

# Feebris Guide

## For Norfolk & Waveney Care Homes





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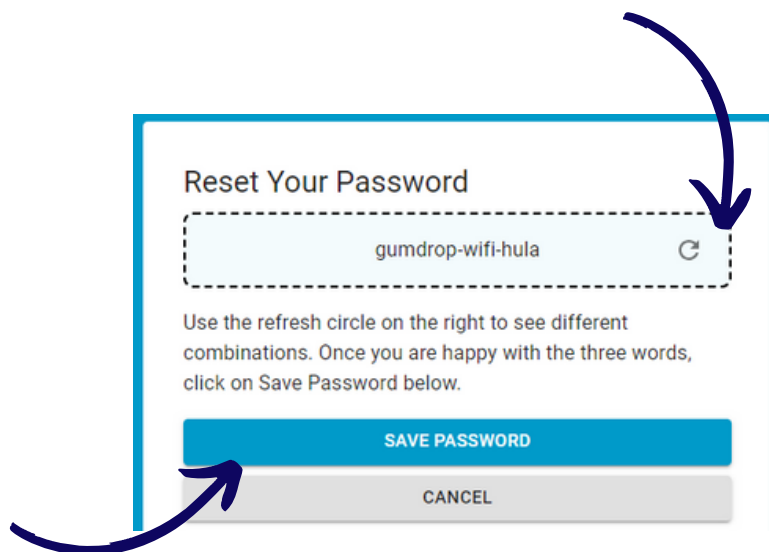
# Setting up your Feebris account

Once your line manager / local admin team have created your Feebris account you will receive an email to complete your account set up.

The email will have a link to reset your password.

Due to the nature of the data Feebris holds, the platform uses the secure **"3 random words"** password system, where a password will be generated for you to use.

You can cycle through different randomly generated word combinations until you find a memorable one, before clicking **"Save Password"**. You can then use your email and this password to login.



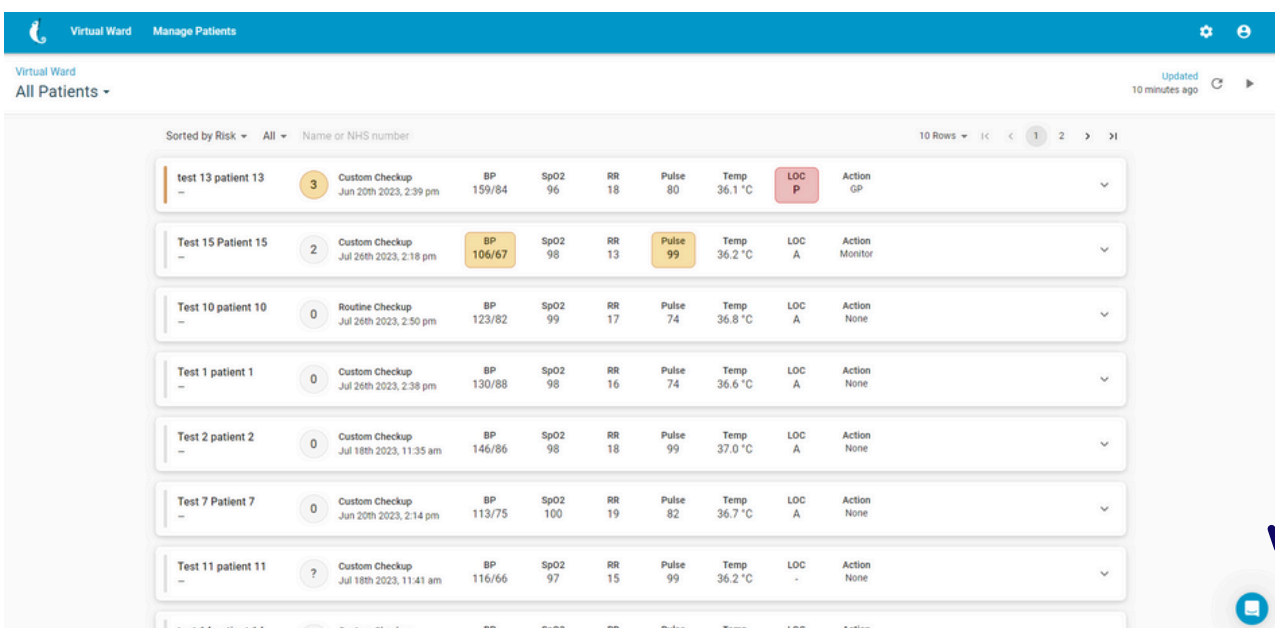
# Requesting archived resident information

For any data requests, audits, or archived information please contact Feebris directly.

On the dashboard, if cookies have been enabled, there will be a chat icon in the bottom right hand of your screen.

You can click on this to bring up a chat option direct with Feebris who can help with your request.

