Integrating Nourish Care with Blaucomm NMS
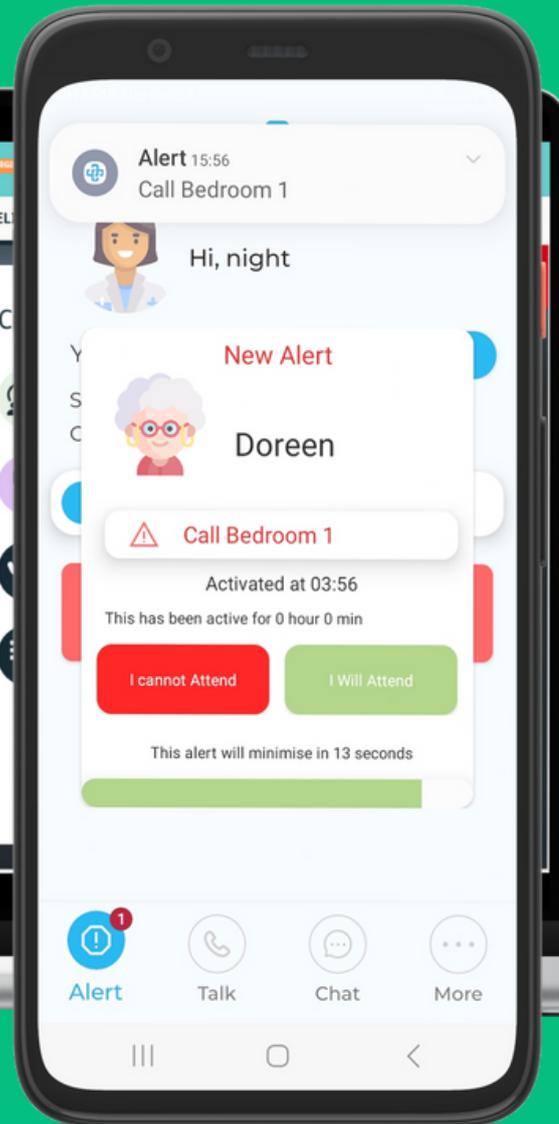
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Blaucomm NMS Introduction
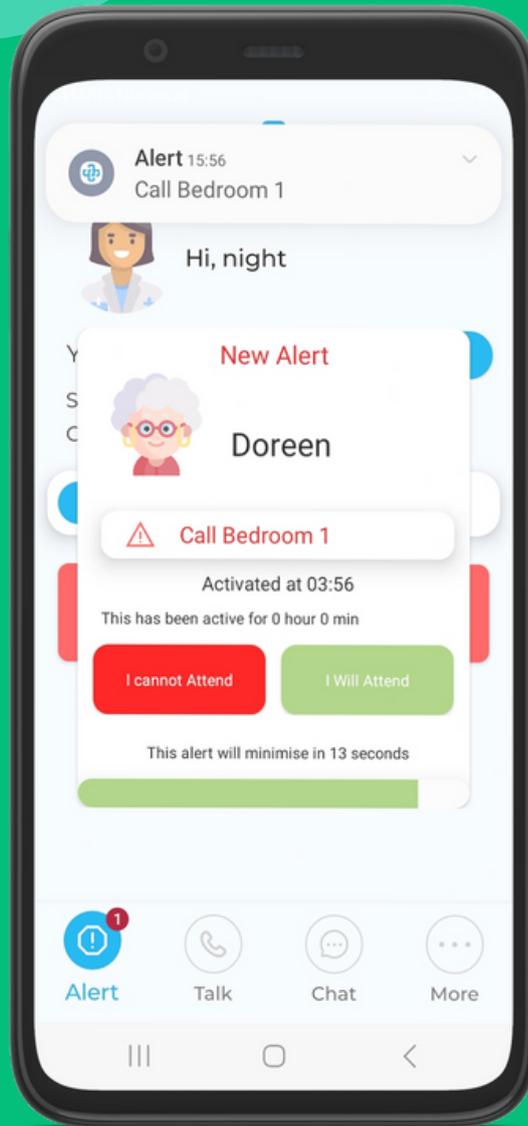
The **Nurse Call Messaging System (NMS)** is an intelligent system which sends the alerts from your nurse call system to the Android devices carried by care staff.

NMS allows care staff to accept and efficiently respond to alerts made from residents, by showing the alerts to staff who are not in visible range of the call bell screen panels, and ultimately reduce the noise within the home.

# Nourish Care Introduction
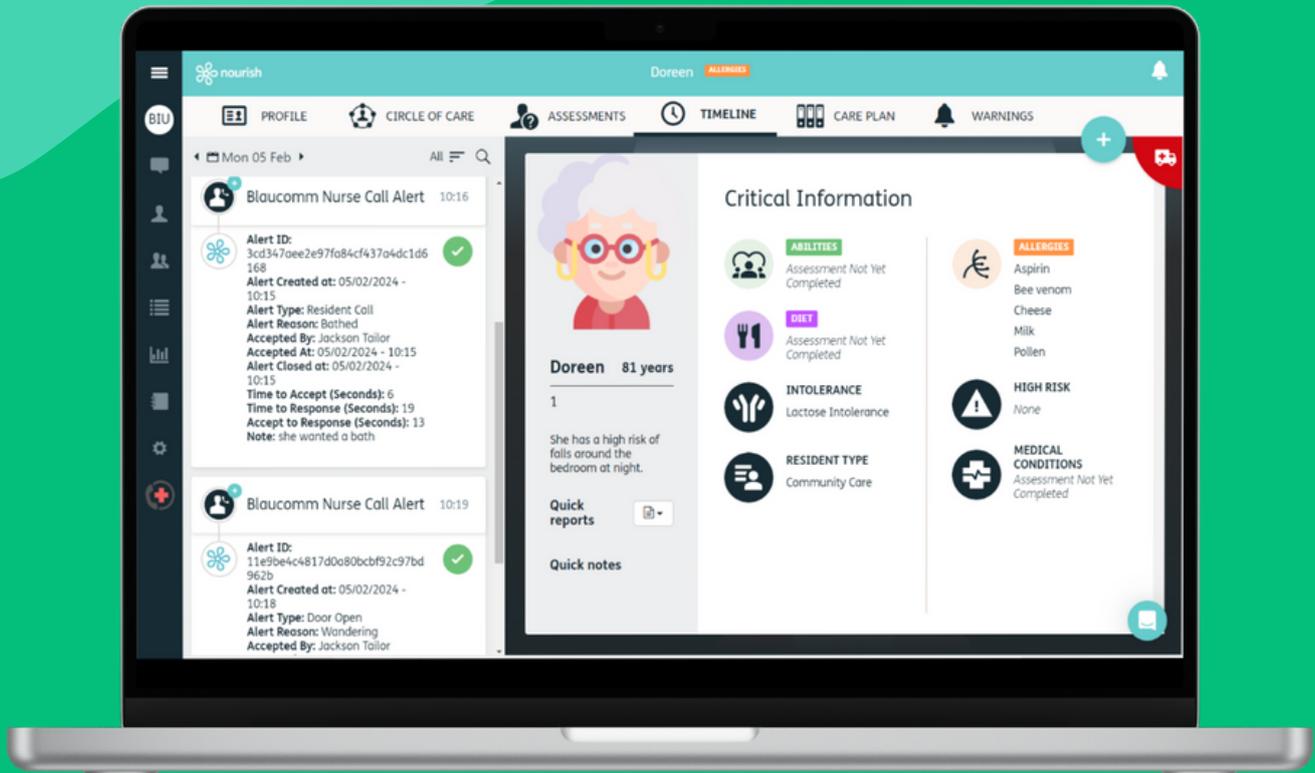
Nourish Care is a digital care planning software which allows staff to record, plan and coordinate care on the go, saving time on administration.

This gives a comprehensive and robust view of your service by giving staff the necessary tools to evidence care quickly and easily to improve your rating from regulators (CQC, Ofsted, Care Inspectorate etc).

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How do Nourish Care and Blaucomm NMS work together?

