

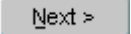
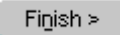


RECORDING STSS INFORMATION ON SWIFT

This crib sheet should be used in conjunction with the Swift training manuals, other crib sheets and the frequently asked questions page on the website.








Finding and Accessing a Person's Record



- Click on .
- Click on  and press Shift and F4 to clear out any existing search criteria.
- Enter the details to search for the person (Swift ID is best) and click on .
- Select the person's record you wish to access by clicking on it and then select .
- If the person does not exist on Swift you will need to create them.

Entering a Referral




- Go to  and click on  (Contacts).
- Press F6 and complete the following fields:
 - Contact Date – today's date will automatically be entered. Enter the date the referral was received.
 - Source Type – select where the referral came from by clicking on the drop down box  and choosing from the list of options.
 - Name – if the referral was made by a care manager click on the drop down box  and carry out a search for the care manager.
 - Source Organisation – if the referral has come from a hospital or a GP, select the name of the hospital or GP practice by clicking on the drop down box  and carrying out a search for the organisation.
 - Text – you can use this field for recording the name of the person who made the referral, e.g. Staff Nurse Jones.
 - Reason – select the referral priority (**for therapy cases only**).
 - Outcome – click on the drop down box  and select the decision from the CAT meeting from the list of options.
- Click on .

Recording Involvements




- Go to **Frontdesk** and click on **Involv** (Involvements).

Short Term Support Services Team

- Press F6 and complete the following fields:
 - Date – enter the date that STSS team became involved. This will usually be the date of the CAT meeting.
 - Organisation – click on the drop down box  and enter the team (e.g. ASTSS) in the Short Name field. Click on **Next >**. Select the team by clicking on it and then click on **Finish >**.
 - If there is no current Key Team, click the Key Team box.
- Click on **Save**.

Short Term Support Services Professional

- Press F6 and complete the following fields:
 - Date – enter the date that the STSS professional became involved.
 - Involvement – click on the drop down box  and search for the person involved. Click on **Next >**. Select the person by clicking on their name and then click on **Finish >**.
 - If there is no current Key Worker, click on the Key Worker box.
 - If the STSS professional is not marked as the Key Worker, set up an Involvement Role of “Subscribed” so that they receive contact note workflow notifications.
- Click on **Save**.

Recording CAT Decision Contact Note



- Go to **Contact Notes**.
- Press F6 and complete the following fields:
 - Note type – select "CAT: initial allocation decision".
 - Date – enter the date of the CAT meeting.
 - Note Details – enter the relevant detail given to you by the CAT chair.
- Click on **Save**.



If STSS are providing Bridging Support then a contact note type of "CAT: bridging support agreed" must also be recorded.

Recording Additional CAT Contact Notes

Where a case has already been allocated to STSS and a decision made at a CAT meeting resulting in a "CAT: initial allocation decision" contact note being entered, additional information from the CAT meeting should be recorded against the "CAT: other discussion" contact note type.

Recording Diagnosis (Therapy Cases only)



- Go to **Rehab** and click on **Diag** (Diagnosis).
- Press F6 and complete the following fields:
 - Start date – enter the date the referral was received.
 - Feature – click on the drop down box and search for a list of Conditions to select from.
 - Notes – if the Condition selected states “see note” enter further details in this field.
- Click on **Save**.

Recording First Face To Face Contact



- Go to **Frontdesk** and click on **Ctacts** (Contacts).
- Click on the STSS referral and enter the date of the first face to face contact in the **Out. Date** field.
- Click on **Save**.

STSS Discharges




This instruction only applies when both Care and Therapy involvement is ending.

Recording CAT End Decision Contact Note






- Go to **Contact Notes**.
- Press F6 and complete the following fields:
 - Note type – select either
 - CAT: end STSS – planned: goals achieved
 - CAT: end STSS – planned: goals not achieved
 - CAT: end STSS – unplanned: goals achieved
 - CAT: end STSS – unplanned: goals not achieved

- Date – enter the date of the case closure.
- Note Details – enter the relevant detail given to you by the CAT chair.
- Outcome – select the reason why STSS involvement is ending.
- Click on .

Recording Care Hours Contact Note (Care Cases Only)






- Go to .
- Press F6 and complete the following fields:
 - Note type – select "START Hours (questionnaire in further details)".
 - Date – enter the date that STSS involvement is ending.
- Click on .
- Click on  and complete the following fields:
 - Week 1 – enter the number of hours delivered in week 1.
 - Ongoing care hours after last week – enter the number of hours the client will receive after being discharged from STSS.
 - Total number of hours delivered – enter the total number of hours delivered by STSS.

