

Charms Guide - Foster Carer Login

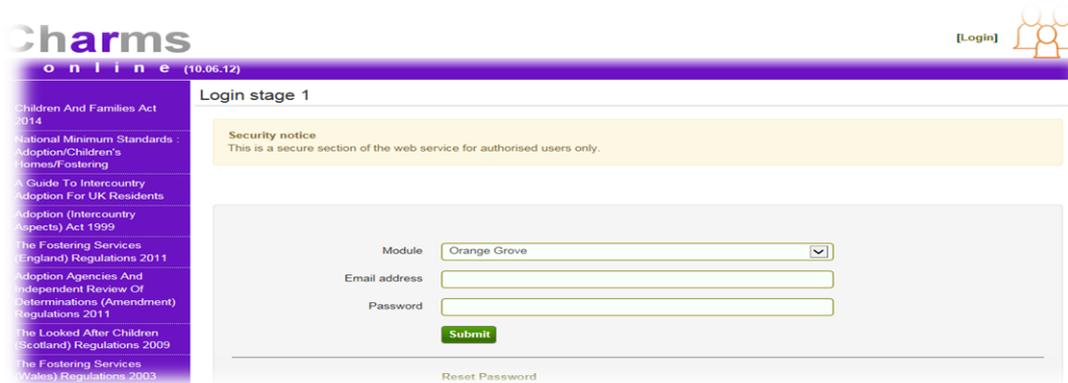
The Fostering Agencies within PiCS use the online database Charms to record information and store documents we receive about Foster Children/Young People.

- 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.

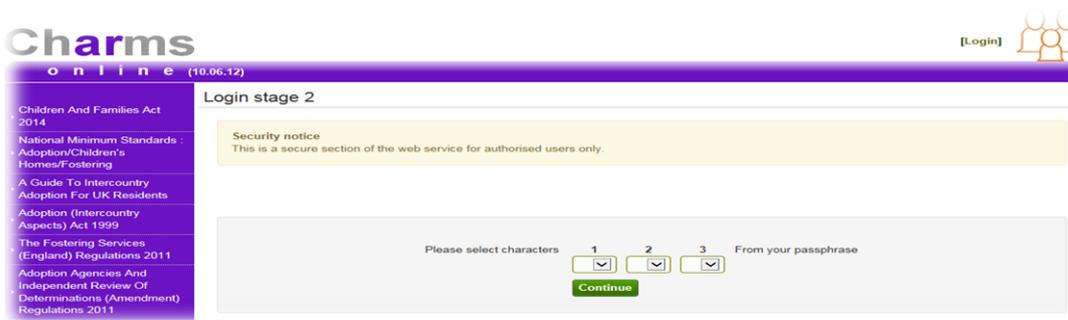
Charms Login Stage 1 & 2

- 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**'.



The screenshot shows the 'Charms online' website header with a navigation menu on the left. The main content area is titled 'Login stage 1'. It features a yellow 'Security notice' box at the top. Below it is a form with the following fields: 'Module' (a dropdown menu set to 'Orange Grove'), 'Email address' (a text input field), and 'Password' (a text input field). A green 'Submit' button is located below the password field. A 'Reset Password' link is positioned at the bottom of the form area.