Nourish Care

Residents
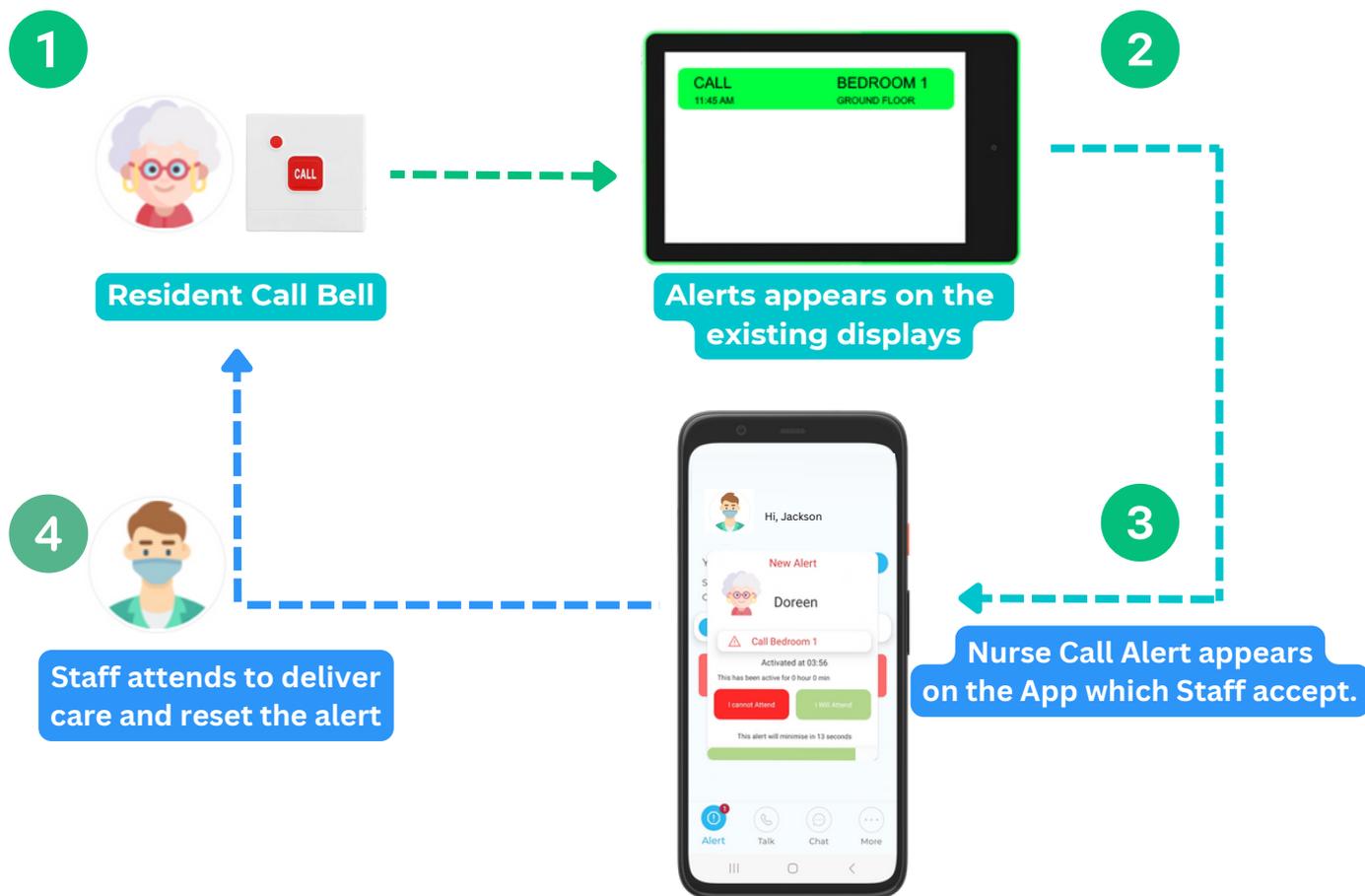
Staff

Blaucomm NMS Nurse Call Alerts
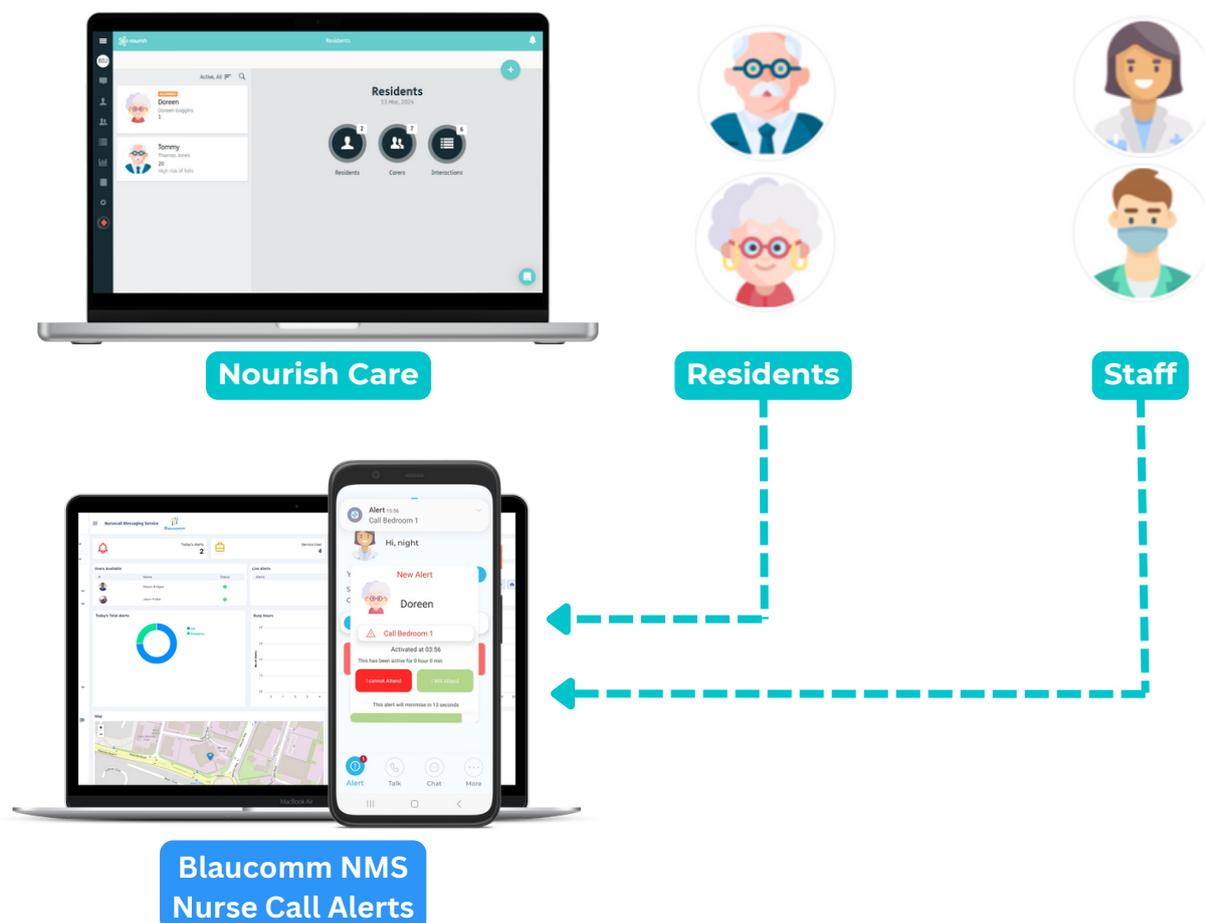
Residents and Staff are automatically synced from Nourish Care in to Blaucomm NMS.
This reduces duplicate work for administrators manually creating these records within Blaucomm NMS.

Furthermore, it allows individual staff to login to the Nurse Call Alerts App to accept and respond to alerts.

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How are Alerts delivered to the Nurse Call Alerts App?

1

Resident Call Bell

CALL   **BEDROOM 1**
11:45 AM   GROUND FLOOR

2

Alerts appears on the existing displays

Hi, Jackson

New Alert

Doreen

⚠ Call Bedroom 1
Activated at 03:56
This has been active for 0 hour 0 min

I cannot Attend   I Will Attend

This alert will minimise in 13 seconds

Alert   Talk   Chat   More

3

Nurse Call Alert appears on the App which Staff accept.

4

Staff attends to deliver care and reset the alert

Alerts from your Nurse Call System are sent directly to the carers devices. A staff member accepts the alert, and attends to the location to reset the alert and provide any necessary care.

