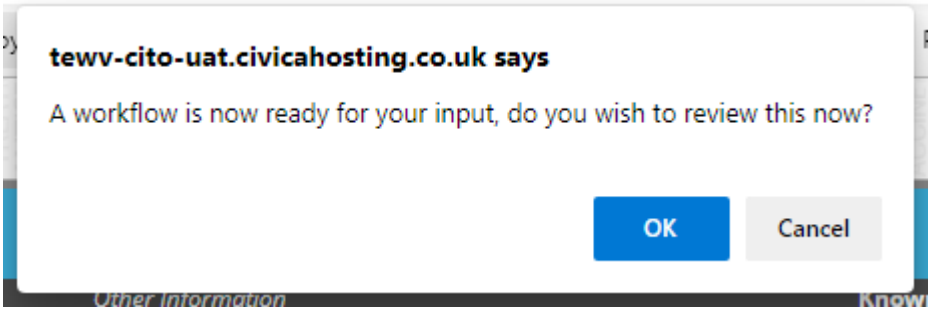
5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the MAPPA alert off.

5. Press the **Submit** button to remove the alert.

Frequent Attender

The patient may have had a frequent attender meeting where a plan would have been agreed with people and services involved in the patients care and the patient and this information will be included in the safety plan. It is important to read the plan before any planned intervention where possible as there will be key things that you may need to do or in fact does not do to support the person in the best possible way.

Adding the Alert:

This icon will show if the patient has met Trust designated frequent attender criteria.

Removing the Alert:

This icon will no longer show if the patient no longer meets Trust designated frequent attender criteria.

Significant Medication

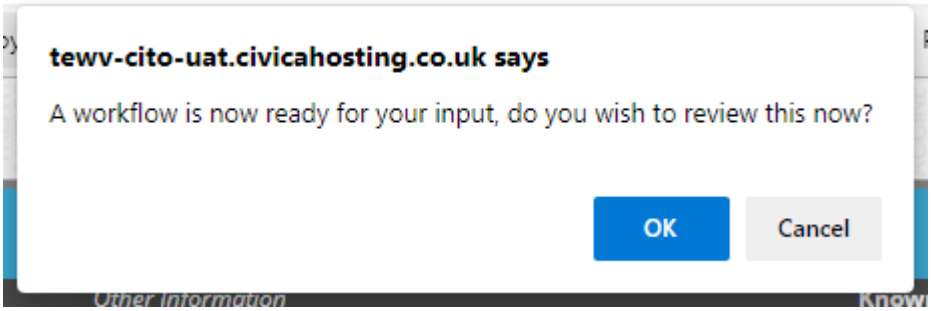
Prescribing any medication that has a monitoring pathway attached to it will be shown by this alert. These will usually be medications which have additional risks and need more frequent interventions such as bloods and BP etc.

Adding the Alert:

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the Significant Medication alert on.

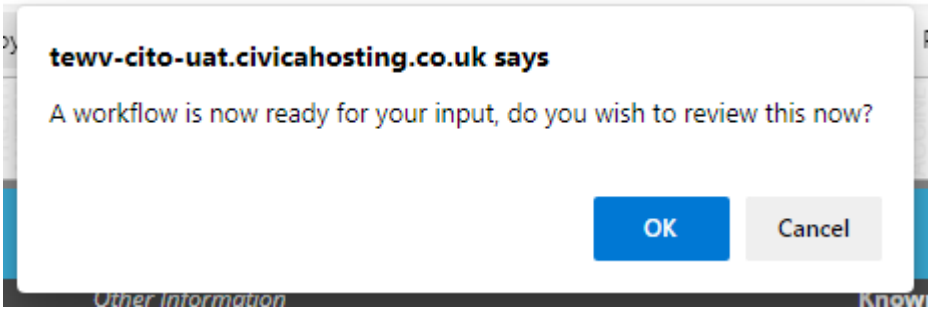
5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the Significant Medication alert off.

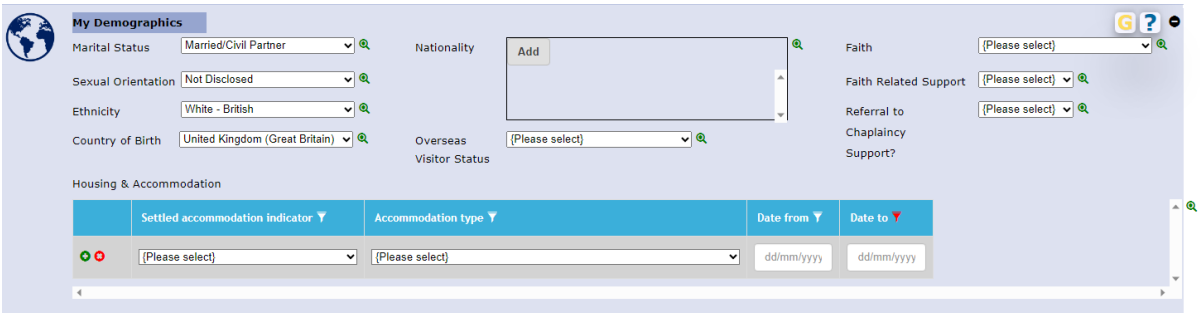
5. Press the **Submit** button to remove the alert.