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



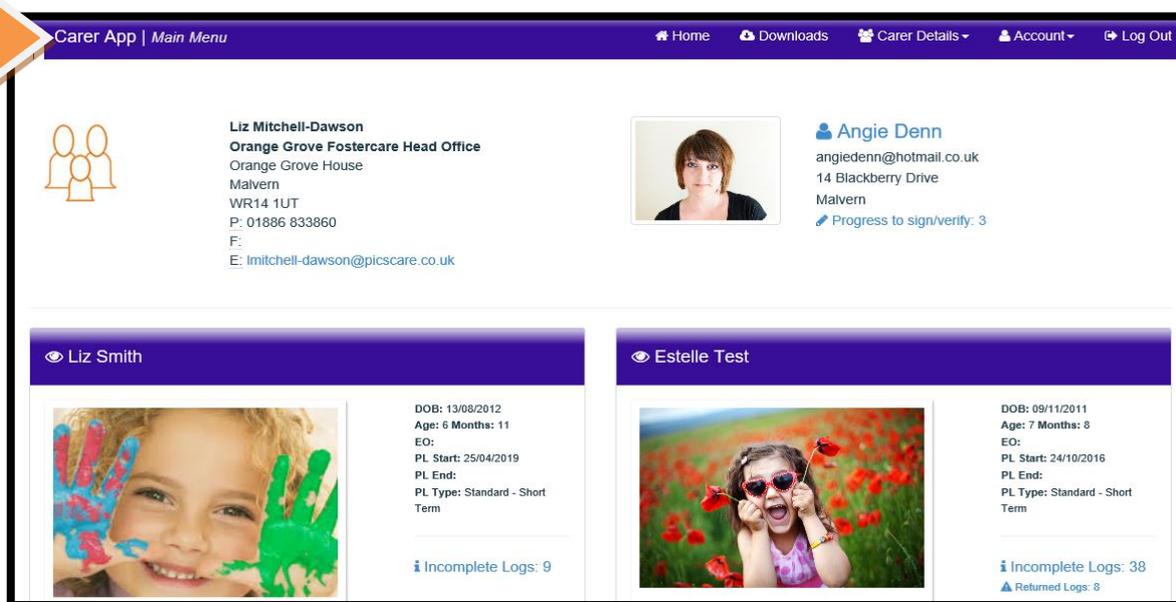
The screenshot shows the 'Charms online' website header. The main content area is titled 'Login stage 2'. It features a yellow 'Security notice' box at the top. Below it is a form with the text 'Please select characters' followed by three dropdown menus labeled '1', '2', and '3'. To the right of these dropdowns is the text 'From your passphrase'. A green 'Continue' button is located below the dropdowns.

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.

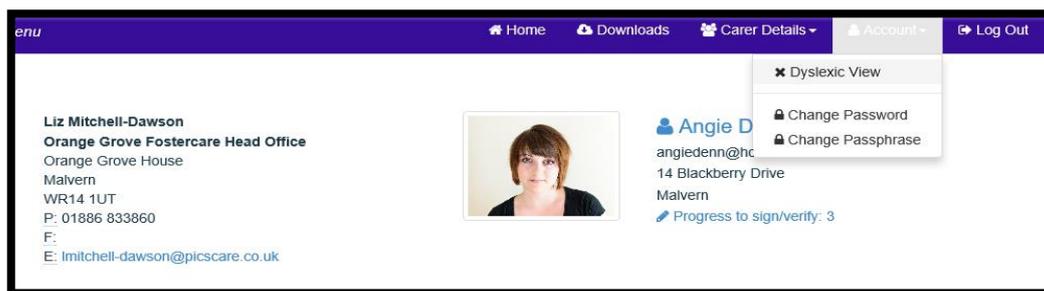


The top menu bar has links to other area of Charms, such as **'Downloads'**, **'Carer Details'** and **'Account'**.

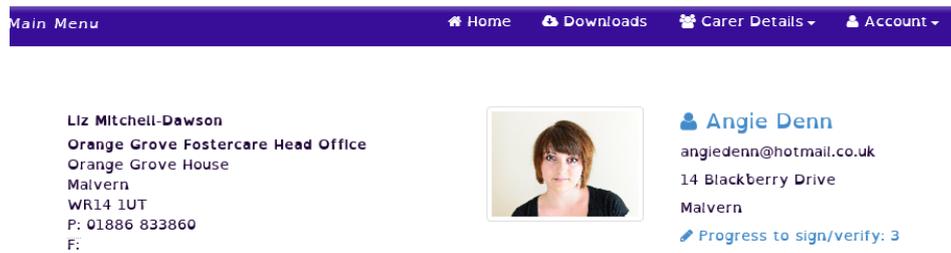


My Account:

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.