Feebris can also be emailed directly at [support@feebris.com](mailto:support@feebris.com)



Virtual Ward Manage Patients

Virtual Ward All Patients - Updated 10 minutes ago

Sorted by Risk All Name or NHS number 10 Rows

Name	Checkup	BP	SpO2	RR	Pulse	Temp	LOC	Action
test 13 patient 13	3 Custom Checkup Jun 20th 2023, 2:39 pm	159/84	96	18	80	36.1 °C	LOC P	Action GP
Test 15 Patient 15	2 Custom Checkup Jul 26th 2023, 2:18 pm	106/67	98	13	99	36.2 °C	LOC A	Action Monitor
Test 10 patient 10	0 Routine Checkup Jul 26th 2023, 2:50 pm	123/82	99	17	74	36.8 °C	LOC A	Action None
Test 1 patient 1	0 Custom Checkup Jul 26th 2023, 2:38 pm	130/88	98	16	74	36.6 °C	LOC A	Action None
Test 2 patient 2	0 Custom Checkup Jul 18th 2023, 11:35 am	146/86	98	18	99	37.0 °C	LOC A	Action None
Test 7 Patient 7	0 Custom Checkup Jun 20th 2023, 2:14 pm	113/75	100	19	82	36.7 °C	LOC A	Action None
Test 11 patient 11	? Custom Checkup Jul 18th 2023, 11:41 am	116/66	97	15	99	36.2 °C	LOC -	Action None
test 14 patient 14	Custom Checkup	BP	SpO2	RR	Pulse	Temp	LOC	Action



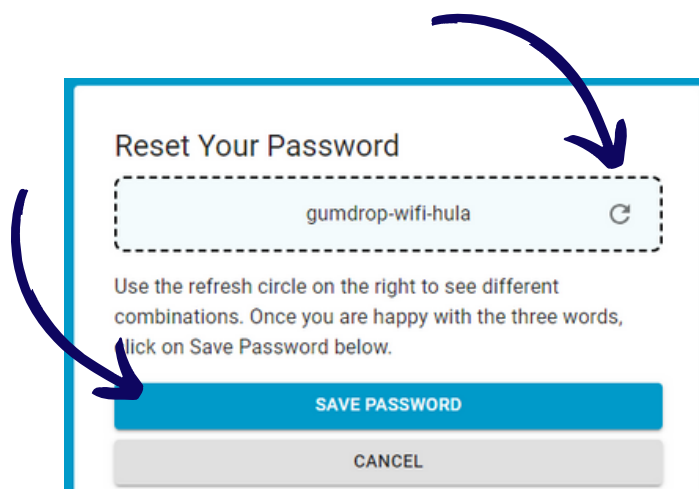
# Resetting your password

To reset your password, on the main login page for Feebris <https://uk.doctors.feebristech.com/login> there is a "Forgot your password?" button.

Click this and enter your work email address to receive an email with a link to reset your password.

Due to the nature of the data Feebris holds, the platform uses the secure "**3 random words**" password system, where a password will be generated for you to use.

You can cycle through different randomly generated word combinations until you find a memorable one, before clicking "**Save Password**"



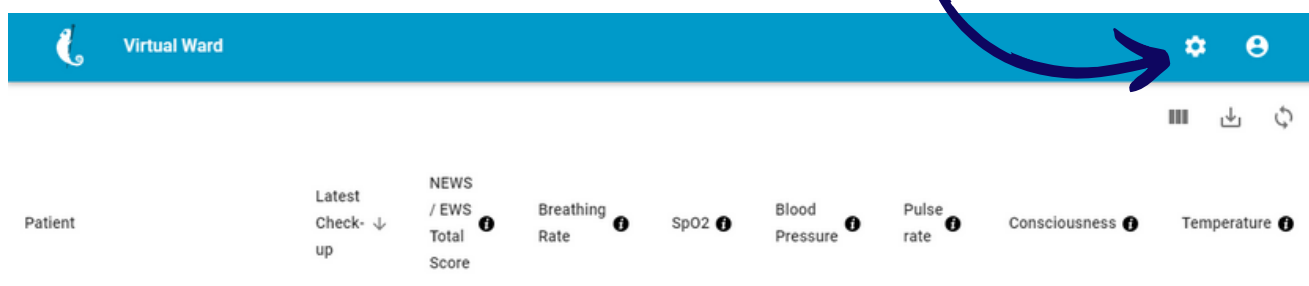
If you don't have a work email address and are using an email-style username to login with, your line manager / admin leads will have access to reset your password for you. The password rules detailed above will also apply.