Spirituality

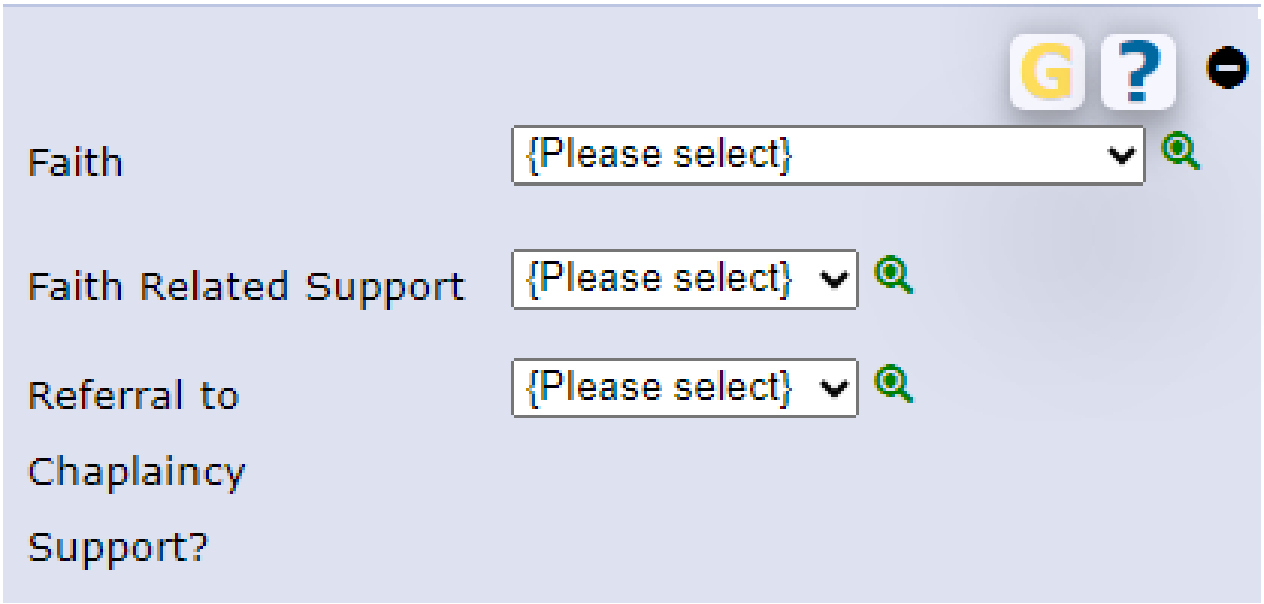
Faith Related Support and / or referral to chaplaincy Is identified here.

Adding the Alert:

1. From the **My Important Information** tab scroll down to **My Demographics**.

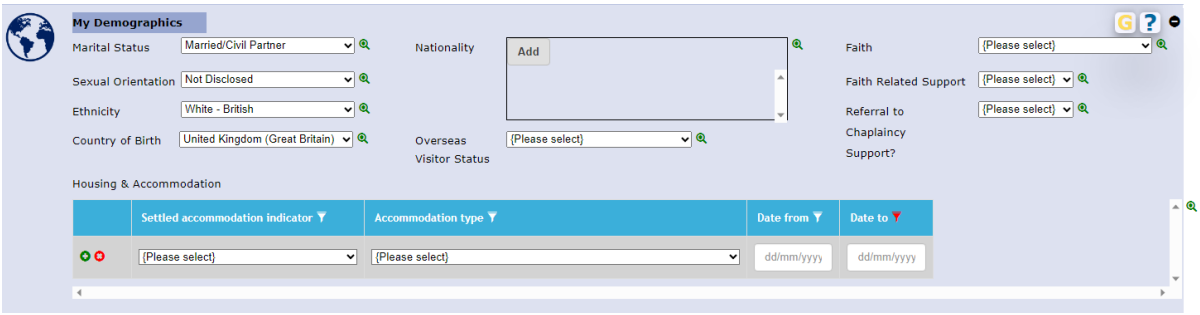


2. Selecting YES to Faith Related Support and / or referral to chaplaincy will identify that the patient has spiritual / pastoral needs and is open to chaplaincy.

