

# Charms Guide - Foster Carer Login

The Fostering Agencies within PiCS use the online database Charms to record information and store documents we receive about Foster Children/Young People.

- > The online database Charms works best using the Browser Internet Explorer and Google Chrome.
- > The Link to Charms: https://picscare.mycharms.uk/CharmsUser/Logon/Login
- If you ever forget your password, you can click on 'Reset Password'. This will send a link to your email address or alternatively you can call the local office/centre who will get the Charms Super User to reset your passphrase and send you a reset password link.
- If you have technical issues with Charms, then you can call Social Care Network Tech support on: 0161
   237 1872. The opening hours are Monday Friday from 9am to 5pm.
- There are two stages to login to Charms, first you will be asked to enter your username (which is your email address) and then your password. The second stage of the login will ask you for three characters from your passphrase (it is important to keep a record of your passphrase as you will need this if you have to reset your password).
- > You will be sent the web link to Charms via secure email.

# N.B. It is important that you do not share your Charms login details with anyone else.

# Charms Login Stage 1 & 2

When you click on the Charms link you will enter the 'Login Stage 1' page. Enter you email address and the temporary password you were given and click on 'Submit'.

Charms			[Login]
online (	10.06.12)		
Children And Families Act 2014	Login stage 1		
National Minimum Standards : Adoption/Children's Homes/Fostering	Security notice This is a secure section of the web set	rvice for authorised users only.	
A Guide To Intercountry Adoption For UK Residents			
Adoption (Intercountry Aspects) Act 1999			
The Fostering Services (England) Regulations 2011	Module	Orange Grove	
Adoption Agencies And Independent Review Of Determinations (Amendment) Regulations 2011	Email address Password		
The Looked After Children (Scotland) Regulations 2009		Submit	
The Fostering Services (Wales) Regulations 2003		Reset Password	

You will next be taken to the 'Login Stage 2' page, enter the characters from your passphrase and click on **'Continue'**.

Charms		[Login]	<u>rgn</u>
online (1	10.06.12)		
	Login stage 2		
Children And Families Act 2014			
National Minimum Standards : • Adoption/Children's Homes/Fostering	Security notice This is a secure section of the web service for authorised users only.		
A Guide To Intercountry Adoption For UK Residents			
Adoption (Intercountry Aspects) Act 1999			
The Fostering Services (England) Regulations 2011	Please select characters 1 2 3 From your passphrase		
Adoption Agencies And Independent Review Of Determinations (Amendment) Regulations 2011	Continue		



Once you have logged in successfully to Charms, you will see your '**Main Menu**' page of Charms. The '**Main Menu**' page has information; such as your name and address, contact details of your Supervising Social Worker and below details of your current placements. If any of these details are incorrect please inform your Supervising Social Worker, who can amend them accordingly.

When you first login you will see a notification prompt, which will list how many incomplete logs you have, how many progress actions you have to verify etc. Click on the close button to close down the prompt window.



The top menu bar has links to other area of Charms, such as 'Downloads', 'Carer Details' and 'Account'.



#### My Account:

When you click on '**Account'** a small dropdown menu opens, from here you can change your password and the font in Charms to Dyslexic view.





If you click on '**Dyslexic view**' it will change the text on the screen into a font more suitable for users with certain types of dyslexia.



To revert it back to standard font click on 'Account' and then click on 'Dyslexic view' again.

#### Downloads Tab:

The **'Downloads'** tab is where you will be able to access some of the form templates, such as the Expenses form. To get to downloaded documents click on **'Downloads'** on the Home menu bar.

Care	r App   <i>Files</i>	3	希 Home 🛆	Downloads Marcarer Details →	Account -	•	Log O
File I	List   Sea	arch Files					
	ID:	Search By Document ID					
	Name:	Search Name/Description					
	Group:	Select					
					Q FI	ilter Lis	st
ID ^	Name		Description	Group	Created		
5488	Charms C Carers.docx	Guide - Data Security Foster	How Foster Carers receive and share information servia Charms Portal	curely CHARMS - User Guides	05/03/2019	۲	•
4526	Information September 2	on Governance Manual - v1.4 018.docx	All PICS Agencies	Guidance	31/08/2018	۲	٩

A new page will open with links to documents/templates you can download, click on the link to open the document.