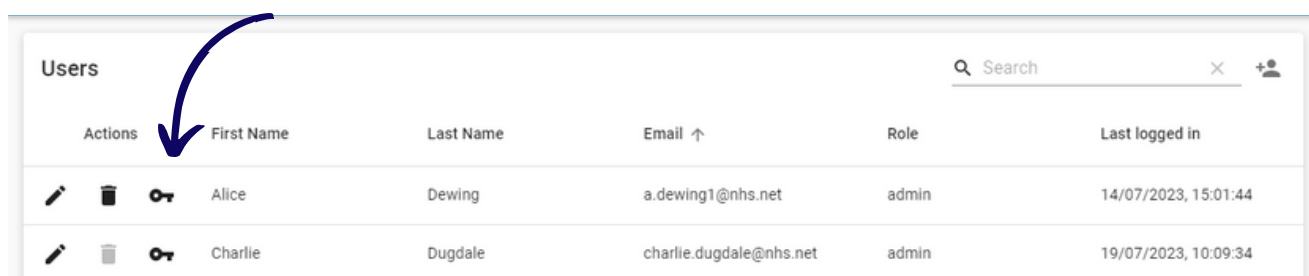
# Resetting a staff member's password

To reset a password for a staff members, you will need be an **"Admin"** user. If you do not have this type of access please speak to your line manager, Feebris Champion or lead admin staff.

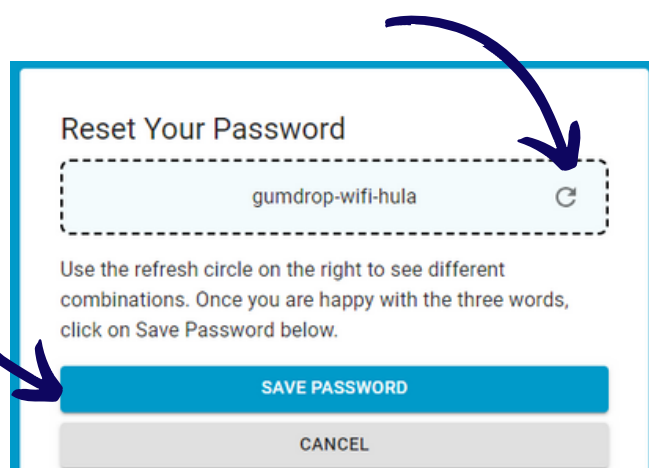
Once you've logged in, click the **"Cog Wheel"** icon in the top right area.



Find the staff member you wish to reset their password for, and click the **"Key"** icon next to their name. This will display a URL code that can be copy-pasted into your web browser to reset that person's password.



Due to the nature of the data Feebris holds, the platform uses the secure **"3 random words"** password system, where a password will be generated for you to use. You can cycle through different randomly generated word combinations until you find a memorable one, before clicking **"Save Password"**

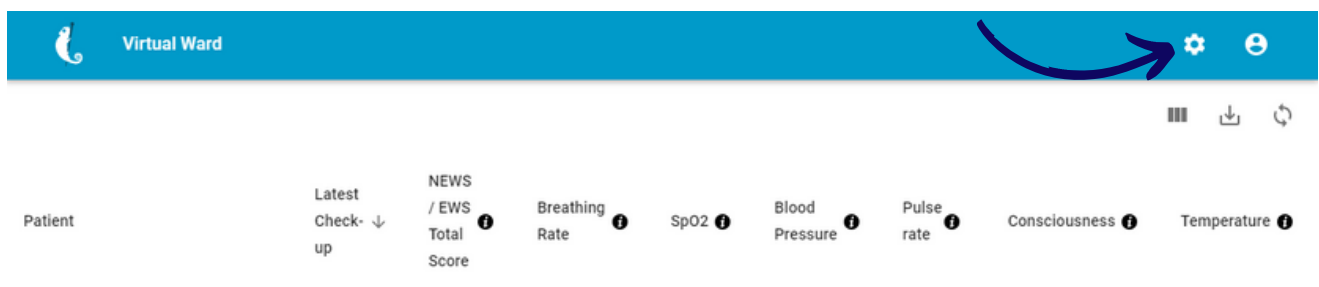




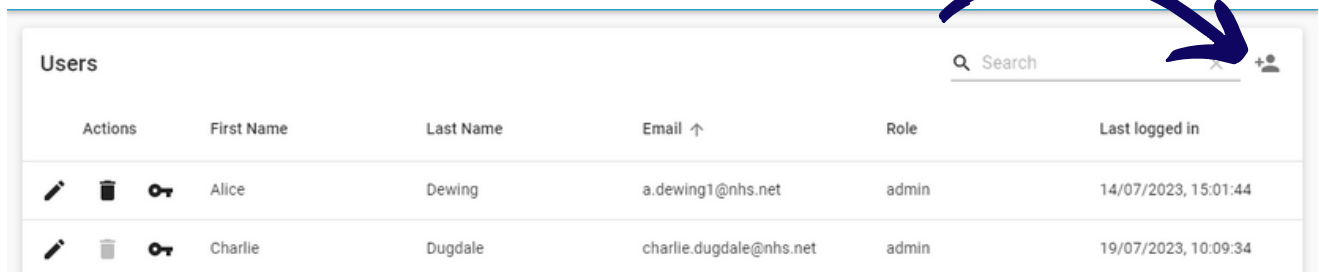
# Create an account for a staff member

To create a new account for a staff members, you will need be an **"Admin"** user. If you do not have this type of access please speak to your line manager, Feebris Champion or lead admin staff.