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How does a Nurse Call Alert appear in the Nourish Care Timeline?

Blaucomm NMS Nurse Call Alerts
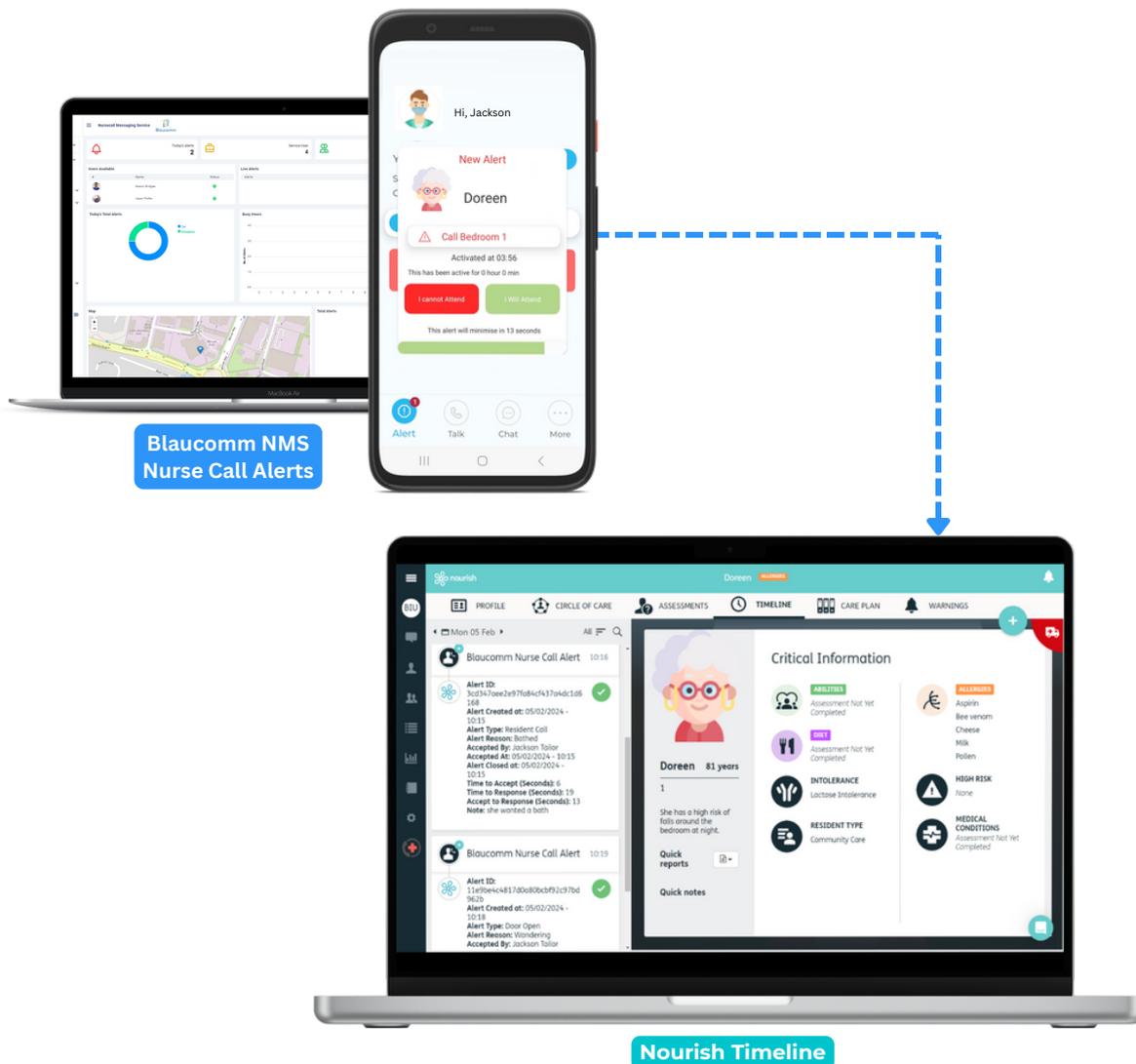
Nourish Timeline

A full audit of the alert details is added to the resident's timeline within Nourish Care. This creates a fully joined-up experience and allows better decision making based on accurate alerts and sensor data.

The NMS Dashboard also contains it's own powerful reporting for a deeper look in to the nurse call alerts data.

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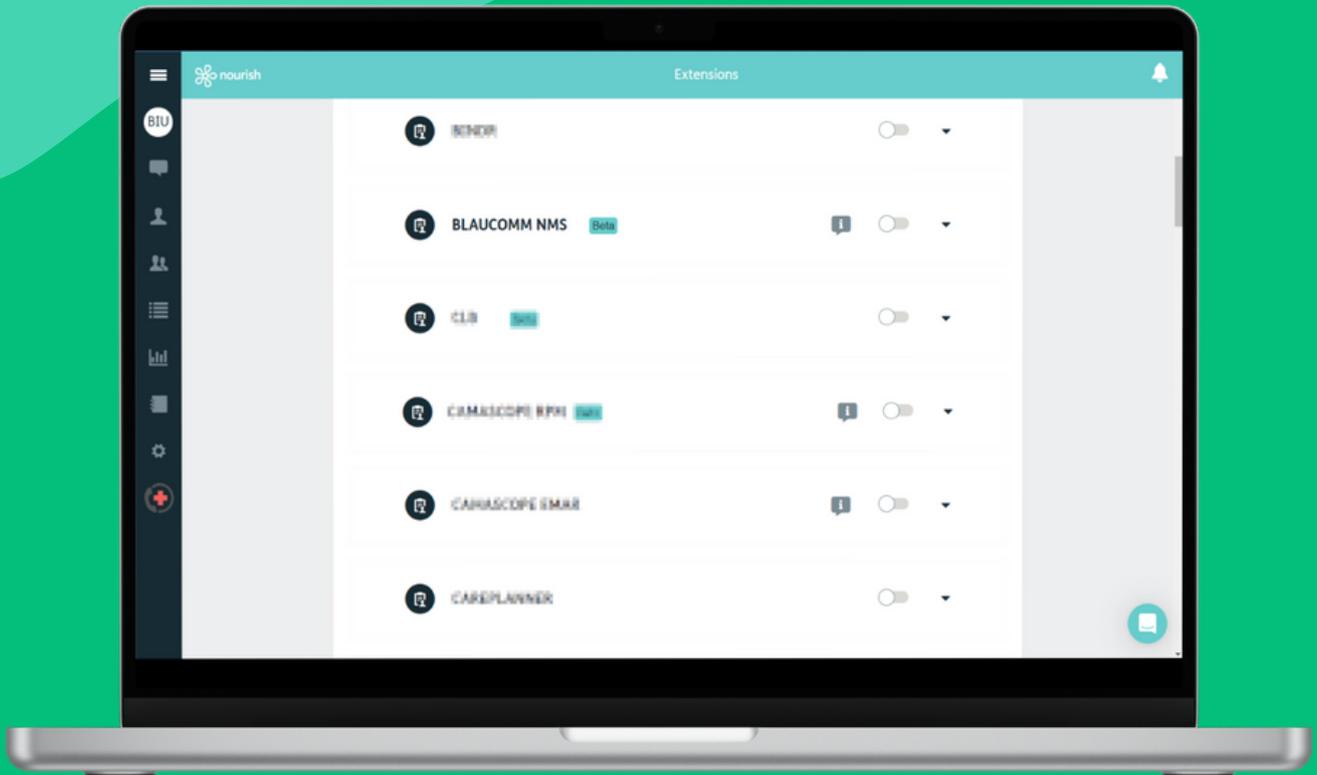# Activating the Blaucomm NMS Extension
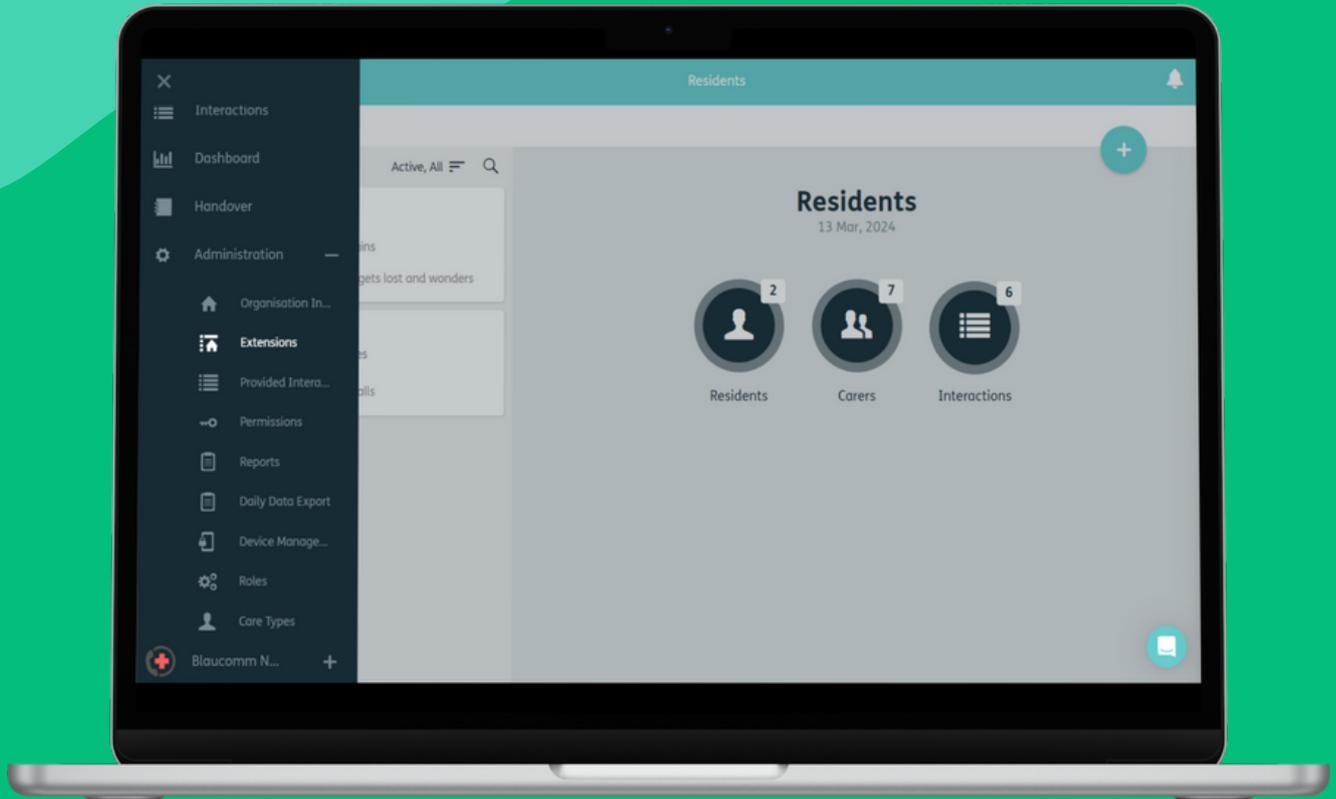
Login to your Nourish Care Dashboard and navigate to:

Administration > Extensions

Note: If you cannot view this page then you do not have the relevant permissions. Speak to a more senior member of staff within your organisation who may have the correct access.

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Activating the Blaucomm NMS Extension

Locate the **BLAUCOMM NMS** Extension. Click the ▼ icon to expand the list of locations in your Organisation.

Activating the Blaucomm NMS Extension
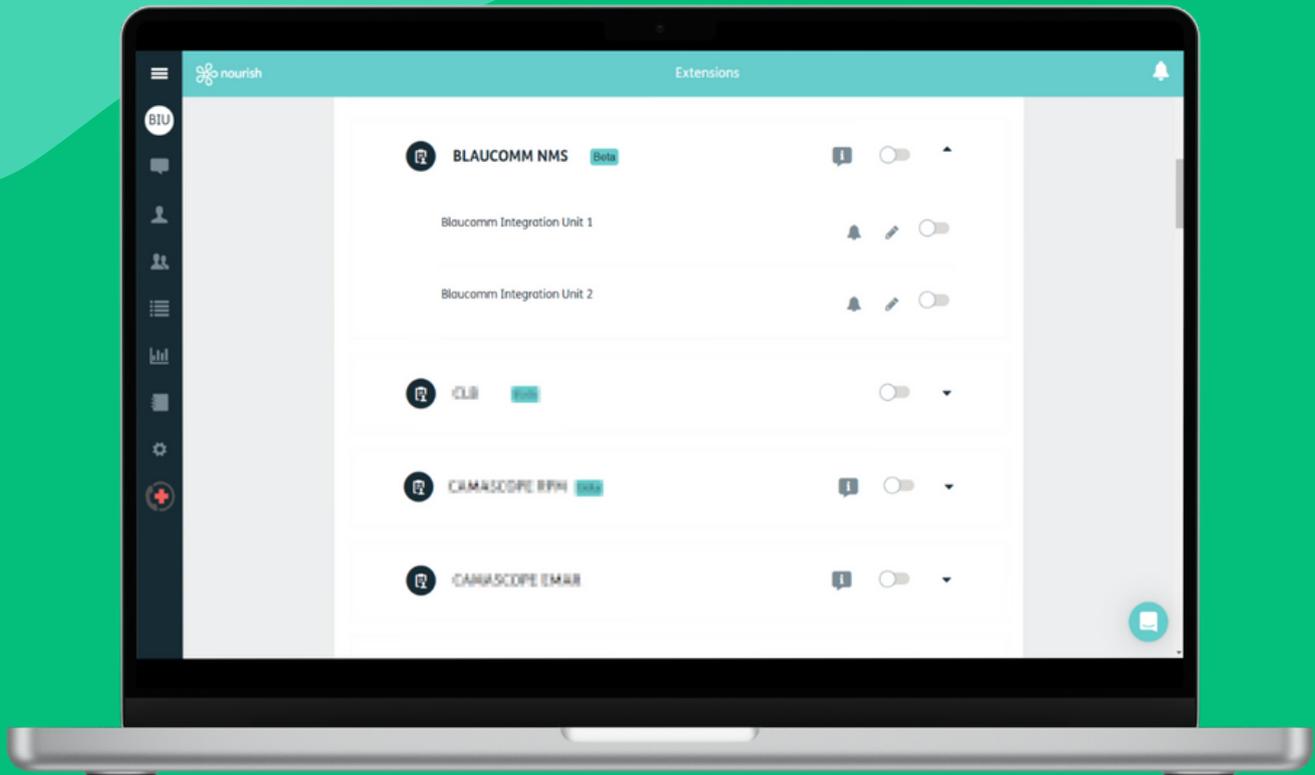
You will now see the list of locations under your Organisation.

Select the ⬜ toggle **on** for the location you are activating.

Note: This process needs to be done per location, one at a time. So if you are activating multiple locations at once, continue to follow these steps until completed, then return to this page to complete the next locations.