#### Carer Main Details page:

To access your foster care record click on the 'Carer Details' link, a new dropdown menu will open and click on 'Main Details'.





Here you will see basic details such as your name, address and telephone contact details. If any of these details are incorrect please inform your Supervising Social Worker, who will amend it accordingly.

Carer App   My Details			😽 Home	🕰 Downloa	ids 🛛 😁 Carer Details 👻	🐣 Account 🗸	🕞 Log Out
📥 Main Detailt	5	Progress	<b>(</b> )	Payments		Training	
Carer 1:			Carer 2:				
First Name:	Angie		Fil	rst Name:	David		
Surname:	Denn		) :	Surname:	Tennant		
Mobile:	0788588095	9	]	Mobile:			
Email:	angiedenn@	hotmail.co.uk	]	Email:	davidtennant@hotmail.c	o.uk	
Contact and address det	ails:						
Address 1:	14 Blackber	y Drive	]	Town:	Malvern		
Address 2:				County:	Worcestershire		

From this page you can add progress actions to your family record; see progress actions shared with you and access your Pay and Training Records.

# Family Progress:

When you click on the '**Progress**' tab you will see progress action that have been shared with you such as your monthly supervision record.

To open up the full progress action notes screen, click on the arrow next to the ID number.

	4	Main Detail	S		Progress		Payments	• T	raining	J	
Ke Fro	ywords: om Date:	Fror	ervision n date	To Date:	To date	• • •	af Shared with me Added by me To be verified/signed				
								+ Add Prog	Iress	<b>Q</b> Filte	er List
		A don	Date	Notes				Shared with me?	Sign	Files	Сору
→	2182772	Supervision	12/03/2019	Name(s) of F	oster Children:			×	$\odot$		ආ

If the progress action has been shared with you by your Supervising Social Worker, it will not be editable (Read Only).

Edit Progr	ress		
<b>()</b> This is a pro	ogress action that has been shared by agency and	cannot be edited.	
Action:	Supervision	Time:	12/03/2019 14:31:00
Date:	12/03/2019	End Date:	
Notes:			
Name(s) of For	ster Children:		^
Present:			
Date and start	and end time of Meeting:		



From the **Keyword** search area you can filter certain progress actions that you want to view, for example you can filter just progress actions that you have been asked to verify/electronically sign.

To filter only progres actions you need to verify/electronically sign click on the circle next to '**To be** verified/signed' and click on the green **Filter List** button.

Keywords:       Searches action and notes       All         From Date:       To Date:       Shared with property in the second		Ma	in Details		Progress	Payments		Training	
Add Progress Q Filter List      ID ^ Action Date Notes Shared with me? Sign	Key Fro	words: m Date:	Searches From date	action and notes	te: To date	All Shared with the Added by me To be verified/signed			
		ID A	Action	Date	Notes		+ Ad	ld Progress	R Filter List

If you have been asked to sign a progress action on the right hand side you will see a column called **Sign** with a red tick within a circle icon.

A new window will open prompting you to type in your Charms password, click on '**Sign**' and your digital signature has been recorded. The tick within the circle icon will change colour to green once you have signed the progress action.

Sign			×
Digitally signed by Liz N Password:	litchell-Dawson (204) on 06/03/2019		ি
		Close	Sign

When you login to Charms on the Home page you see if you have **progress to view/verify** at the top right hand of the screen under your name/address details.

-		
	Liz Mitchell-Dawson Orange Grove Fostercare Head Office Orange Grove House Malvern WR14 1UT P: 01886 833860 F:	Angie Dent     angiedenn@hotm.it.co.uk     14 Blackberry Drue     Malvern     Progress to sign/verify: 3

To add a progress action to your family record, click on the green +Add Progress button.

Main Detai	ils	Progress		Payments	Training
Keywords: So From Date: Fr	earches action and no rom date To	o Date: To date	<ul> <li></li> <li><th>All Shared with me Added by me To be verified/signed</th><th></th></li></ul>	All Shared with me Added by me To be verified/signed	
					+ Add Progress Q Filter List



A new window will open, from the 'Action' dropdown list select the progress action you want to record (currently you should only see 'Compliment'). Add relevant notes and click on 'Save'.