Note: Only numbers should be recorded, you should not enter any words. Part hours are recorded as follows; 0.25 = ¼ hour, 0.50 = ½ hour, 0.75 = ¾ hour.

- Click on .



Ending Diagnosis (Therapy Cases Only)




- Go to  and click on  (Diagnosis).
- Enter the date that STSS involvement is ending in the End Date field.
- Click on .

Recording Intervention (Therapy Cases Only)



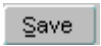



- Go to  and click on  (Intervention).
- Press F6 and complete the following fields:
 - Start date – enter the date of the first visit by the therapist.
 - End date – enter the date that STSS involvement is ending.
 - Discharge reason – enter the relevant discharge reason.

- Referral date – enter the date the referral was received.
 - Location – enter the location of the intervention.
 - Specialism – enter the relevant specialism.
 - Notes – if goals were set, enter the number of goals achieved, e.g. 2/4.
- Click on .

Recording Falls Tinetti Assessments (Therapy Cases Only)

- If Falls Tinetti assessments have been carried out, record the relevant details in

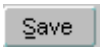


- Tinetti assessments are carried out at the beginning and at the end of the intervention, therefore there should be 2 contact notes entered where a client has had a Tinetti assessment.
- Press F6 and complete the following fields:
 - Note type – select the relevant Falls Tinetti Assessment.
 - Date – enter the date that assessment took place.
- Click on .
- Click on .
- Enter the relevant score in the Score field against each question.
- Click on .
- Click on  to return to the main contact notes screen.

Falls Education Group (Therapy Cases Only)

If a client is attending a Falls Education group, this information should be recorded in



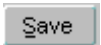
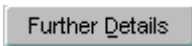
- Press F6 and complete the following fields:
 - Note type – select the relevant Falls Education Group started.
 - Date – enter the date the invite letter was sent to the client.
 - Note Detail – record venue/location and any other relevant details.
- Click on .





Recording COPM Assessments (Therapy Cases Only)

- If a COPM assessment has been carried out, this information should be recorded






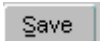
in

- Press F6 and complete the following fields:
 - Note type – select COPM (record results in further details).
 - Date – Enter the Date of Assessment given on page 1 of the COPM form.
- Click on .
- Click on  and complete the following fields:

- Enter the Date of Reassessment from page 1 of the COPM form in the Answer field at the lower half of the screen. The date must be entered in a specific way, e.g. dd.mm.yy
- Click on  .
 - Click on Performance Scores in the list of Headings towards the top left of the screen. The questions displayed at the lower half of the screen will now relate to Performance scores.
 - Go to the end of page 3 of the COPM form to identify the scores entered in the 3 boxes to the right of “Change In Performance”. Enter Performance score 2, Performance score 1 and the Change in Performance score in the corresponding Answer field on the screen.
- Click on  .
 - Click on Satisfaction Scores in the list of Headings towards the top left of the screen. The questions displayed at the lower half of the screen will now relate to Satisfaction scores.
 - Go to the end of page 3 of the COPM form to identify the scores entered in the 3 boxes to the right of “Change in Satisfaction”. Enter Satisfaction score 2, Satisfaction score 1 and the Change in Satisfaction score in the corresponding Answer field on the screen
- Click on  .
- Click on  to return to the main contact notes screen.

Ending Involvements



- Go to  and click on  (Involvements).
- Select the involvement of the STSS team by clicking on it.
- If the team is recorded as the Key Team, remove the tick from the Key Team field.
- Enter an end date.
- Click on  .
- Select the involvement of the STSS professional.
- If the person is recorded as the Key Worker, remove the tick from the Key Worker field.
- Enter an end date.
- Click on  .

Running the STSS Referrals Report

A Swift report can be produced to display referrals to STSS. The report can be tailored by team, by referral dates and case status, e.g. whether the case is open or closed. To generate the report:



- Go to [Frontdesk](#) and click on [F'sheet](#) (Frontsheet).

Note: you do not need to have performed any search at this point.

- Click on [Print](#) and select "STSS Referrals" and click on . The report main screen will appear.
- Select the report criteria as follows:

Short Team Name

Select the relevant team from the list or leave this field set to All if you wish to see referrals from all STSS teams.

Referral Start Date/End Date

The default is to display referrals from the previous month, therefore you will need to amend these dates and ensure you keep to the format of dd/mm/yy.

Case Status

Select either Open or Closed from the list. By leaving this field set to All you will see all both current and closed referrals for the referral period selected.

- Click on [Submit Query](#) and the report will appear matching the criteria you selected.