Once you've logged in, click the **"Cog Wheel"** icon in the top right area.



Then, click on the icon that has a person silhouette and a plus, on the upper right hand side.



Add the staff member's name, work email and select the appropriate access level.

The staff member will then be emailed a link to change their password and finish their account set up.

## User Roles

### Admin

- Assigning an admin role allows the individual to:
- Create new residents
  - Carry out check-ups
  - Create admin, manager and users
  - Assign patients to GP practice / organisations

### Manager

- Assigning a manager role allows the individual to:
- Create new residents
  - Carry out check-ups
  - View the Portal & App
  - Assign patients to GP practice / organisations

**It is important to note only admins and managers can view the Feebris Portal User**

- Assigning a user role allows the individual to:
- Create new residents
  - Carry out check-ups

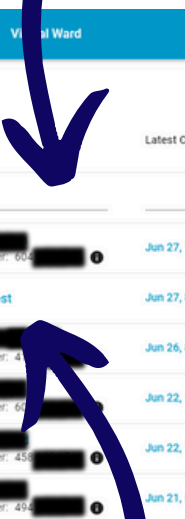
If they do not have a work email, your line manager will have agreed a username for you to use instead, similar to **"firstname.lastname@carehome.com"**, and your password will need resetting manually.

# Accessing care home residents

After logging in, you will see a list of residents assigned to your GP practice, along with their most recent set of NEWS2 observations. This list is managed by each care homes directly.

By default, the list is organised by the date of the last observation. You can search directly for a resident by clicking into the search bar at the top of the column of residents names.

Click on a resident's name to see more information about them and their previous observations



Patient	Latest Check-up ↓	NEWS / EWS Total Score ⓘ	Breathing Rate ⓘ	SpO2 ⓘ	Blood Pressure ⓘ	Pulse rate ⓘ	Consciousness ⓘ
██████████ NHS Number: 604 ██████████ ⓘ	Jun 27, 11:14 am	0	19	98	170/105	81	Alert
<b>Patient, Test</b>	Jun 27, 8:46 am	-	-	-	-	-	-
██████████ NHS Number: 4 ██████████ ⓘ	Jun 26, 8:57 am	-	-	-	107/70	74	-
██████████ NHS Number: 60 ██████████ ⓘ	Jun 22, 1:35 pm	3	12	98	96/66	108	Alert
██████████ NHS Number: 45 ██████████ ⓘ	Jun 22, 1:22 pm	2	12	95	136/84	93	Alert
██████████ NHS Number: 49 ██████████ ⓘ	Jun 21, 5:20 pm	-	14	98	121/50	56	-





# Checking observations

**Test Patient** • Female, 1 m.o. • Sea Palling Road, Ingham, Norwich, Norfolk  
Latest Check-up Jun 28th 2023, 12:59 pm  
NHS Number: - ⓘ

VIEW **Personal EWS** National EWS **ADMIT TO WARD** **NOTES** **EDIT EWS**

**Patient Check-ups**

Date	Jun 21 11:50 am	Jun 21 2:18 pm	Jun 27 8:46 am	Jun 28 12:59 pm
Breathing Rate	16	14		

**Breathing Rate**  
Respirations (breaths/min)

A resident's page will have their full name, gender, age and address (their care home) at the top, along with their NHS number.

Below are the observations saved to their record, displaying 10 at a time starting from most recent. There are arrows at the bottom right hand side to scroll through the pages of observations in sets of 10 at a time. To the right are plotted graphs for each individual observation so trends can be identified.

Date	Jun 16 5:08 pm	Jun 19 4:09 pm	Jun 19 5:19 pm	Jun 20 4:45 pm	Jun 21 11:30 am	Jun 21 5:16 pm
Breathing Rate	16	15		16	14	14
SpO <sub>2</sub>	95	96		91	97	98
BP Syst	149	82		93	110	121
Pulse Rate	79	66		52	53	56
Temperature	36.8 °C	36.4 °C		36.5 °C	36.5 °C	36.8 °C
Consciousness						
BP Diast	101	45		41	54	50
<b>Total Score (Personal EWS)</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Advised Action</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Selected Action</b>	Monitor	GP	Monitor	Monitor	None	None