Add Prog	ress			
Action:	Select Compliment	Time:	11:15	
Date:	25/07/2019	End Date:		
Notes:				

#### **Accessing Payment statements:**

From the Main Details area you can access your payments page, click on the '**Payments**' tab to see all your payment dates and amount paid.

Main Deta	Main Details		Progress	Paym			
Payment Date: Search	Payment Date	Run Numbe	Search Run Number	Q Search 📑 EOY	Y Statements		
Payment Run	Date From	Date To	Payment Date A	Before deductions	Amount to deduct	After Deductions	Files

# Accessing your Training Record:

By clicking on the '**Training**' tab you can access your training records, here you will see training courses you have attended. If there is a yellow folder next to the training course it means you have a certificate uploaded for that course.

To access the training courses you are booked on click on the circle next to 'Future Training'.

To get back to the Home page, click on the 'Home' tab at the top of the page.

	Main Details	Pro	Progress		s	Training		
Keyw From	ord: Seal	n date	To date	Future Training				
						٩	Filter List	
	Туре	Qualification	Date ^	Renewal Date	Name	Attended	Files	
•	Core Course	Attachment Theory	01/11/2016		Miss Angie Denn	×		
<b>&gt;</b>	Core	Equality and Diversity	04/10/2016		Miss Angie Denn	~	1	



# Foster child/young person's records:

On the Home page you will see all your current placements with basic details such as Date of Birth, Age, Placement start date and Placement type. If any of these details are incorrect please inform your Supervising Social Worker, who can amend them accordingly.

You will also see notifications of **Incomplete logs** or logs that have been returned to you by your Supervising Social Worker and child progress actions that you have been asked to electronically sign/verify.

Carer App   Main	Menu		🖶 Home	Downloads	誉 Carer Details 🗸	Account -	€ Log Out
200	Liz Mitchell-Dawson Orange Grove House Malvern WR14 1UT P: 01886 833860 F: E: imitchell-dawson@picsc	Head Office are.co.uk		ang 14 Ma	Angie Denn Jiedenn@hotmall.co.uk Blackberry Drive Vern Progress to sign/verity: 3	3	
Liz Smith		DOB: 13/8/2012 Age: 6 Martha: 11 EO: PL Start: 22/04/2019 PL End: PL Type: Schulard - Short Term	• Estelle T	rest	<b>9</b>	DOB: 09/11/2011 Age: 7 Months: 8 EO: PL Start: 24/10/21 PL End: PL Type: Standar Term	i D16 d - Short
	-	i Incomplete Logs: 9				i Incomplete	Logs: 38

Underneath the child's details you will see three quick shortcuts for you to add Significant Events (e.g. Medication and Injuries), Carer Logs and Progress for that child/young person. **Adding a Progress action:** 

To add a progress action, click on the **+ Progress** button underneath the child/young persons' details.

		DOB: 13/08/2012 Age: 6 Months: 11 EO: PL Start: 25/04/2019 PL End: PL Type: Standard - Short Term
	Click 1	to add a progress action for this placem
▲ Significant Event	🛗 Carer Log	+ Progress

A progress window will open; from the 'Action' dropdown list, select the relevant progress action you want to record (see pages 17 & 18 flSor a glossary of all your progress actions).

Add Prog	ress		
Action:	Select Appointment Dentist Appointment GP	Time:	11:33
Date: Notes:	Appointment Health - Other Appointment Optician Appointment Therapy/CAMHS Awards/Certificates/Achievements (not education) Baby feeding/changing log Bank/Savings account	End Date:	



When you select the progress action a message will pop up which guides you on what to write in the progress notes, click on **Ok** to clear this message.



The date will automatically always be the date you are recording the progress action, to change the date click on the **'Date'** field. A calendar will open, select the relevant date for that progress action. It is important that the dates for progress actions such as Appointment GP, is the date the appointment took place and not the date you are recording it on Charms.

Action:	Co	ontact	1					~	Time:	14:58
Date:	Date: 21/12/2016			×	End Date:					
Notes:	«	« December 2016 »								
	Su	Мо	ти	We	Th	Fr	Sa			
	27	28	29	30	1	2	3			
	4	5	6	7	8	9	10			
	11	12	13	14	15	16	17			
	18	19	20	21	22	23	24			
	25	26	27	28	29	30	31			

Once you have added relevant Notes about the event, click on 'Save'.