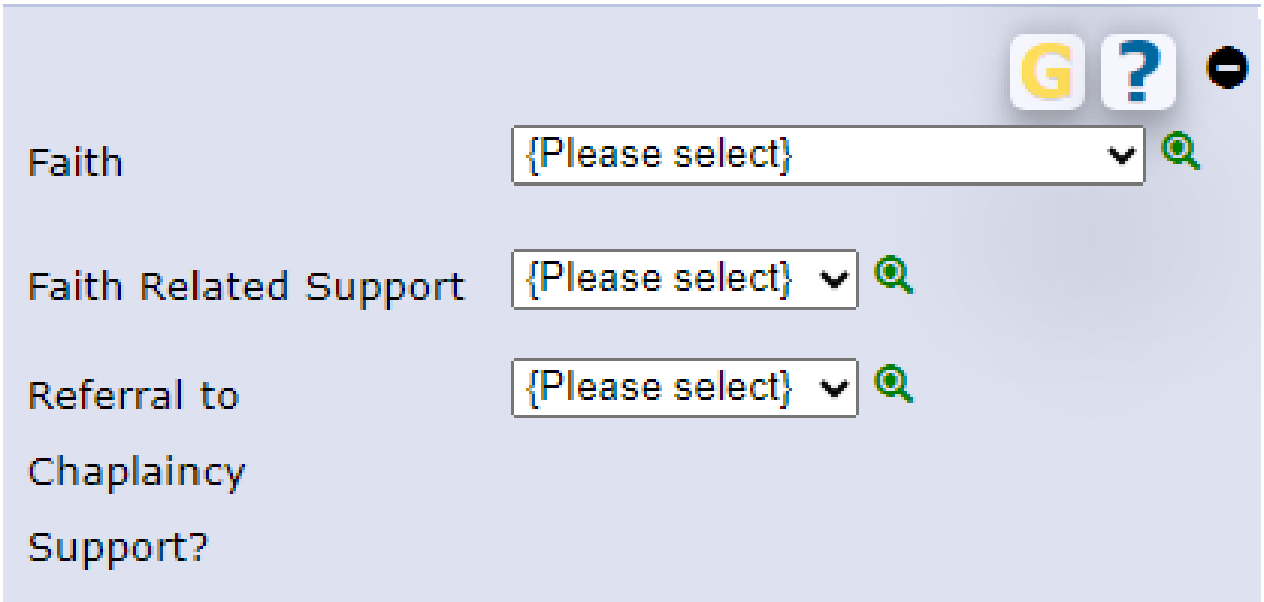


Removing the Alert

1. From the **My Important Information** tab scroll down to **My Demographics**.



2. Selecting No to Faith Related Support and / or referral to chaplaincy will identify that the patient has spiritual / pastoral needs and is open to chaplaincy.



Advance Care Planning

This indicates that the patient has one or more of the following Advanced Care Plan documents in place: Power of Attorney (Health or Finance), ADRT (Advanced Decision to Refuse Treatment), EHCP (Emergency Health Care Plan), Advanced Statement, DNACPR (Do Not Attempt CPR).

Adding the Alert:

Put one of the following plans into effect: Power of Attorney (Health or Finance), ADRT (Advanced Decision to Refuse Treatment), EHCP (Emergency Health Care Plan), Advanced Statement, DNACPR (Do Not Attempt CPR).

For further information on these see the **My Care Plan** training.

Removing the Alert

Remove all the following plans if they are in place: Power of Attorney (Health or Finance), ADRT (Advanced Decision to Refuse Treatment), EHCP (Emergency Health Care Plan), Advanced Statement, DNACPR (Do Not Attempt CPR).

For further information on these see the **My Care Plan** training.

Inpatient

Patient is currently an in-patient, triggered by any type of in-patient admission.

Adding the Alert:

Set the patient to in patient in Paris.

Removing the Alert

Remove patients from inpatient in Paris.

Engagement & Observation

Indicates the patients has a formal Observation & Engagement plan in operation.

Adding the Alert:

Complete a formal Observation & Engagement plan to trigger this alert.

Removing the Alert

Removal of this alert will coincide with end of a a formal Observation & Engagement plan.

For more information press **here** for the E-Form how to guide.

Section 17

Leave periods which apply to in-patient's who are currently detained under the Mental Health Act. This is triggered by the start / stop dates from a current Section 17 form.

Adding the Alert:

Completing Section 17 E-form will trigger this alert.

Removing the Alert

Removal of this alert will coincide with end of Section 17.

For more information press **here** for the E-Form how to guide.

Time Off Ward

Time off the ward which applies to in-patient's who are currently an informal admission to hospital.

For more information press **here** for the E-Form how to guide.

MHA

This indicates the patient is currently detained formally under a section of the Mental Health Act.

Adding the Alert:

Complete a relevant MHA document.

For more information press **here** for the E-Form how to guide.

Removing the Alert

The MHA alert will clear after the end date for the section has passed.

MCA

The Mental Capacity Act (MCA) is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care and treatment. It applies to people aged 16 and over.

It covers decisions about day-to-day things like what to wear or what to buy for the weekly shop, or serious life-changing

decisions like whether to move into a care home or have major surgery.

Adding the Alert:

Complete a relevant MCA document.

For more information press **here** for the E-Form how to guide.

Removing the Alert

The MCA alert will clear after the end date for the section has passed.

DoLS

This alert indicates the presence of proper DoLS documents. DoLS - The Deprivation of Liberty Safeguards are an amendment to the Mental Capacity Act 2005. The DoLS under the MCA allows restraint and restrictions that amount to a deprivation of liberty to be used in hospitals and care homes – but only if they are in a person's best interests.

Adding the Alert:

Complete a relevant DoLS document.

For more information press **here** for the E-Form how to guide.

Removing the Alert

The DoLS alert will clear after the end date for the section has passed.

Court of Protection

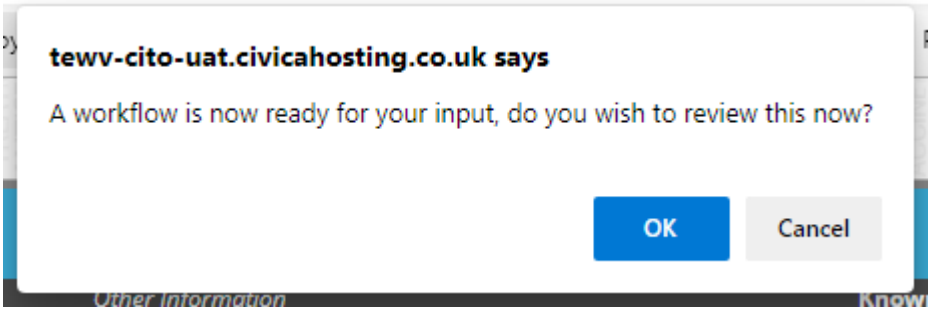
The Court of Protection makes decisions on financial, or welfare matters for people who can't make decisions at the time they need to be made (they 'lack mental capacity').