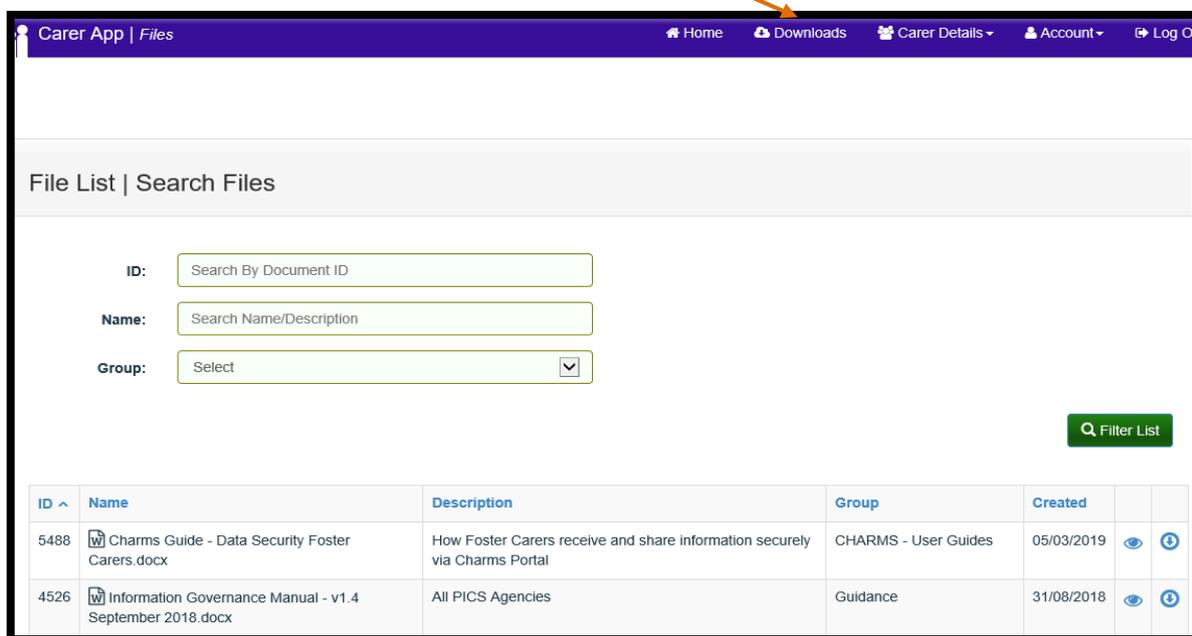
If you click on **'Dyslexic view'** it will change the text on the screen into a font more suitable for users with certain types of dyslexia.



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.

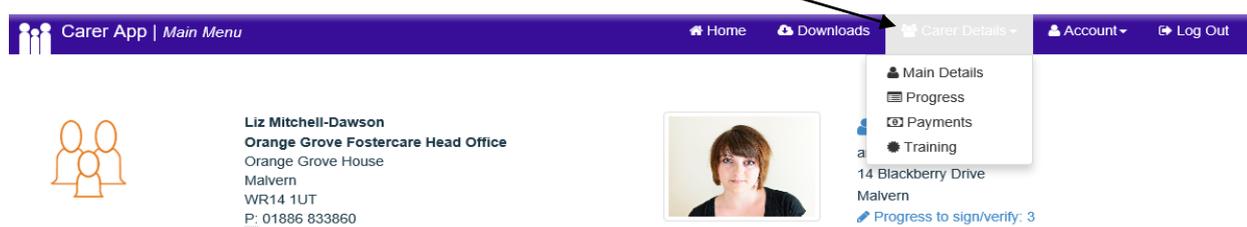


ID	Name	Description	Group	Created		
5488	Charms Guide - Data Security Foster Carers.docx	How Foster Carers receive and share information securely via Charms Portal	CHARMS - User Guides	05/03/2019		
4526	Information Governance Manual - v1.4 September 2018.docx	All PICS Agencies	Guidance	31/08/2018		