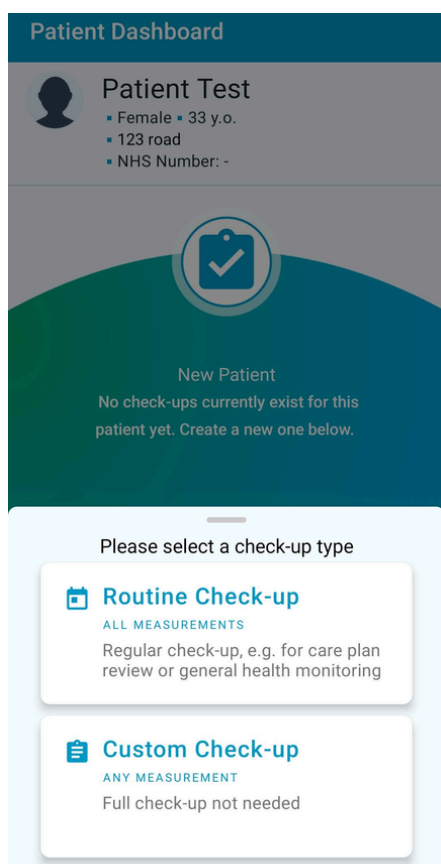
1 - 10 of 6 |< < > >|

You can click on the date to bring up the full recorded details from that observation check up, which will include any stethoscope recordings, pictures taken and notes left by the care home staff.

# Performing a Feebris check up

This is to be completed on the designated Feebris Smartphone once you have logged into your account. Please speak with your line manager or Feebris Champion if you need an account setting up, or a password resetting.

1. Select the resident you would like to complete a check-up for
2. To start a new check-up, tap **"New Check-up"**



Routine vs. Custom Check-Up	
Routine Check-Up	Custom Check-up
For care plan review and general health monitoring	Allows users to complete targeted check-ups and not a full assessment
This type of check-up includes all measurements applicable to the patient	This type of check-up will not require user to complete all steps of an assessment (i.e. blood pressure could be measured as part of a hypertension review)
You will need to complete <b>all</b> steps within the check-up to complete it	Users are able to complete as many or as few observations as needed

Routine Check-Up	Custom Check-up

## Soft Signs

This questionnaire will help you capture additional information about your resident.

First, the app will ask about any emergency symptoms and then guide you through general health questions about the different body systems. The questions are reactive based on your answers. For example, if you select 'yes' to 'cough', you will be asked if the resident has a 'wet cough' or 'dry cough'.



## ACVPU Level of Consciousness

*ACVPU- Alert, Voice, Pain, Unresponsive*

This questionnaire guides the user through questions around level of consciousness and orientation.

This helps to determine resident's level of alertness and mental status.

## Oxygen Saturation

The pulse oximeter measures your resident's pulse rate and oxygen saturation.

1. Place the pulse oximeter on the resident's index finger
2. Turn the pulse oximeter on and wait for two numbers to appear on the screen this is your pulse rate and oxygen saturation
3. Tap the red button on the app at the bottom of the screen. The reading will take about one minute -- this is to obtain an accurate reading
4. When prompted, tap the green checkmark to finish and record the reading

## Blood Pressure

The blood pressure (BP) cuff measures your resident's blood pressure and records it within the app.

1. Place the BP on your resident's upper arm
2. Press the start button on the cuff *~the cuff will begin to tighten around the resident's arm which may cause discomfort~*
3. Once complete, tap the red button on the app to sync the blood pressure reading to the app
4. Enter the position the resident was in during the reading (e.g. laying down, sitting up, or standing) from the dropdown menu
5. Tap the green button to record/save the blood pressure to the app



## Thermometer

Use the thermometer to capture your resident's temperature.

1. Press the centre button to turn the thermometer on
2. Hold the thermometer up to the residents forehead and press the centre button again
3. The thermometer will beep when the reading is complete
4. Enter resident's temperature in the space provided and tap the **"Next"** button

## Breath Sounds

Use the Feebris stethoscope to capture resident's breath sounds.

1. Turn on stethoscope and make sure the stethoscope is paired with the app
2. Place the stethoscope headphones in your ears
3. Tap the area of the chest on the resident avatar that corresponds with the section of chest you are listening to *\*\*Minimise background noise and encourage your resident to take deep breaths\*\**
4. If you would like to take additional breath sound readings on the resident's back, tap the avatar on the left side of the screen that says "Back" and take readings according to the directions
5. Once finished, tap the green checkmark to record the results

## Picture

Add any images (i.e. of rashes or wounds) that may be helpful for a medical professional.

1. Tap on the **"+"** icon in the centre of the screen
2. Aim the camera at what you would like to take a picture of and click **"Take Picture"**
3. Add an optional caption to provide context to the picture

## Weight

Record changes in your resident's weight.