Blaucomm
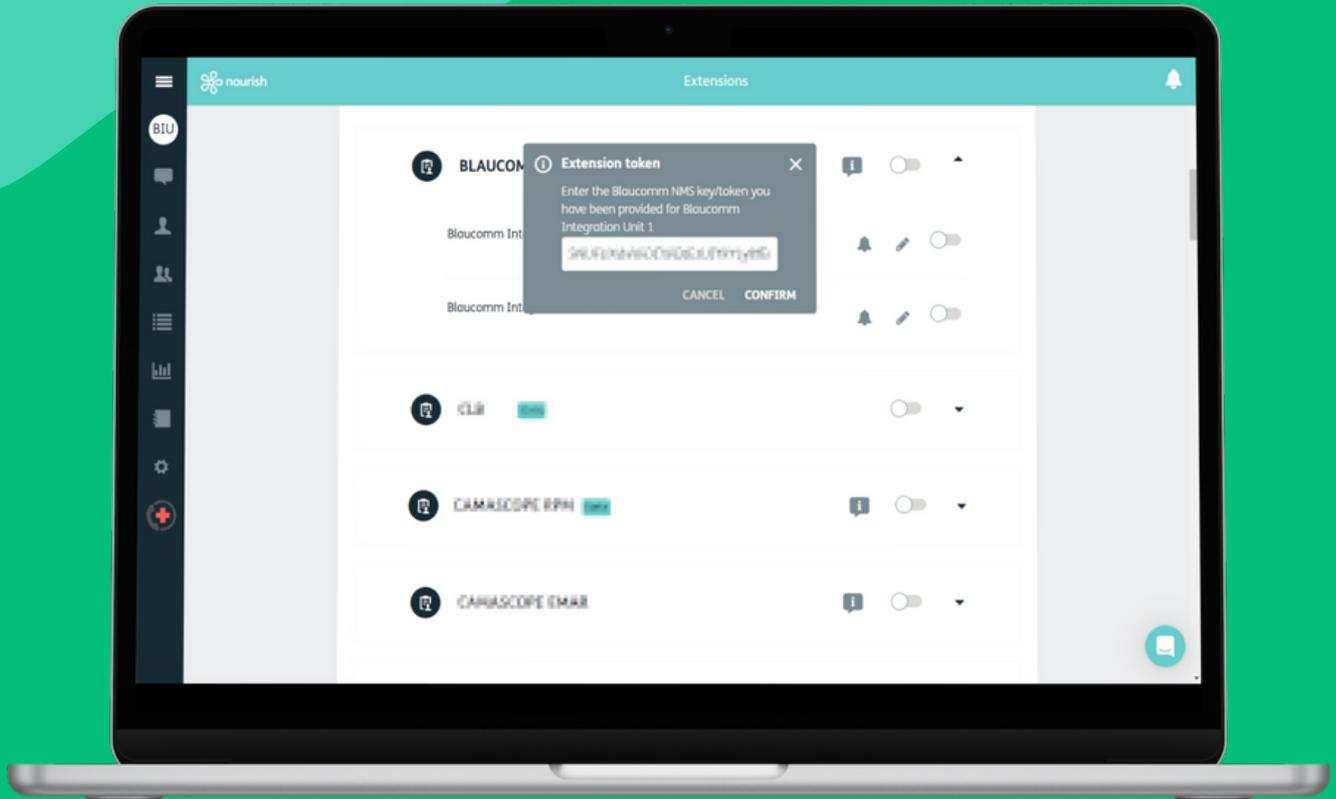CARE

Activating the Blaucomm NMS Extension
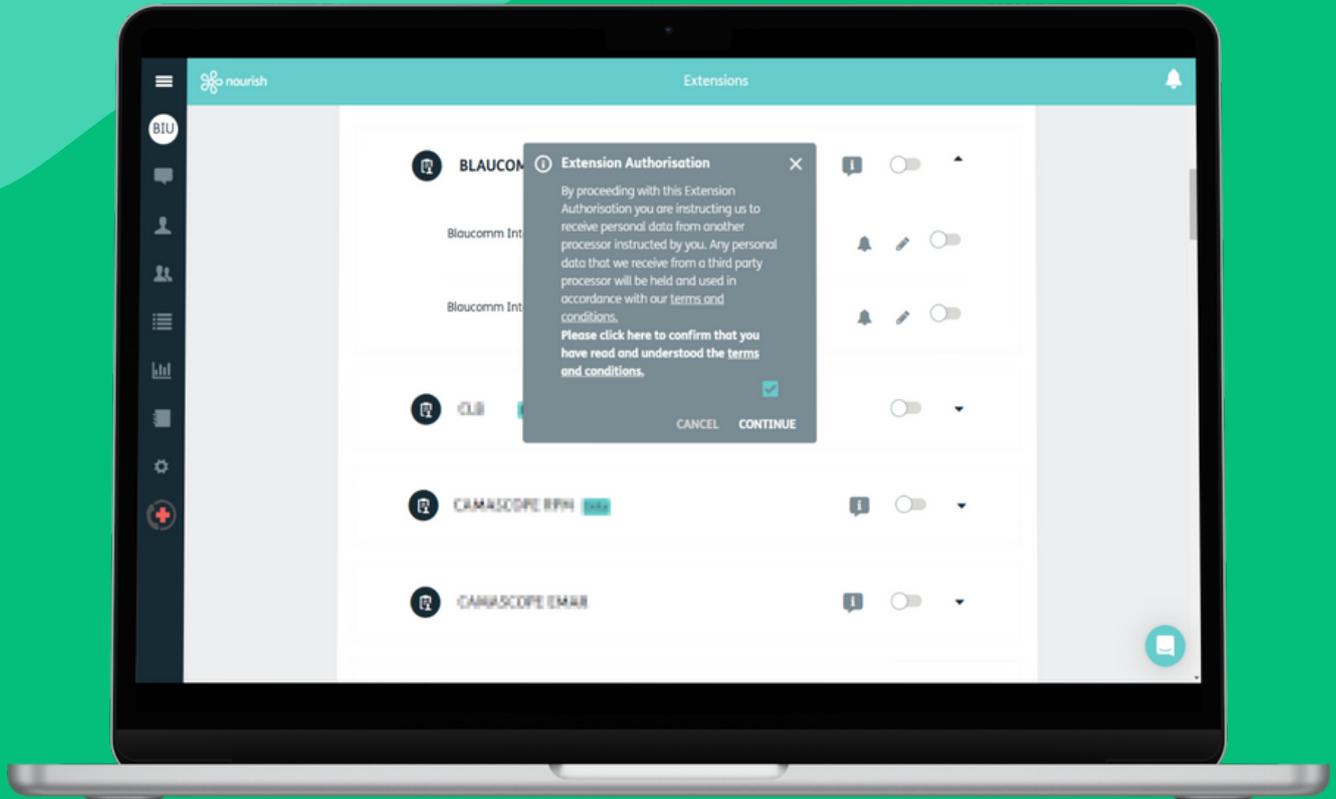
A box will appear with the title *Extension Authorisation*.

This requires you to agree to the *Terms and Conditions of Integrations*, which you can click to download and read from the same box.

Once you are happy to proceed, check the box ☑ and click "CONTINUE"

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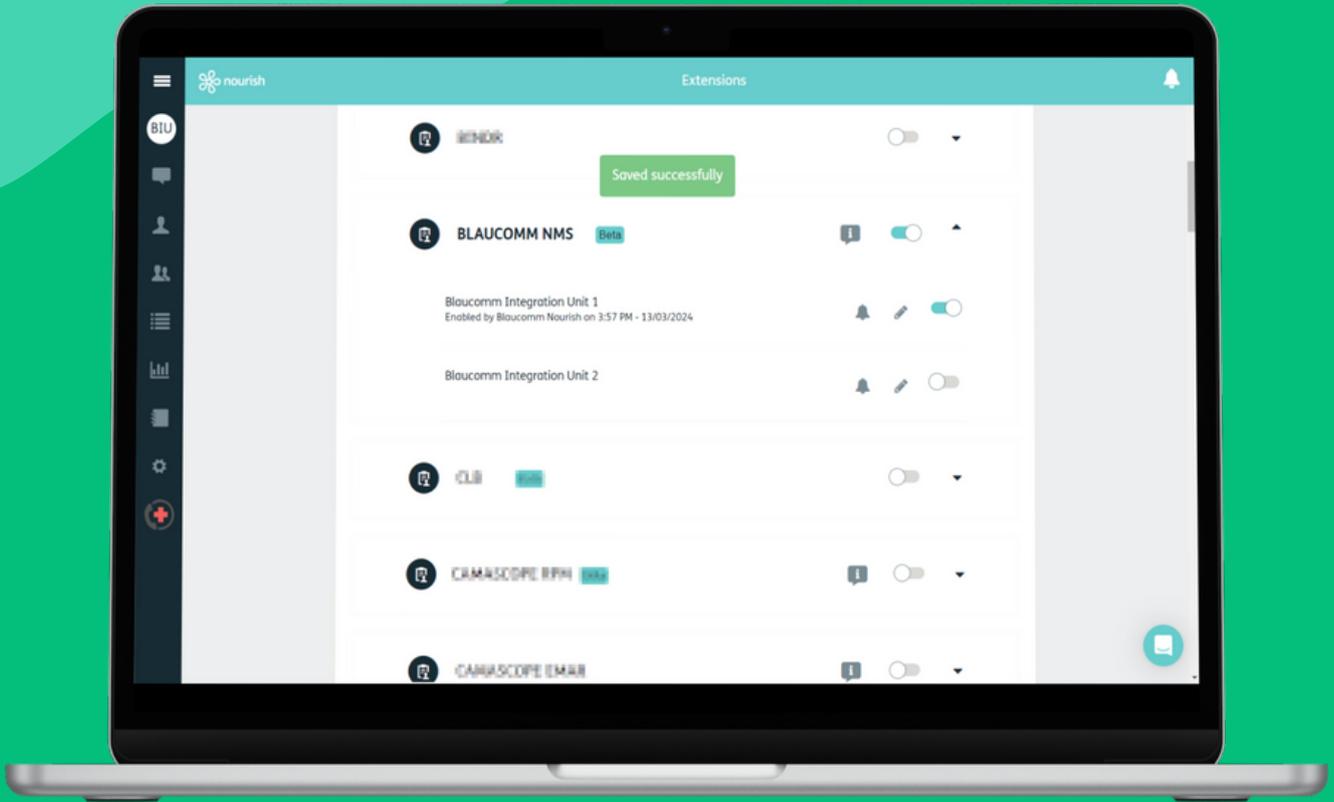
Blaucomm NMS Extension token

In the following box is where you will paste in the *Extension token* which has been given to you by either Blaucomm or a nominated partner/reseller or representative.