Adding the Alert:

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the Court of Protection alert on.

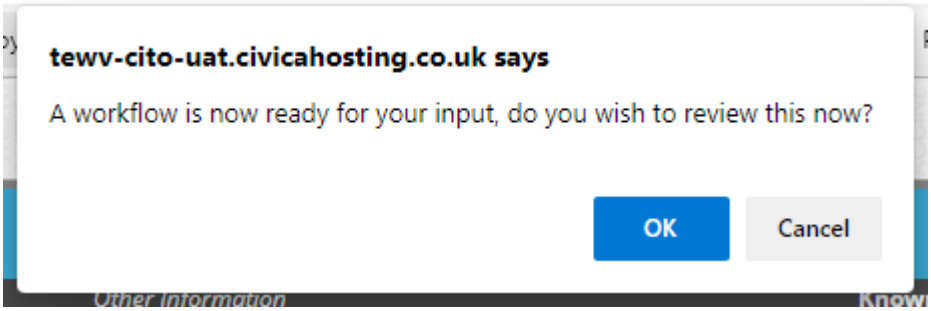
5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the Court of Protection alert off.

5. Press the **Submit** button to remove the alert.

Children Act

Indicates the patient is currently subject to the Children Act.

Adding the Alert:

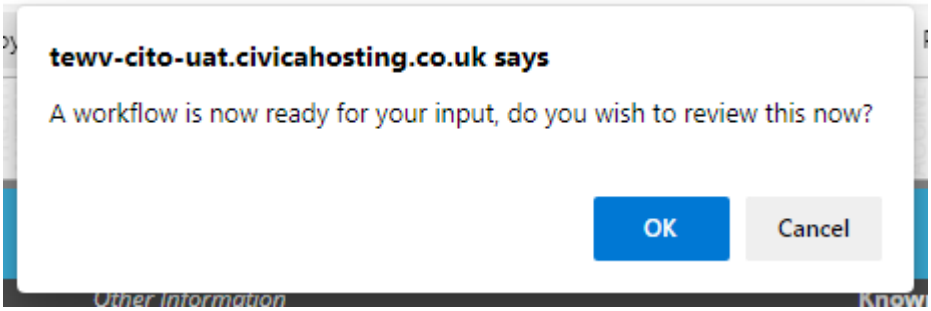
Complete a relevant Children Act document.

Or

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the Children Act alert on.

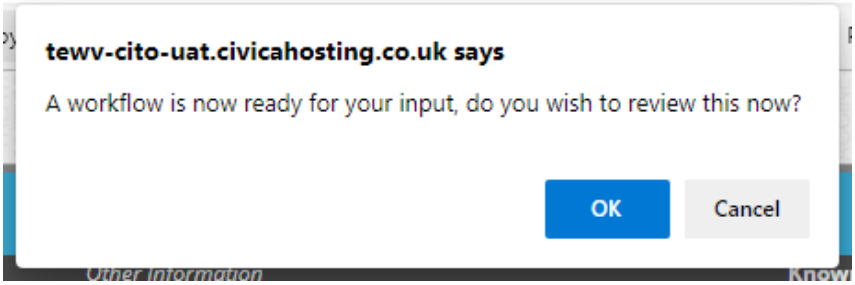
5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the Children Act alert off.

5. Press the **Submit** button to remove the alert.

Potentially Dangerous Person

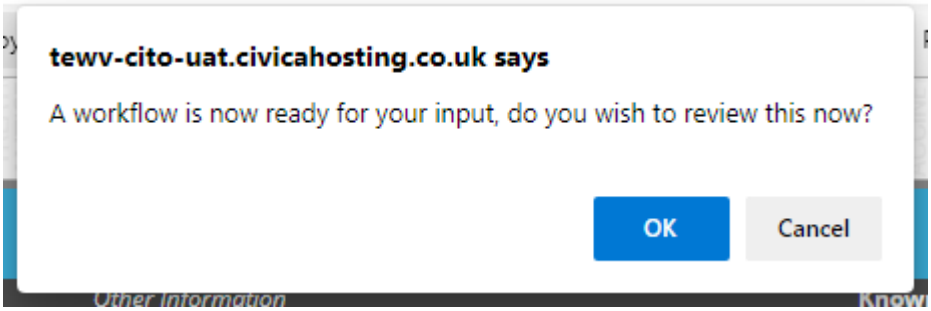
Indicates the patient is currently subject to the Children Act.

Adding the Alert:

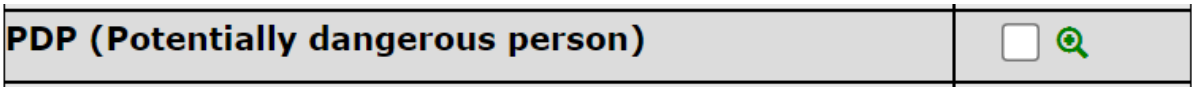
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the MAPPA alert on.