If you have a sibling group, it will ask you if you want to create the same progress item for the child's sibling? To do this click **OK**, if you do not want to copy to the sibling's record, click on **Cancel**.



A new window will open stating '**Progress successfully saved**'. If you do not get this message, then you have not saved the progress action correctly.





# Adding a Carer Log:

To add a new Carer Log for a child/young person click on the 'Carer Log' button underneath their details.



An 'Add New Log' window will open; it will automatically populate today's date in the New Log Date: field. If you are adding a log for a different date, select the relevant date on the calendar and click on Save.

Add New Log								×			
Select a date to start a new log for, the selected date must meet the following criteria: 1. Must not be a date for as log that has already been started for this record 2. Must not be a date for as log that has already been completed for this record 3. Must not be a date in the future											
New Log Date:	25/0	7/201	9			×	m				
	«		Ju	ily 20	19		*				
	Su	Мо	Ти	We	Th	Fr	Sa	Close Save			
	30	1	2	3	4	5	6				
0	7	8	9	10	11	12	13				
	14	15	16	17	18	19	20				
	21	22	23	24	25	26	27				
	28	29	30	31	1	2	3				

If you have clicked on a date that you have already started a carer log for, Charms will inform you with a message of 'A log has already been started for this date, please check the incomplete logs'.





The question set in Charms is, 'Overview - Enter a brief summary of the day/week and any observations on the child/young person (all other details to be logged in child/young person's progress)'. There is also a second question of 'Is there anything further you wish to add?

Log(25/07/2019)		×
Child Record:Liz Smith	Log Date:25/07/2019	Incomplete Log
User Started:(2721) Angle Denn	Returned Log?:No	
<ul> <li>Question: Overview - Enter a brief summa person (all other details to be logged in child/</li></ul>	ary of the day/week and any observations on th young person's progress).	e child/young
Log Score: 0 = poor	Select a score from 0 to 10. 0 = Poo	or. 10 = Good.
Notes (Max 30000 characters):		
		Close Save

In the notes field enter a summary of how the foster child/young person was feeling that day/week.

If you are writing a log for the week select from the calendar the date, which is the first day of the week it relates to. At the top of the **Notes** field enter **W/C 22.07.2019 to 28.07.2019**. You can then type headings of Monday, Tuesday etc.

Once you have finished entering the carer log click on 'Save', a pop up message will appear stating the Logs Successfully Saved! *If you do not get this message, then your log has not been saved.* 

Log(25/07/2019)		
Child Record:Liz Smith User Started:(2721) Angie Denn	Log Date:25/07/2019 Returned Log?:No	Incomplete Log
Logs successfully saved!		

At this stage your Supervising Social Worker <u>will not</u> see the log you have written, it will sit within your **Incomplete Log** section.

To go back an edit any logs you are still adding to, find the relevant log date and click on the greeen **Edit Log** button, on the left hand side of the log date.

Incomplete Lo	Incomplete Logs   G Add New Log										
	Log Date A	Total Score	Started By	Returned							
C Edit Log	25/07/2019	0	Angle Denn	×	Complete Log						
C Edit Log	19/07/2019	0	Angie Denn	×	Complete Log						
C Edit Log	03/07/2019	0	Angie Denn	×	Complete Log						
C Edit Log	02/07/2019	1	Angie Denn	×	Complete Log						
C Edit Log	01/07/2019	0	David Tennant	×	Complete Log						



When you have finished updating the Carer Log and you now want to share it with your Supervising Social Worker, click on the **Complete Log** button, on the right hand side of the relevant log.

A new window will open, enter your Charms password and click on **'Save'**. You will get a message stating **'Log successfully added to history'**. If you do not get this message, then you have not completed it correctly.

Complete Log		×
Please enter your password and click save to complete a log.		
Password:		
•••••		۰
	Close	Save

Complete Log									
	Log successfully added to history								

Once you have added a password and pressed Save, your Supervising Social Worker will now be able to see your log to read and verify. The log will move from the Incomplete Logs section to the Completed Logs section, this will then become read only and you will **not be able** to edit the log.