Note: Remember, this token is unique per location, so it's important you copy and paste the right Extension token for the allocated location.
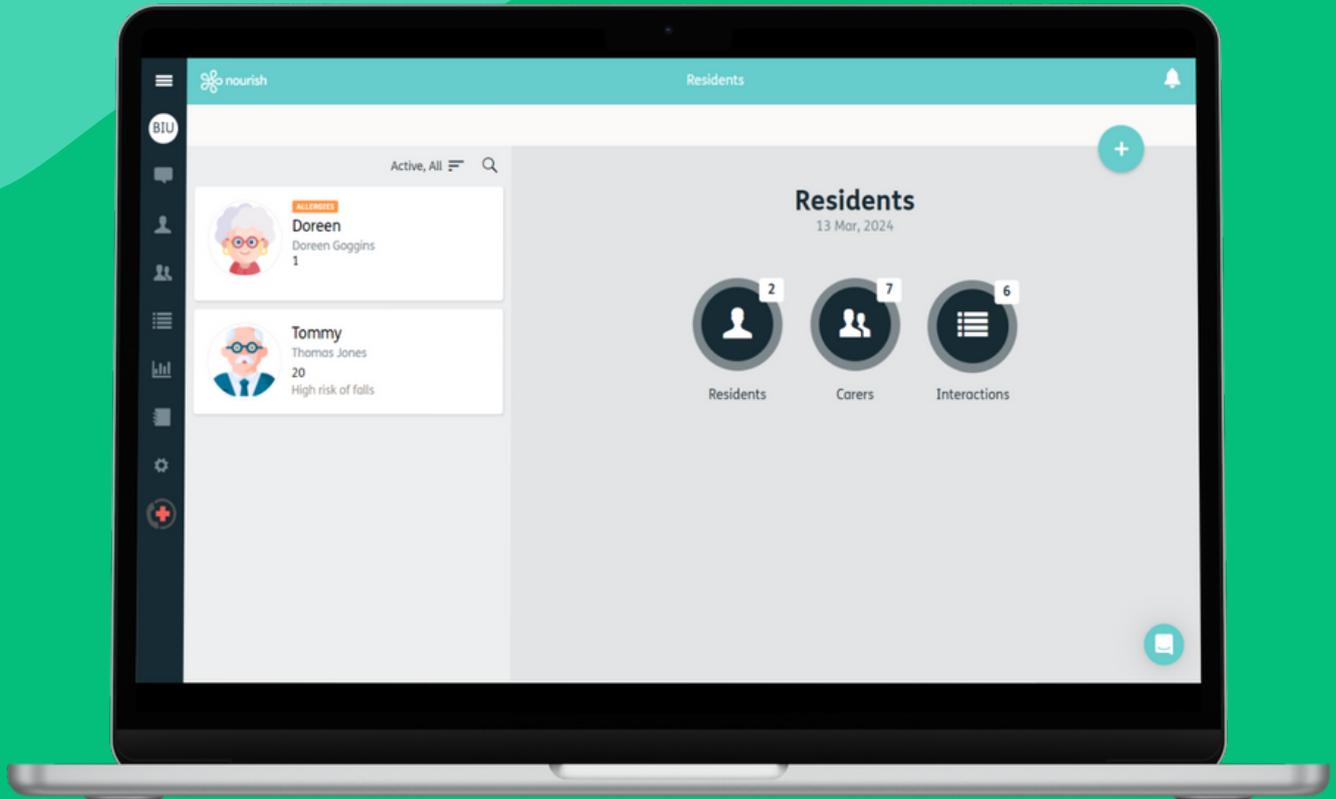
Once you've pasted it in, click "CONFIRM".

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Activating the Blaucomm NMS Extension

The *Extension token* will now save, and you will notice the toggle is now on .

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Residents list

To ensure Residents are synced from Nourish Care and in to Blaucomm NMS, there are some elements to check on each Resident's profile.

Each Resident must have the **Date of Birth** and the **NHS / CHI No**. populated, along with the correct **Room number** to ensure alerts are synced properly.