1. Enter the resident's weight in kilograms in the space provided
2. Tap the "**Next**" button to record

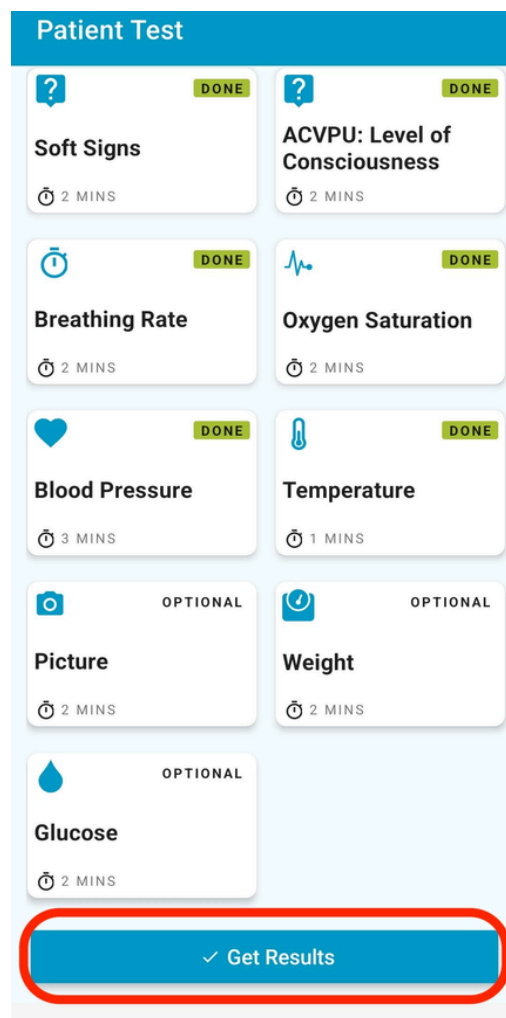
## Glucose

Record your resident's blood glucose and the context in which it was taken.

1. Tap on the glucose tile on the check-up homepage
2. Enter the resident's glucose reading in the space provided
3. Select the "**Time of Capture**" based on the time of day the reading was taken
4. Select the circumstances surrounding the measurement capture based on when the resident last ate
5. Tap "**Next**" to record the reading into the app

## Get results of your check-up

After completing your check up, tap the "**Get Results**" button at the bottom of the screen.



The app generates a NEWS2 score which was developed by the UK's Royal College of Physicians to improve detection and response to clinical deterioration in adult residents. It will also generate a recommended action based on NEWS2 recommendations and the RESTORE2 framework.



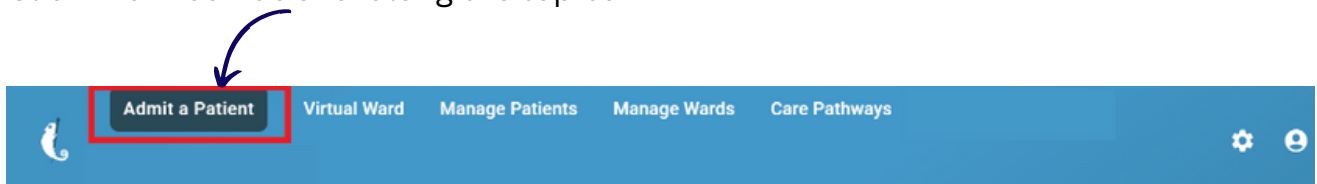
## Finishing the Check-up

1. Tap **"Your Next Action"** at the bottom of the screen
2. Select the action you are going to take based on the resident assessment
3. Tap **"Confirm"**
4. Answer the questions about the residents health, and any additional comments or notes
5. Tap **"Finish"**

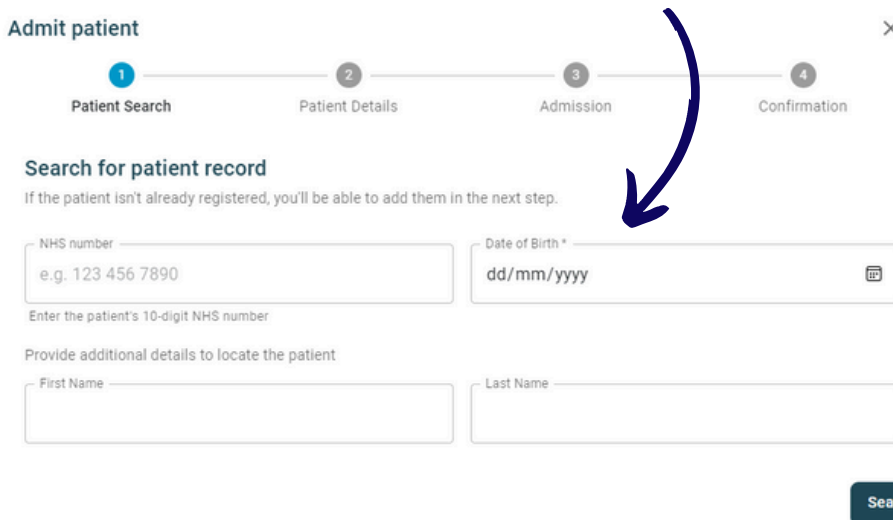
# Adding a resident

As part of your initial set up, we will assist you in getting all current residents uploaded to the Feebris dashboard. This guidance is for residents that join at a later date.

