

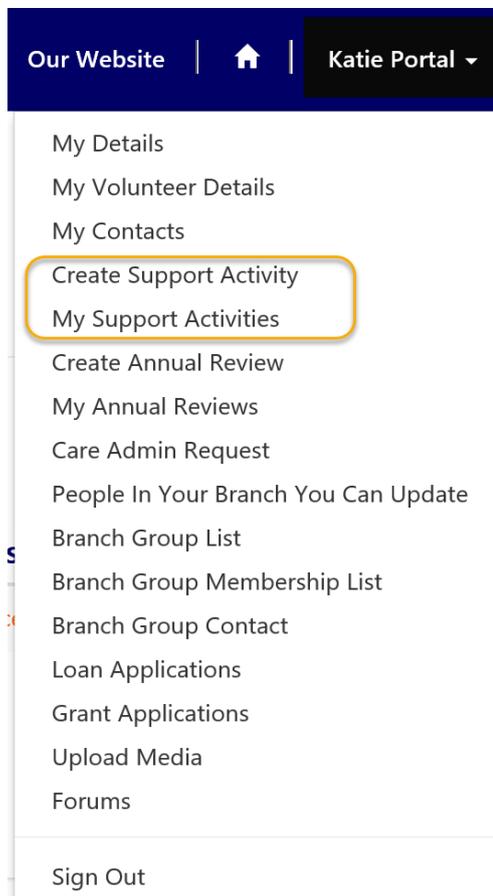
## Support Activity

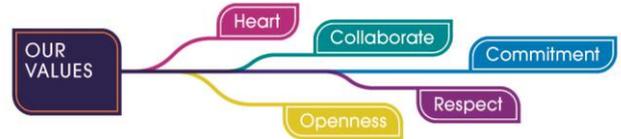
In the Portal, AVs can record details of any support activity they undertake. Essentially, this means they can keep records of support provided to people with or affected by MND, in a safe and secure way without needing to keep hold of paper records

When a record of support activity is completed, it will be sent through to the relevant Area Support Co-ordinator (ASC) so that they can review the record, they are able to add comments or make changes. Once they are content, they can change the status of the document to Reviewed. In the period between the document being submitted and it being reviewed, it will remain editable. However, once the document is reviewed it will become read only.

Please see further information on creating and viewing support activity below:

There are two options relating to support activity in the menu: Create Support Activity and My Support Activities. Clicking Create Support Activity will generate the blank form to be populated, whereas my Support Activities opens the list of previously recorded support





Home > Log details of the support you have given as an AV

## Log details of the support you have given as an AV

### General

**Subject \***

**Contact**

**Activity Type**

**Weighted Score**

**Actual Start**

**Actual End**

**Problems, issues, or events**

**Options Considered**

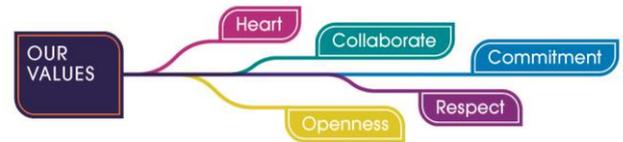
**Agreed Actions**

**Background and Other Information**

**Status**

Awaiting Review  Reviewed

Outlined above is the blank support activity form. It is mostly a free text form to allow as much information or description as required. When you click the spyglass in the contact line, you will be able to select from a list of the people you support



Contact

Under activity type, you will be able to indicate the type of support provided from a drop-down list

**Activity Type**

Clinic
Email
Home Visit
Other Face To Face
Support or Social Group
Telephone
Text
Video Call

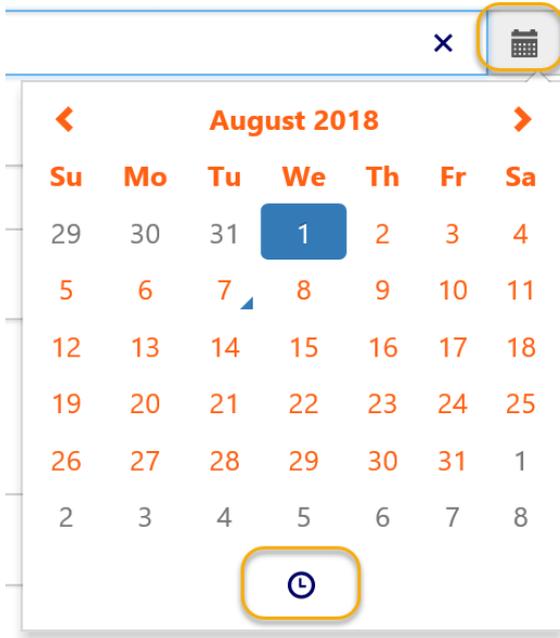
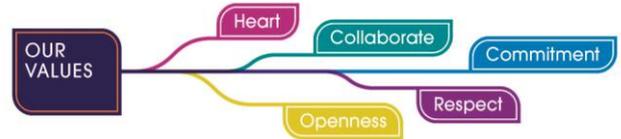
Weighted score is also a drop-down list, and it is used to indicate the level of support given