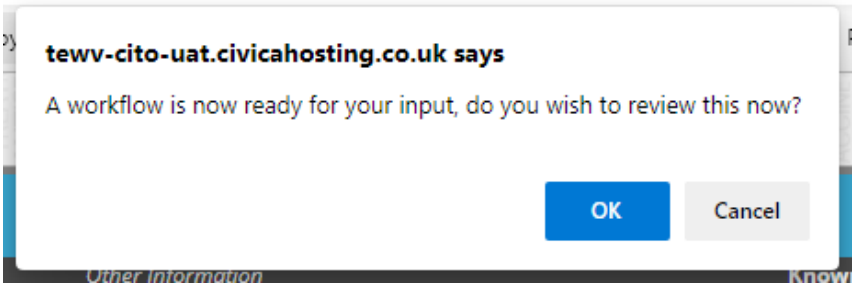
5. Press the **Submit** button to trigger the alert.

Removing the Alert

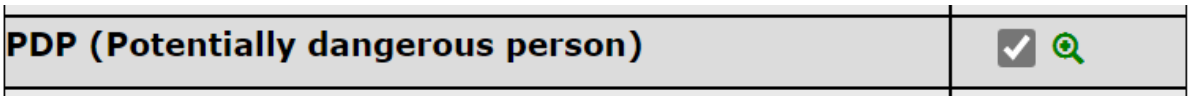
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the Court of Protection alert off.



5. Press the **Submit** button to remove the alert.

Prevent

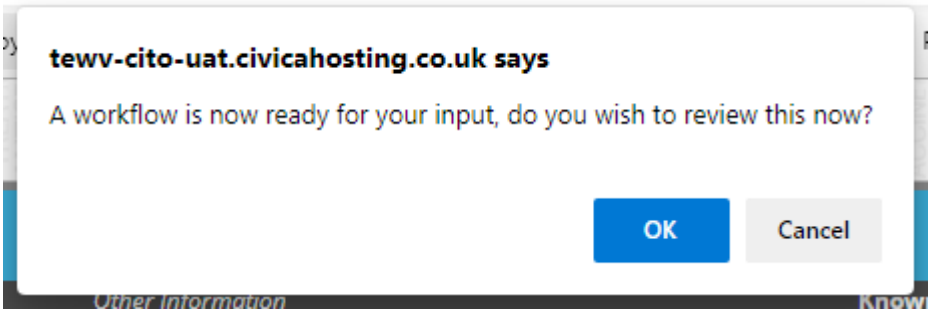
Indicates that person is at risk of, or in the process of, being groomed and/or radicalised into terrorist activity. Prevent strategy centres on safeguarding individuals by providing support and re-direction before any crime is committed. This is also linked to Safeguarding.

Adding the Alert:

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the MAPPA alert on.

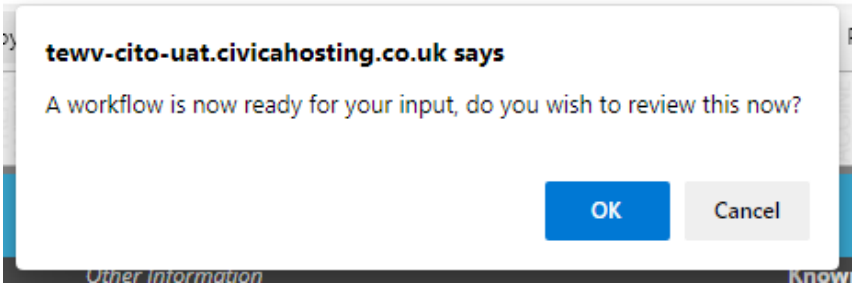
5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the Court of Protection alert off.

5. Press the **Submit** button to remove the alert.

Sex Offenders Register

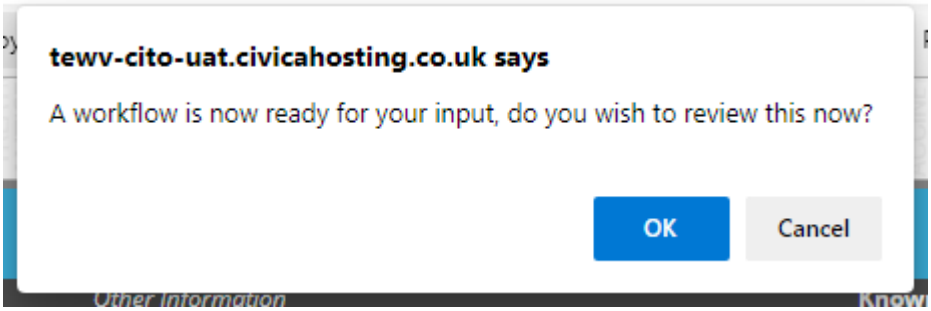
IIndicates that a person is currently on the Sex Offenders Register (SOR). Since 1997, anyone cautioned / convicted for a sexual offence, including committed on the internet is put on the SOR. Length of time on the SOR varies depending on length of sentence from 2 years to indefinitely.