Comp	pleted Logs								
Date	From: From	n Date	Date To: To	Date	er Notes: Answer Note	S Clear Filter	rs <b>Q</b> , Filter List		
	Child	Log Date	Total Score	Verified By	Verified Date	Completed By	Comments	Date	Delet
•	Liz Smith	25/07/2019	0			Angie Denn	<b>•</b>	Ø	Û
÷	Liz Smith	30/06/2019	0			David Tennant	<b>,</b>	Ø	Û
÷	Liz Smith	20/06/2019	0			Angie Denn	•	Ø	Û
<b>→</b>	Liz Smith	02/01/2018	0	Liz Mitchell-Dawson	17/01/2018	Angie Denn	•	ľ	Û

#### Bulk Complete incomplete logs:

In the Incomplete logs section of a child's carer log page, you can Bulk Complete a number of logs at the same time, this means you will only have to enter your Charms password once, rather than for each incomplete log. If you have finished a number of logs for that week/month, click on the tick box next to the **Complete Log** button on the Log dates you want to complete.

Once you have ticked the logs you want to complete, click on the **Bulk Complete** button.

Incomplete Lo	Incomplete Logs   + Add New Log					
	Log Date A	Total Score	Started By	Returned	2	Bulk Complete
🕼 Edit Log	30/09/2019	0	Angie Denn	×	Complete Log	$\checkmark$
🕼 Edit Log	29/07/2019	0	Angie Denn	×	Complete Log	$\checkmark$
C Edit Log	19/07/2019	0	Angie Denn	×	Complete Log	Ø
🕼 Edit Log	03/07/2019	0	Angie Denn	×	Complete Log	
🕼 Edit Log	02/07/2019	1	Angie Denn	×	Complete Log	



A new window will open, enter your Charms password and click on the green **Save** button.

Complete Log	×
19/07/2019 - Dated Log Will be completed.	
3 03/07/2019 - Dated Log Will be completed.	
Please enter your password and click save to complete a log.	
Password:	
Close	Save

A pop up window will tell you that your 'Log successfully added to history', if you do not get this message then your logs have not been completed properly and your Supervising Social Worker will not be able to see the logs.

Complete Log	×
Log successfully added to history	

# Amending a Log returned to you:

If you want to edit the log that has now become read only, you can ask your Supervising Social Worker to return it back to you.

Once they have returned a log back to you, the log will go back to your Incomplete Logs section for you to edit.

Follow the same process above, once you are happy with the log and want to send it back to your Supervising Social Worker.

# Changing Carer Log dates:

If after completing a log that has not been verified and you want to change the date, you can do this via the **Completed Logs** section. To change a Carer Log date, click on the **blue box** next to the red trash can on the line of the log you want to edit the date.

Com	Completed Logs								
Dat	e From: From	n Date	Date To: To I	Date Answer	Notes: Answer Notes	S Clear Filter	s Q. Filter List		
	Child	Log Date	Total Score	Verified By	Verified Date	Completed By	Comr Click to	change lo	og date.
<b>&gt;</b>	Liz Smith	25/07/2019	0			Angie Denn		Ø	Û
<b>&gt;</b>	Liz Smith	30/06/2019	0			David Tennant	•	Ø	Û
<b>&gt;</b>	Liz Smith	20/06/2019	0			Angie Denn	•	Ø	Û
<b>&gt;</b>	Liz Smith	02/01/2018	0	Liz Mitchell-Dawson	17/01/2018	Angie Denn	•	ľ	Û



A new 'Change Log Date' window will open, click on 'New Log Date' field and from the Calendar select the correct date and click on 'Save'. A new pop up message will appear stating the Log date successfully changed to.

Change Log Date X	Change Log Date
(25/07/2019 - Liz Smith)  Change the date of the log.	Log date successfully changed to 15/07/2019 00:00:00
New Log Date: 15/07/2019	
Close Save	

# To add another log to the same child/young person record:

If you want to add another log but via the Carer Log tab in **Incomplete Logs** section, click on the **+Add New Log button**. The Log question page will open and follow the same process as above.