**Weighted Score**

1 Listening & understanding
2 Providing guidance or support
3 Intervening with one or more third parties

If you feel that all three levels of support were required, select number 3

Actual start and end can be chosen using the calendar icon at the end of each box. You can indicate a start time and end time in the same section



To do so, click the calendar icon, and first select the relevant date. Then, click the clock icon at the bottom and the calendar will then change to a clock, so you can go on to select a time too. This can be useful if you are adding notes from a certain time period. For example, giving an overview of support provided from 1<sup>st</sup> October to 31<sup>st</sup> of October

There are four free text field on the form, these are:

**Problems, issues, or events**

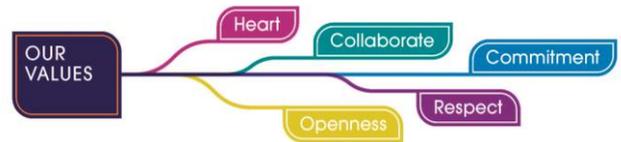
**Options Considered**

**Agreed Actions**

**Background and Other Information**

You can fill these fields out as appropriate. It may be the case that a certain field is not appropriate in relation to the nature of the visit, in which case it can be left blank

Once you are happy with the content of your support activity form, you can click submit at the bottom of the page



Submit

This form will now appear in My Support Activities with a status of awaiting review. All previous records will show here whether they have been reviewed or not. This means AV's have the option to go back and view previous support activity notes should they need to. In addition, it negates the need for keeping paper copies, as all records will be held safely online

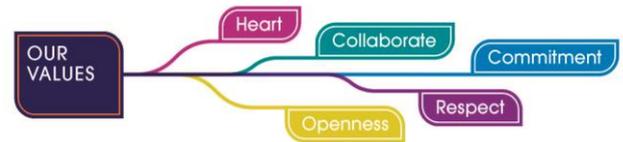
### View past logs of support you have given as an AV

Subject	Actual Start ↓	Actual End	Status	
Test Support Activity	14/08/2018 10:45 AM	14/08/2018 11:45 AM	Awaiting Review	▼
Test Activity	18/07/2018 2:25 PM	18/07/2018 2:25 PM	Reviewed	▼
TEST Visit	17/07/2018 12:20 PM	17/07/2018 12:20 PM	Reviewed	▼
Test Support Activity	12/07/2018 2:00 PM	12/07/2018 2:45 PM	Reviewed	▼
Test Form	12/07/2018 2:00 PM	12/07/2018 2:00 PM	Reviewed	▼
Test Visit	09/07/2018 1:44 PM	09/07/2018 1:44 PM	Reviewed	▼
phone call	06/07/2018 2:49 PM	06/07/2018 2:49 PM	Awaiting Review	▼
Support Activity	25/06/2018 12:51 PM	25/06/2018 12:51 PM	Reviewed	▼
Visit at home	13/06/2018 1:32 PM	13/06/2018 2:32 PM	Awaiting Review	▼
Support Activity Test	04/06/2018 2:01 PM	04/06/2018 2:01 PM	Awaiting Review	▼

As noted above, it is clear from the status column which records are reviewed, and therefore now read only, and which records are still awaiting review and therefore currently editable

To view further information, click the drop arrow on the right-hand side of the record you would like to view, then click details





Although this system provides you with the ability to store notes online and share them with your ASC, the same process should be used in terms of note making (as with paper copies, the person with MND will still be entitled to request a copy of these notes) and in terms of communication with your ASC. They might not see the notes for a few days due to regional work, so if you feel something which came up is pressing or you have any concerns, still contact your ASC directly as you normally would have done