Click **"Admit a Patient"** along the top bar.



Click **"Add Patient"** in the upper right section of the screen.



**Admit patient** ×

1 Patient Search    2 Patient Details    3 Admission    4 Confirmation

**Search for patient record**  
If the patient isn't already registered, you'll be able to add them in the next step.

NHS number   
Date of Birth \*

Enter the patient's 10-digit NHS number

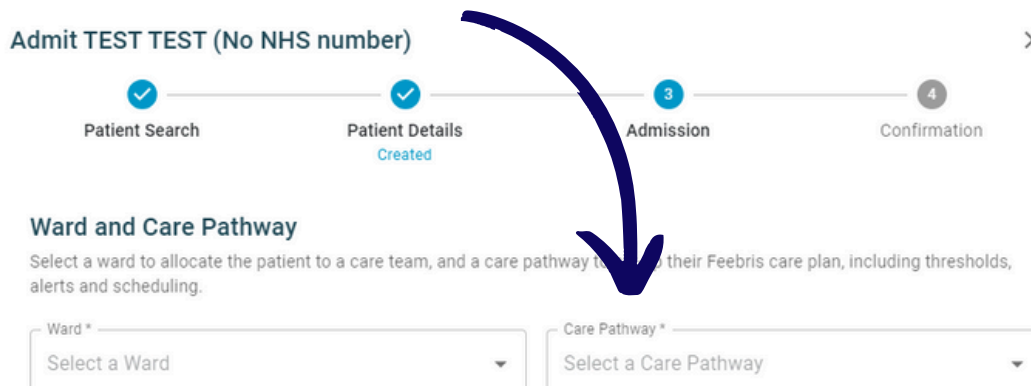
Provide additional details to locate the patient

First Name  Last Name

**Search**

Fill in their details as prompted. Their NHS number will pull from the SPINE automatically in most cases.

Please ensure you select your ward which will be your Care Home's name, and select the **'General Health Checks'** pathway.



**Admit TEST TEST (No NHS number)** ×

✓ Patient Search    ✓ Patient Details Created    3 Admission    4 Confirmation

**Ward and Care Pathway**  
Select a ward to allocate the patient to a care team, and a care pathway to their Feebris care plan, including thresholds, alerts and scheduling.

Ward \*  Care Pathway \*

Lastly, click **"Confirm"** in the lower right side of the window to admit the patient. **Page 13**



The new resident will now appear within the list of all your residents, you may need to check the other pages to locate them. Once located, click the checkbox next to their name, and then **"Assign Clinical Organisation"** that has appeared along the top.

1 row(s) selected								
Actions	First Name ↓	Last Name	Birth Date	Gender	Clinical Organisation	Registered with Feebris	NHS Number	
<input checked="" type="checkbox"/>	test 6	patient 6	01/06/1906	Male	Unassigned	12/06/2023	-	



You'll then get a list of clinical organisations that the resident can be linked to, so they can also view any observations. Your home's GP Practice will be on this list, you can start typing their name to search for them or scroll through the list, click the checkbox next to the clinical organisation to add them.

**Assign Clinical Organisations**

- Alderley Edge Medical Practice  
Talbot Road, Alderley Edge, Cheshire SK9 7HR
- High street surgery  
100 High St Dover Kent CT16 1EQ
- N&W ICB  
County Hall, Martineau Ln, Norwich NR1 2DH
- Bryant Street  
29 Bryant Street Chatham Kent ME45QS
- Feebris Test GP  
16 Thaxted Road, Saffron


Don't see your Clinical Organisation listed?

[+ Add Clinical Organisation](#)

If your home is still being supported by the Norfolk & Waveney ICB, please also add our clinical organisation.

When you've selected all applicable clinical organisations, click **"Save"**.

If you refresh the page, the residents NHS number should generate automatically. If it doesn't, click the **"pencil"** icon next to the residents name to edit their details, and then the **"pencil"** icon at the top of the window that appears to manually input their NHS number.

NHS Number 

Optional, manually set the NHS number. If left blank the NHS number will be automatically fetched from the NHS Personal Demographics Service.

First Name \*  Last Name \*

Date of Birth \*   Gender \*

Address  Postcode

Pre-Existing Conditions

CANCEL ADD PATIENT





# Removing residents

This guidance is for removing residents that are no longer at your Care Home.

Click "**Manage Patients**" along the top bar of the Feebris dashboard.



Locate the resident that needs removing, you can click on the "First/Last Name" headings to arrange the list in alphabetical order.

Click the "X" next to the resident that you wish to remove. You'll get a prompt asking you to confirm this action.