Incomplete Logs   C Add New Log						
	Log Date A	Total Score	Started By	Returned		
🕼 Edit Log	19/07/2019	0	Angie Denn	×	Complete Log	
🕼 Edit Log	03/07/2019	0	Angie Denn	×	Complete Log	
C Edit Log	02/07/2019	1	Angie Denn	×	Complete Log	

# Significant Events shortcut:

There is a shortcut under the child/young persons' details to add Significant Events such as 'Monitoring Event – Injury, accident or illness – non serious' and 'Monitoring Event – Medication, medical treatment or first aid'.

Add Signi	ficant Event ×
Action:	Select Monitoring Event - Injury, accident or illness - non serious Monitoring Event - Medication, medical treatment or first aid
Notes:	
	Close Save

All other incidents, such as Challenging Behaviour should be added to the child progress using the progress action 'Incident'.



# Child/young persons' main details page:

To get to child/young persons' main details page click on the picture on the Main Menu. A message will appear **'Click here to view'**.



Here you will see basic information such as their name, date of birth and age of the foster child/young person. If you scroll down, you will also see their GP Details and School Details.

🛔 Main Details	I≡ Progress	🖰 Carer Log	Carer Log Graph	Outcomes Graph	🔛 Photos	
ID: 338440 Liz Smith Date Of Birth: 13/08/2012 Age Years: 6 Months: 11		Current Situation: Placed Ethnic Origin:		aced <b>Type of placement:</b> Standard - Short Term <b>PL Start:</b> 25/04/2019 <b>PL End:</b>		
GP						
GpName				G	pPostcode	RH11 0NF
GpAddress1	Langley Corr	er Surgery			GpTel	0844 8151893

If there are no School/GP details or the information is incorrect, contact your Supervising Social worker to amend accordingly.

From this page you will also be able to navigate to the child/young persons' progress actions and Carer Log.

# Uploading a document to progress:

If you want to upload a document to the a child/young persons' progress action, click on their '**Progress'** tab. On the right hand side of the progress actions recorded there is a '**Files'** column, to upload a document click on the **Grey Folder** icon.

4	Main Details	s I≣ Progress ☐ Carer Log Care	r Log Graph	Outcomes Graph 🛛 🔤 Photos				
Key	words:	Searches action and notes		All	<ul> <li>All</li> </ul>			
			$\sim$	<ul> <li>O Shared with me</li> </ul>	<ul> <li>Safeguardir</li> </ul>	ng/Signif	cant Ev	ents
Fro	m Date:	From date To Date:	To da	<ul> <li>Added by me</li> </ul>				
				To be verified/signed				
				Add Significant E	vent + Add Proc	ress	Q Filte	er List
	ID ^	Action	Date	Notes	Shared with	Sign	Files	Сору
					me?	<u> </u>	0	.,
•	1810107	Appointment Therapy/CAMHS	25/07/2019		×	7		ආ
-	1810104	Appointment GP	25/07/2019	Had an appointment GP	×		1.	Pa



A new window will open, click on the **Upload Files** button.

Files		×			
Search Files: Search id/name.	Q Search				
File 🛩	Download	View			
Your search returned 0 results	Your search returned 0 results				
🛓 Upload Files					

This will take you to the area of your computer/laptop where you store pictures or documents, double click on the document/picture you want to upload.

Organize 🕶 Nev	w folder			= - I 🕢
▲ ☆ Favorites ■ Desktop	Â	Documents library Includes: 2 locations	Arran	ge by: Folder 🔻
Downloads		Name	Date modified	Туре
Recent Places		🐌 Bluetooth Folder	19/12/2016 15:44	File folder
⊿ □ Libraries	E	📹 Charms Guide - Foster Carer Login (upda	22/12/2016 12:05	Microsoft Office
Documents		🗐 Doc1	20/12/2016 15:07	Microsoft Office
🖻 🌙 Music				
Pictures				
Videos				
🖻 🔣 Homegroup				
🕨 🌉 Computer	-			Þ
	File nar	ne:	All Files (*.*)     Open	▼ Cancel

Once the file is uploaded you can click on the **x** button on the right hand side of the box, you will see that the Grey Folder has now changed to yellow.

N.B. It is important that once you have uploaded any documents to Charms that you delete the original copy from your laptop/computer and please ensure you empty your recycle bin regularly. For further information on this see the 'Charms Guide – Data Security for Foster Carers' document in your downloads tab.

# Uploading a child/young person's photo:

From the child/young person's record you can upload photos using the **'Photos'** Tab. To upload a photo click on the **'Upload a new photo'** button.