Adding the Alert:

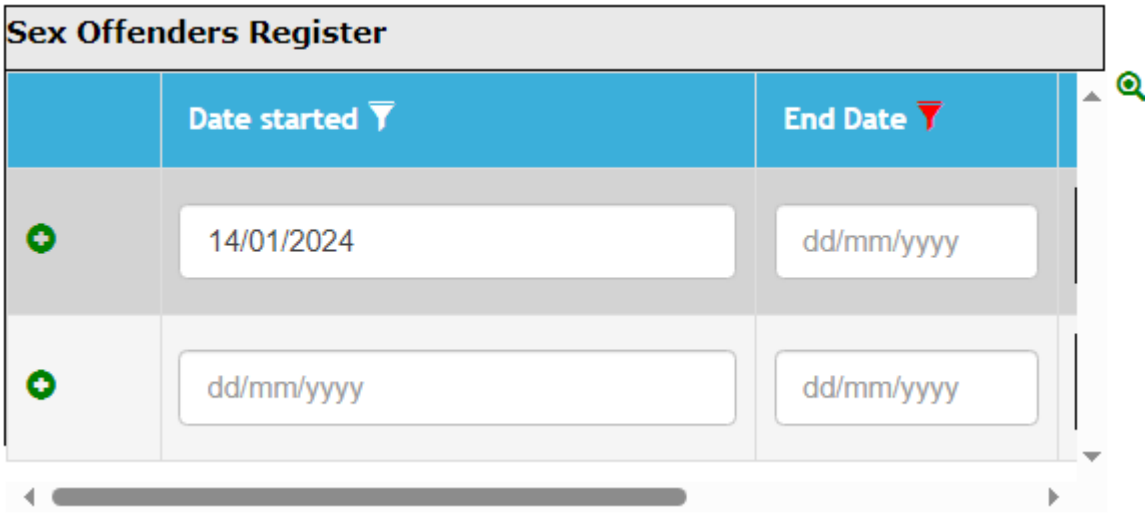
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Navigate to the Sex Offenders Register matrix and fill out the relevant information.



5. Press the **Submit** button to trigger the alert.

Removing the Alert

The Alert will clear once the End Date has been reached.

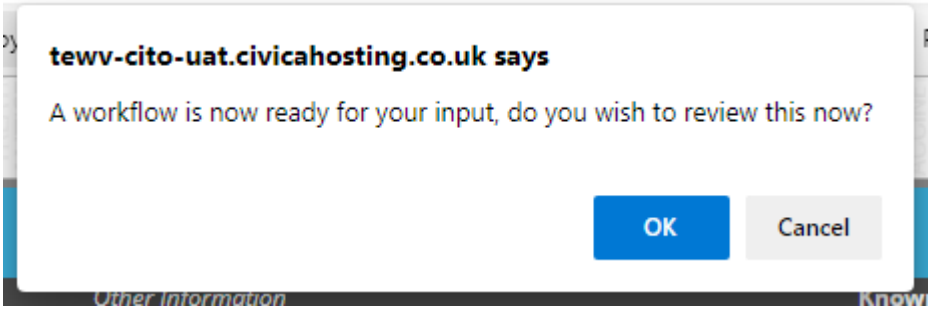
Seizures

Adding the Alert:

6. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

7. A workflow alert will pop up. Press the OK button.

8. A workflow alert will pop up. Press the OK button.



9. Press the white tick box to turn the alert on.

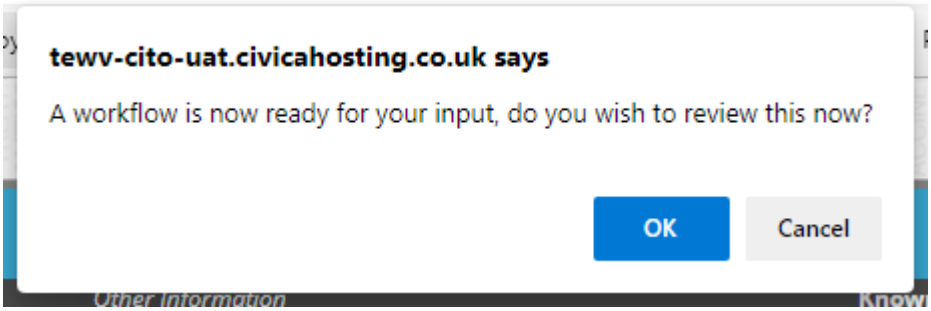
10. Press the **Submit** button to trigger the alert.

Removing the Alert

6. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

7. A workflow alert will pop up. Press the OK button.

8. A workflow alert will pop up. Press the OK button.



9. Press the tick box to turn the alert off.

10. Press the **Submit** button to remove the alert.

CTO

Community Treatment Order ndicates the patient is currently subject to a formal treatment order under the Mental Health Act in

a community setting, rather than being detained to a hospital / in-patient unit.

Adding the Alert:

This Alert is triggerd from Paris.

Removing the Alert

The Alert will clear when removed in Paris.

S117

Section 117 Aftercare Indicates the patient has been kept in hospital under specific sections of the Mental Health Act and is accessing free aftercare services intended to:

· Meet a need arising from / relating to their mental health problem.

· Reduce the risk of their mental condition getting worse, requiring re-admission to hospital.

Adding the Alert:

This Alert is triggerd from Paris.

Removing the Alert

The Alert will clear when removed in Paris.

AWOL

This indicates that a person who is formally detained is Absent With Out Leave, meaning they are absent from the unit they are detained to with no official leave authorised.

Adding the Alert:

This Alert is triggerd from Paris.

Removing the Alert

The Alert will clear when removed in Paris.