Let's check a Resident in the next step. Firstly, go to Residents list and click on a record.
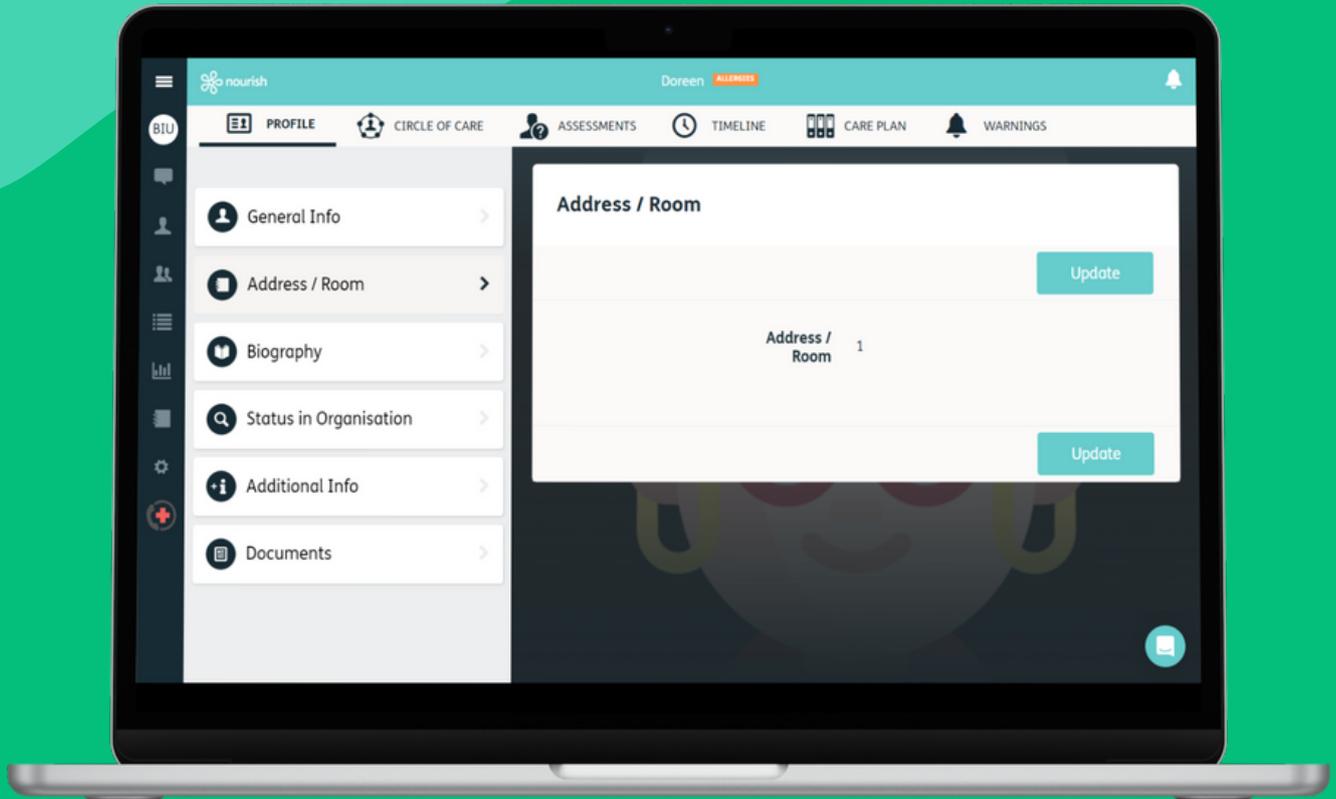
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Residents data for export
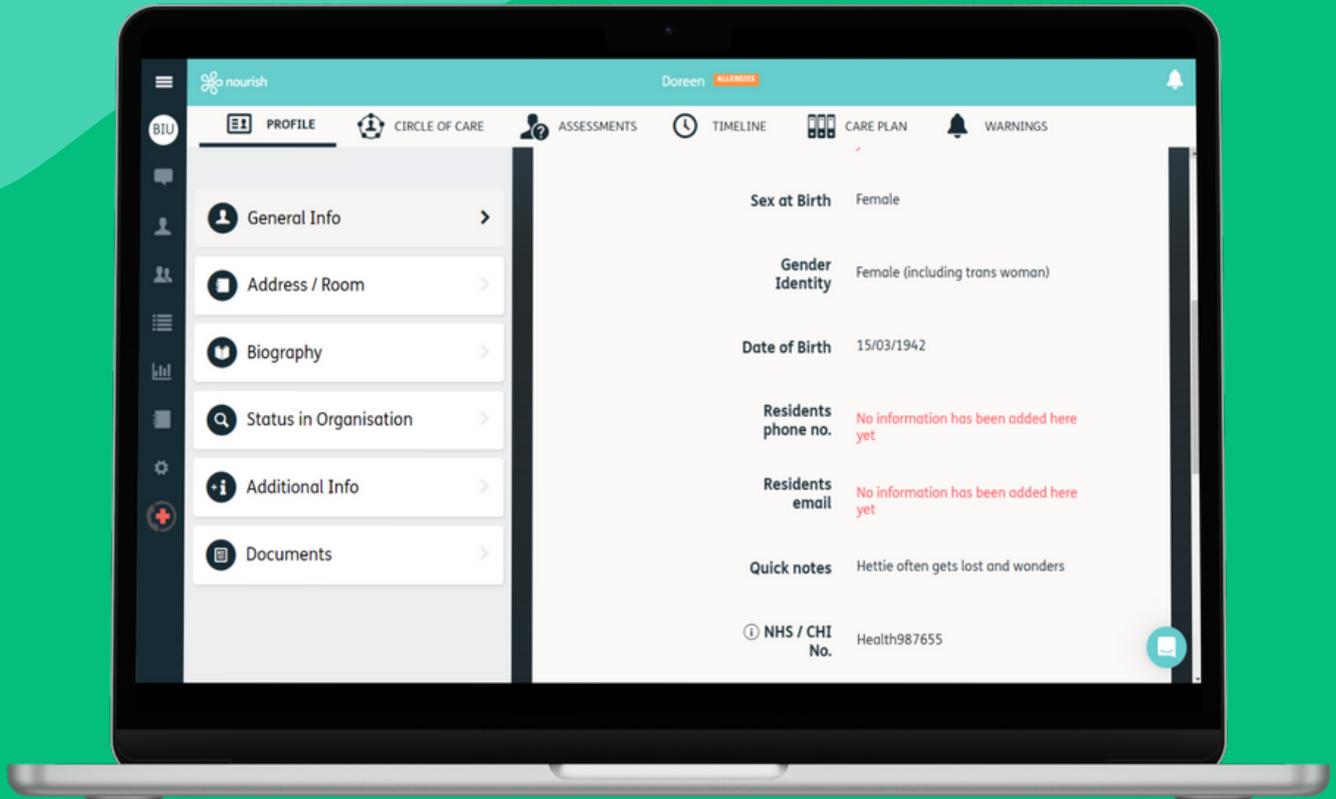
Now click on "PROFILE" at the top, and then "General Info" on the left.

Scroll down, and ensure the *Date of Birth* and the *NHS/CHI No.* is populated. Ensure this information is factually correct - try to avoid using dummy / temporary information.

Residents room number

Finally, click on 'Address / Room' on the left, and ensure the value populated is just the room number. Try to avoid putting "Room 1", "Rm 1" or "01" etc. - just the actual room number.

If you have multiple rooms in the building with the same number, such as "Ground Floor Bedroom 1", "First Floor Bedroom 1" etc, then consider a format like "GF1", "FF1" etc.

If you use names instead of numbers, you may populate the name.

The key is consistency. Talk to your Blaucomm NMS representative if you aren't sure.
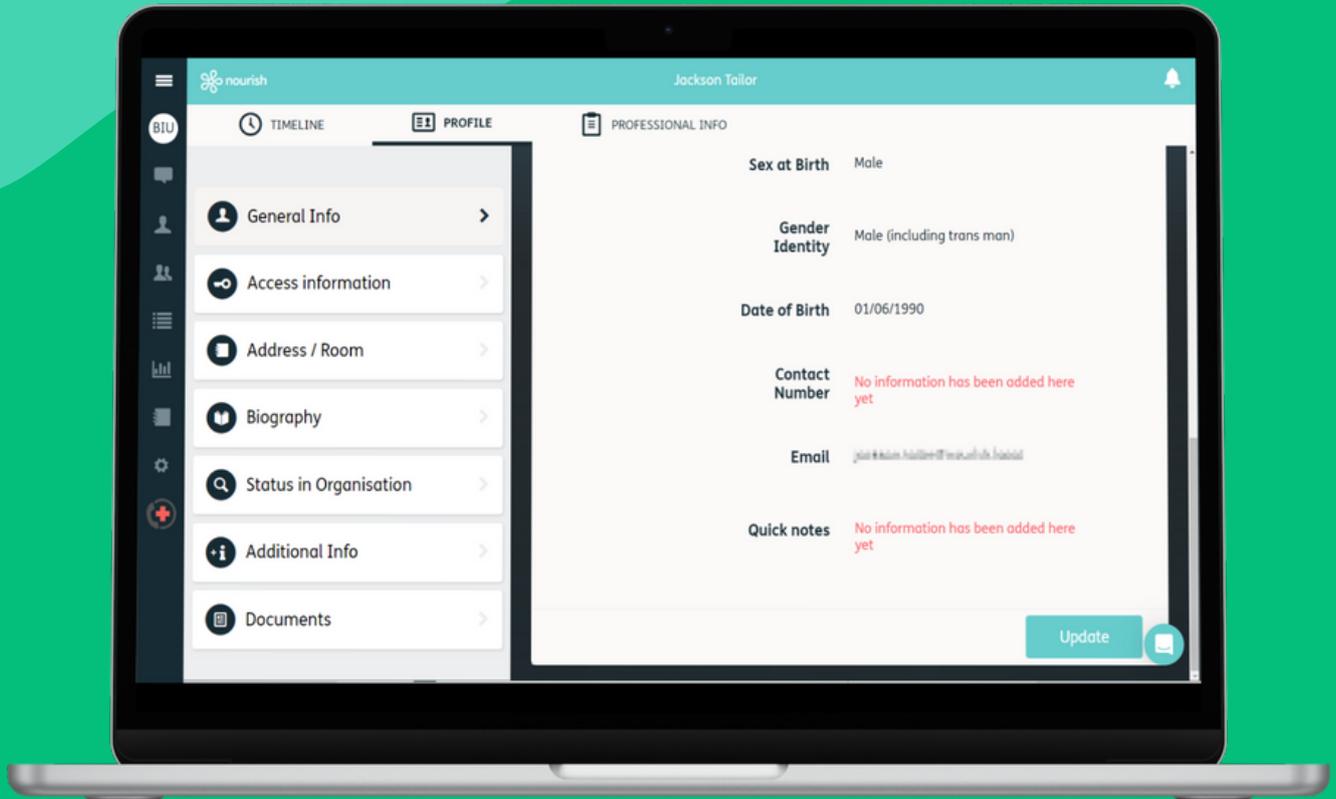
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Staff list
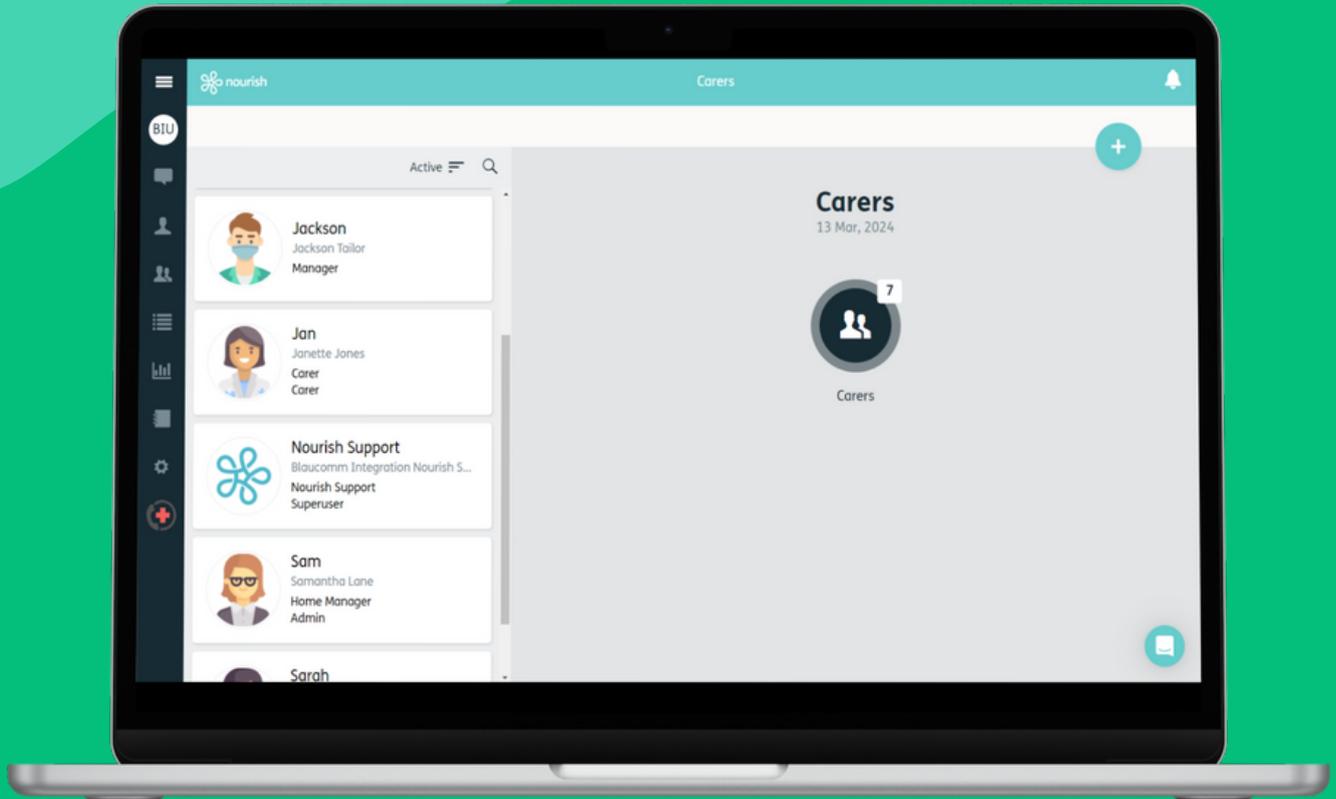
To ensure Staff are synced from Nourish Care and in to Blaucomm NMS, there are some elements to check on each Staff's profile.