A new window will open, click on 'Select Photo' and search for the photo saved on your computer/laptop.

If you tick the **Profile picture?** field, the uploaded photo will be the main image on the child/young person's Home page. The previous image will be stored in **Progress** and an email notification will be sent to your Supervisig Social Worker to inform them of the change.

Upload a new photo ×				
	Select a file and fill in the details to add this photo to the record.			
	Select Photo			
Profile picture?	$\checkmark$			
Title:				
Details:				
	Close Save			

# Logging out of Charms:

It is important that when you have finished using Charms that you log out properly from the Home page. If you do not log out properly you will be locking your record for another user from being able to add or edit information. To log out properly click on the '**Log Out**' button on the top right hand of the Home page.

Î	Carer App   Mai	in Menu	🖨 Home	Downloads	🚰 Carer Details ▾	🛓 Account 🗸	€ Log Out
		Liz Mitchell-Dawson Orange Grove Fostercare Head Office Orange Grove House Malvern WR14 1UT P: 01886 833860 F: E: Imitchell-dawson@picscare.co.uk		angi 14 E Malv 2 P	Angie Denn edenn@hotmail.co.uk )lackberry Drive vern rogress to sign/verify: (	3	

A new window will open asking 'Are you sure you want to log out? Click on Ok. If you do not get this message, then you have not logged out properly.





# List of child/young person's progress actions:

Appointment Dentist	What was it for, treatment, any other further treatment required and date of next appointment?		
Appointment GP	What was the reason for visit, outcome and any further visits if required?		
Appointment Health Other	What was the reason for visit, outcome and any further visits if required?		
Appointment Optician	What was the reason for visit, outcome and any further visits if required?		
Appointment Therapy/CAMHS	Enter details of any session attended e.g. Counsellor - what was it for, treatment, any further treatment required and date of next appointment		
Awards/Certificates/Achievements (not education	Enter details of any awards or certificates given/received. If school related use Education – Award/Certificate.		
Baby feeding/changing log	Enter details of the baby feeds/changing of the day		
Bank/Savings account	Update their monthly savings		
Child Activities/Trips - other	Enter details of any non-school activities or trips attended by YP		
Compliment	Enter details of any compliment you have received		
Contact	Enter details of type of contact, who with, where and how did it go?		
Education – Award/Certificate	Enter details of any awards/achievements attained at school/college		
Education – Exam Timetable	Scan and upload any Exam Timetable given to you		
Education – School Report Received	Attach a copy of school report received		
Education - School Trip/Clubs/Activities	Enter details of any school-related activities or trips attended by YP		
Employment or Training	Record any hours working/training and who for/with		
Family Changes/Movements	Changes in the household i.e. impact of change on the young person's routine		
Health Assessment/Medical	Use this when a child/young person has had a health assessment/medical organised by the Local Authority.		
Health Information	Enter details i.e. bed wetting or headache, something that would not come under medication or health appointments		
Health Visitor Visits	What was the reason for visit, outcome and any further visits if required		
Immunisation	Record any immunisations a child/young person has had		



Incident	Provide details of verbally abusive or any other challenging behaviour, allegation, complaint or disclosure. Please inform your local office by telephone of any incident that you have recorded in Charms
LASW visit	Enter details of the LA Social Worker visit, outcomes and further visits scheduled
Midwife appointments/visits	What was the reason for visit, outcome and any further visits if required?
Other Contact	Include visits from professionals, other agencies, and emails, correspondence and telephone calls
Registered with Dentist	Enter name and address of Dentist, inform your Supervising Social Worker so that they can add details to Charms
Registered with GP	Enter name and address of GP, inform your Supervising Social Worker so that they can add details to Charms
Registered with Opticians	Enter name and address of Optician, inform your Supervising Social Worker so that they can add details to Charms
Therapeutic Services	Enter details of any session attended e.g. Therapy - what was it for, treatment, any further treatment required and date of next appointment
Monitoring Event – Medication, medical treatment or first aid	Record any medication administered and time given
Monitoring Event – Injury, accident or illness – non serious	This is for non-serious illness, injuries or accidents. Please inform your local office by telephone of serious injuries/illnesses and any visits to hospital