Access to Firearms

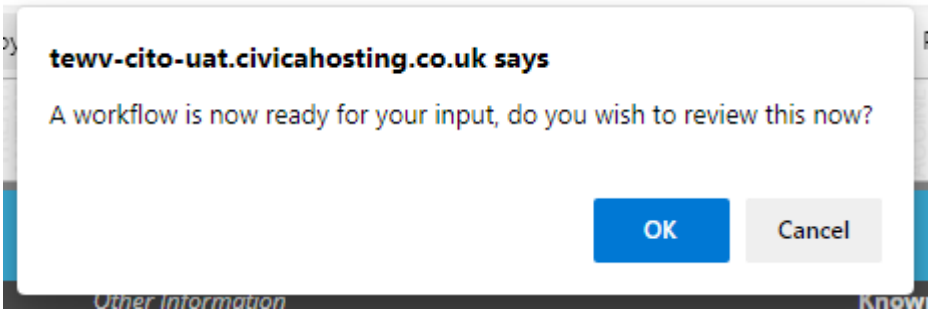
Indicates that a person is in possession of and / or has access to firearms. Specific details SHOULD be recorded in the Safety & Risk Tab.

Adding the Alert:

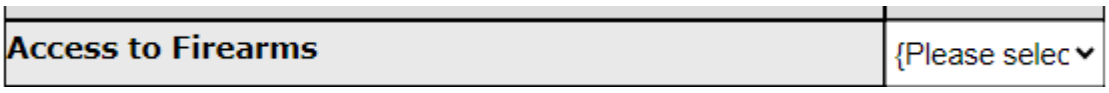
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Use the drop-down to set the answer to Yes.



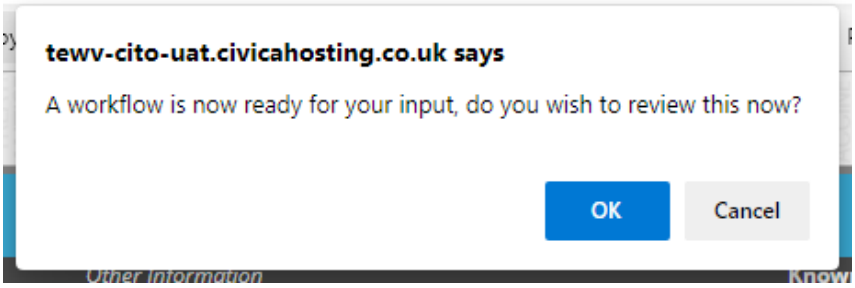
5. Press the **Submit** button to trigger the alert.

Removing the Alert

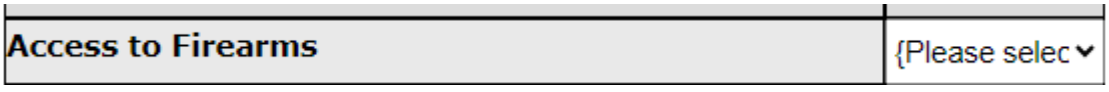
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Use the drop-down to set the answer to No.



5. Press the **Submit** button to remove the alert.

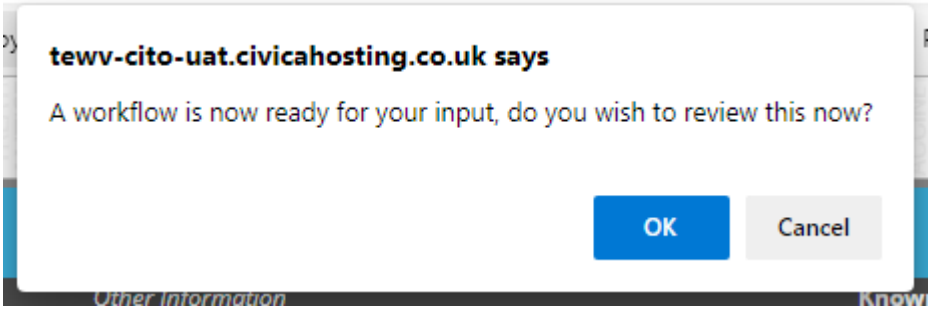
FGM

Adding the Alert:

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the alert on.

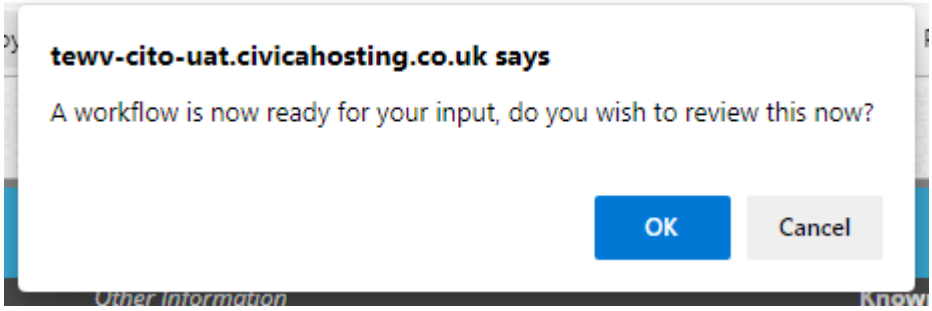
5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the alert off.

5. Press the **Submit** button to remove the alert.

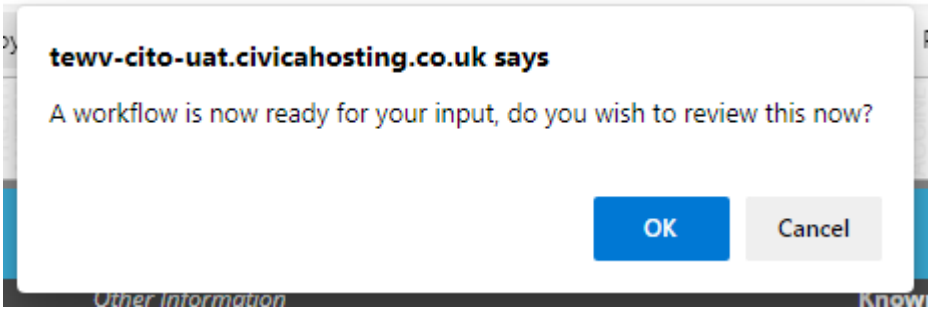
CPP - Child Protection Plan

Adding the Alert:

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the alert on.