Each Staff member must have the Date of Birth and an email address populated.

Let's check a Staff member in the next step. Firstly, go to the Staff list and click on a record.
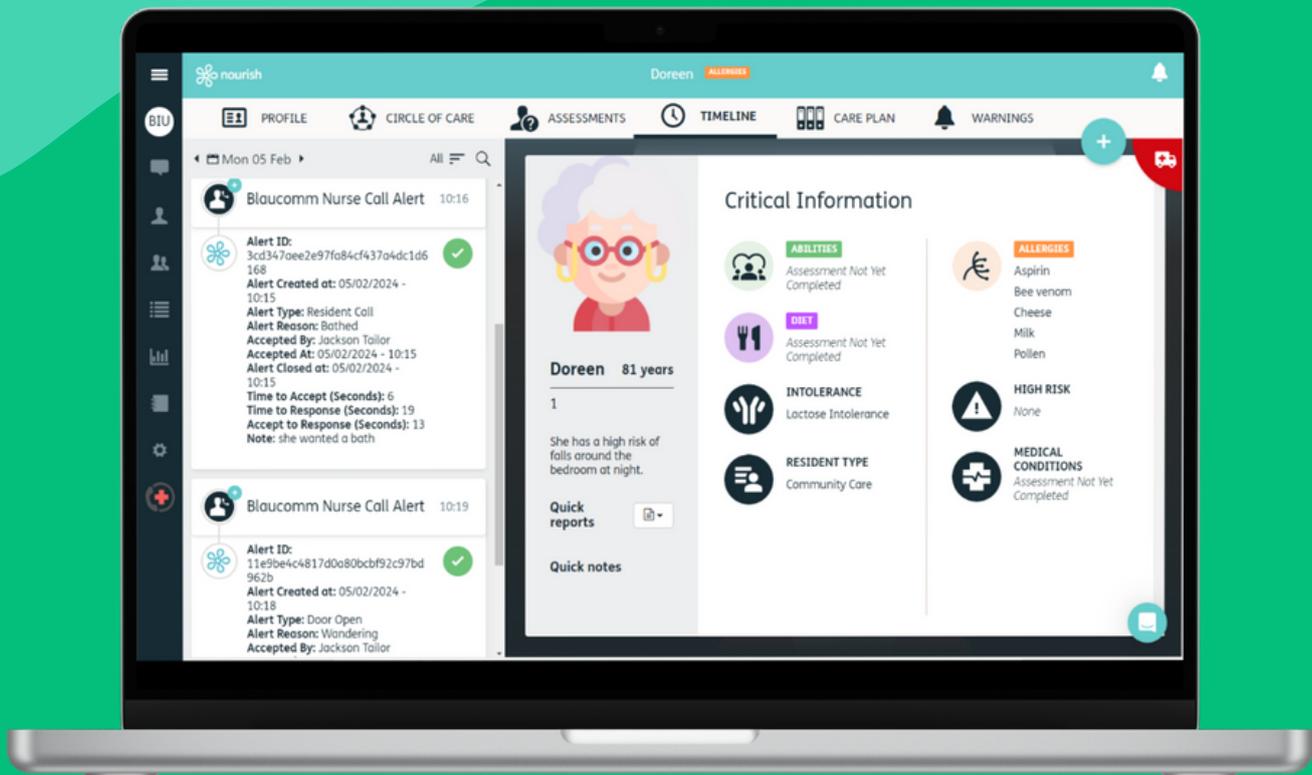
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Staff data for export

Now click on "PROFILE" at the top, and then "General Info" on the left.

Scroll down, and ensure the Date of Birth and the Email address is populated. Ensure this information is factually correct - try to avoid using dummy / temporary information.

Residents timeline

Once Blaucomm NMS is installed and functioning, Alerts from your Nurse Call System are sent directly to the carers devices. A staff member accepts the alert, and attends to the location to reset the alert and provide any necessary care.

Staff can input the reason and and comments related to the Alert directly within the Nurse Call Alerts App.

A full audit of the alert details is added to the resident's timeline within Nourish. This creates a fully joined-up experience and allows better decision making based on accurate alerts and sensor data.

The NMS Dashboard also contains it's own powerful reporting for a deeper look in to the nurse call alerts data.

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Points to note about the Nurse Call Alerts App

Compatible

- Android 9 or higher.

Not compatible
- Android 8.1 or Lower.
- Android Go.

Not all Android devices have the capability to run the *Nurse Call Alerts App*. Any device running Android (Go edition) is not compatible.

This is because the Android (Go edition) is a mobile operating system built for entry-level smartphones with less RAM than standard in higher-end devices, often suffering in low performance. Often the device physically cannot install the *Nurse Call Alerts App* due to not supporting the required features.

Whilst the *Nurse Call Alerts App* is compatible with over 10,000 different device models, it is physically impossible to test every model on the market.

If you're unsure if your device is compatible, you can try installing the *Nurse Call Alerts App* from the Google Play Store. Complete the prompts to allow all the features and permissions.

If it completes all the way to the enrolment code stage, then the App should be fully compatible.

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You're all done!

You can reach support via :
support@blaucomm.co.uk
03333 601 006
https://blaucomm.co.uk/healthcare and click "Live Chat"

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