<input type="checkbox"/>	Actions	First Name ↑	Last Name	Birth Date	Gender	GP Practice	Registered with Feebris	NHS Number
<input type="checkbox"/>		Patient	Test	01/01/1990	Female	Feebris Test GP	28/03/2022	-
<input type="checkbox"/>		Patient 1	Test	20/05/1953	Female	Feebris Test GP	28/03/2022	-
<input type="checkbox"/>		Patient 2	Test	07/07/1948	Male	Feebris Test GP	28/03/2022	-

If you need to access any observations or other data Feebris holds after the residents record has been removed, please contact Feebris directly.

On the dashboard, if cookies have been enabled, there will be a chat icon in the lower right hand side. You can click on this to bring up a chat option direct with Feebris who can help with your request.

Feebris can also be emailed directly at [support@feebris.com](mailto:support@feebris.com)





# Performing a Feebris check up

This is to be completed on the designated Feebris Smartphone once you have logged into your account. Please speak with your line manager if you need an account setting up or a password resetting.

1. Select the resident on whom you would like to complete a check-up
2. To start a new check-up, tap "**New Check-up**"

# Printing or saving observations

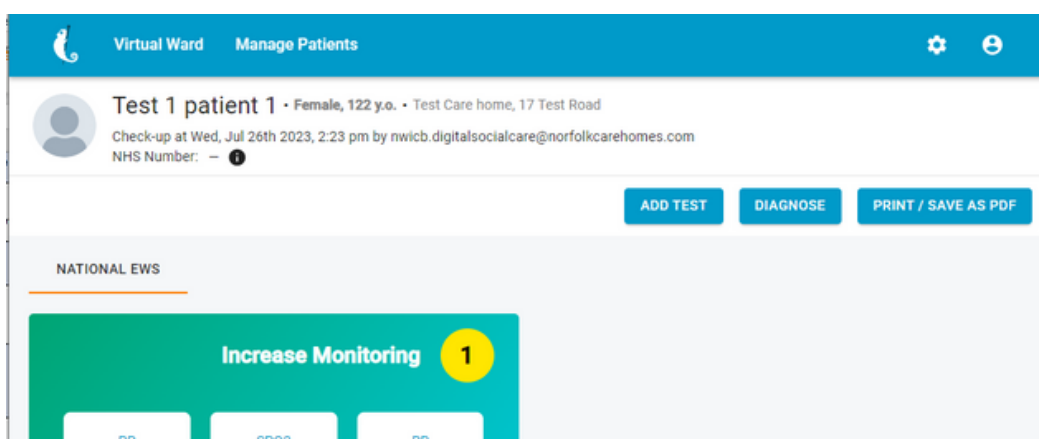
Once you've logged in to Feebris, located and clicked on the relevant resident's name you'll be able to see all observations taken for that resident, viewable in blocks of 10.

To print or save a PDF copy of a particular set of observations, click on the dated timestamp at the top of the observation, this will load all the details about that observation including notes, pictures and stethoscope recordings.

Date	Jun 16 5:08 pm	Jun 19 4:09 pm	Jun 19 5:19 pm	Jun 20 4:45 pm	Jun 21 11:30 am	Jun 21 5:16 pm				
Breathing Rate	16	15		16	14	14				
SpO2	95	96		91	97	98				
BP Syst	149	82		93	110	121				
Pulse Rate	79	66		52	53	56				
Temperature	36.8 °C	36.4 °C		36.5 °C	36.5 °C	36.8 °C				
Consciousness										
BP Diast	101	45		41	54	50				
<b>Total Score (Personal EWS)</b>	N/A	N/A	N/A	N/A	N/A	N/A				
Advised Action	N/A	N/A	N/A	N/A	N/A	N/A				
<b>Selected Action</b>	Monitor	GP	Monitor	Monitor	None	None				

1 – 10 of 6    |<   <   >   >|

On the upper right hand side there will be a **"Print / Save as PDF"** button, clicking this will display your print window where the document can also be saved as a PDF.



Virtual Ward    Manage Patients    ⚙️    🗑️

**Test 1 patient 1** • Female, 122 y.o. • Test Care home, 17 Test Road

Check-up at Wed, Jul 26th 2023, 2:23 pm by nwicb.digitalsocialcare@norfolkcarehomes.com  
NHS Number: - ⓘ

**ADD TEST**    **DIAGNOSE**    **PRINT / SAVE AS PDF**

**NATIONAL EWS**

**Increase Monitoring** 1

PR    SPO2    RR

# Further support

You can seek further support & help through the Feebris dashboard.

On the dashboard, if cookies have been enabled, there will be a chat icon in the lower right hand side. You can click on this to bring up a chat option direct with Feebris who can help with your request.

Feebris can also be emailed directly at [support@feebris.com](mailto:support@feebris.com)



Alternatively, you can contact the NWICB Digital Care Homes and Social Care Team via MS Teams by [clicking here](#) to start a conversation, or you can emailing us: [nwicb.digitalsocialcare@nhs.net](mailto:nwicb.digitalsocialcare@nhs.net)