5. Press the **Submit** button to trigger the alert.

Removing the Alert

1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

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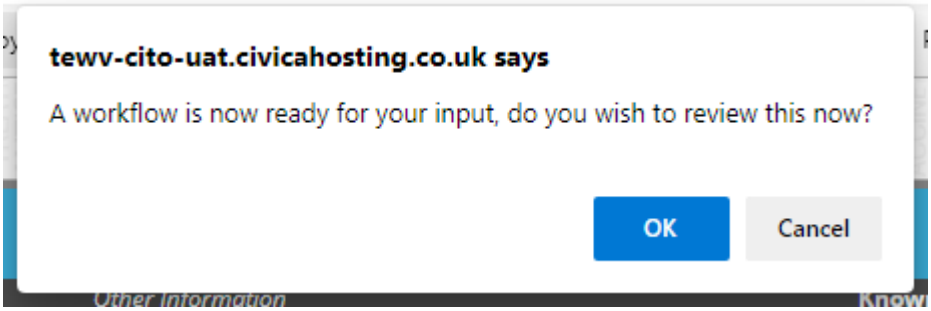


4. Press the tick box to turn the alert off.

5. Press the **Submit** button to remove the alert.

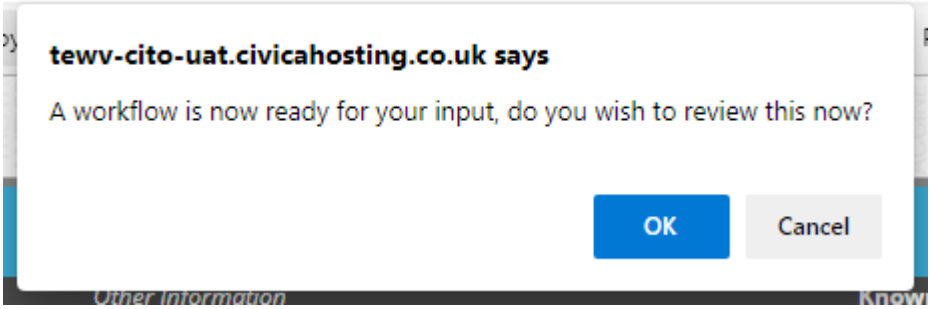
Vulnerability

Adding the Alert:

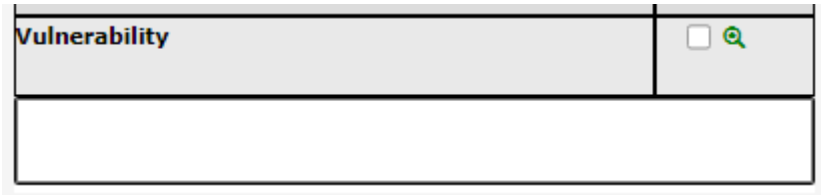
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the white tick box to turn the alert on.



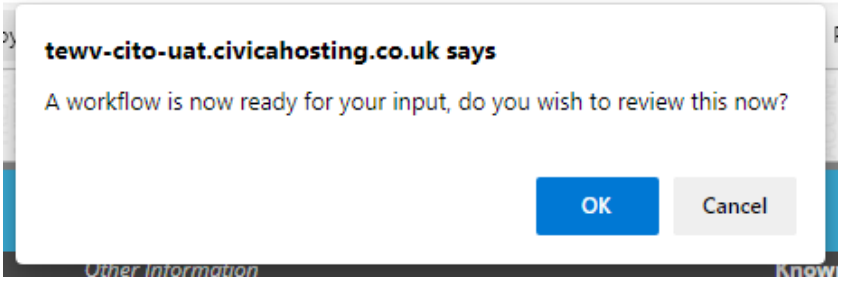
5. Press the **Submit** button to trigger the alert.

Removing the Alert

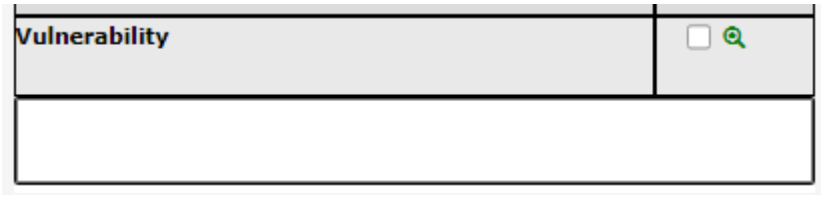
1. Press **Edit Alerts** in the corner of the Alert section. This will start a new workflow and open a new page called Edit Cito Alerts.

2. A workflow alert will pop up. Press the OK button.

3. A workflow alert will pop up. Press the OK button.



4. Press the tick box to turn the alert off.



5. Press the **Submit** button to remove the alert.

Please report any errors in this guide to:

tewv.itdigitallearning@nhs.net

VERSION CONTROL

Name	Date	Version	Notes
Stephan Whitaker	26/03/2024	V2	FGM, CPP and Vulnerability added.