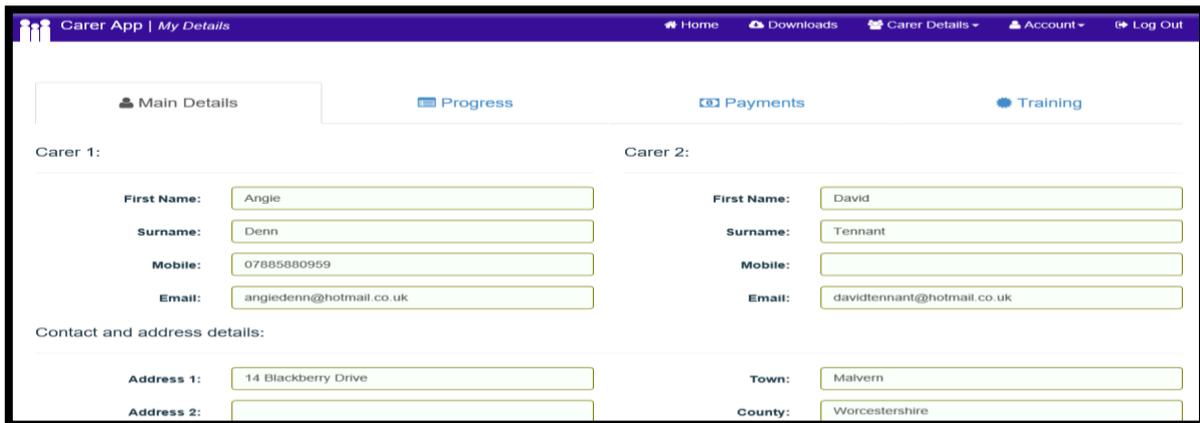
A new page will open with links to documents/templates you can download, click on the link to open the document.

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 1:
 First Name: Angie
 Surname: Denn
 Mobile: 07885880959
 Email: angiedenn@hotmail.co.uk

Carer 2:
 First Name: David
 Surname: Tennant
 Mobile:
 Email: davidtennant@hotmail.co.uk

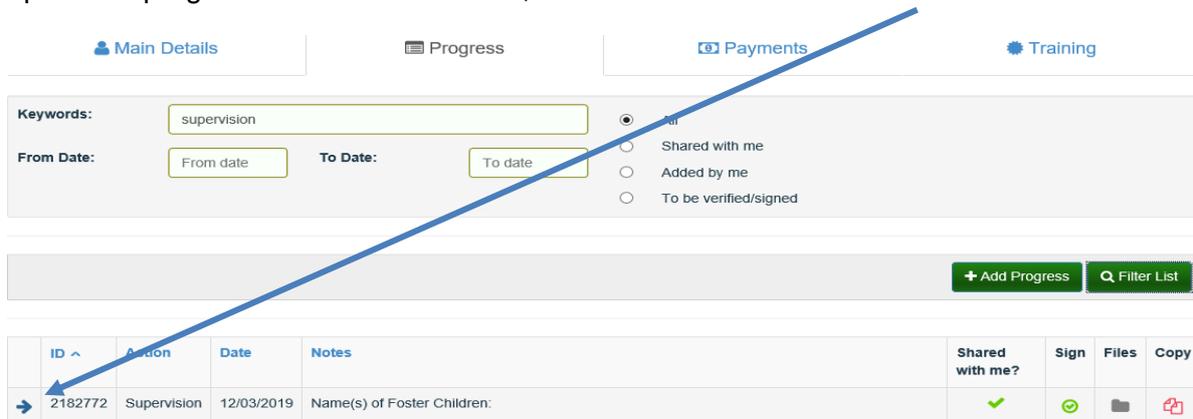
Contact and address details:
 Address 1: 14 Blackberry Drive
 Address 2:
 Town: Malvern
 County: Worcestershire

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.



Keywords: supervision

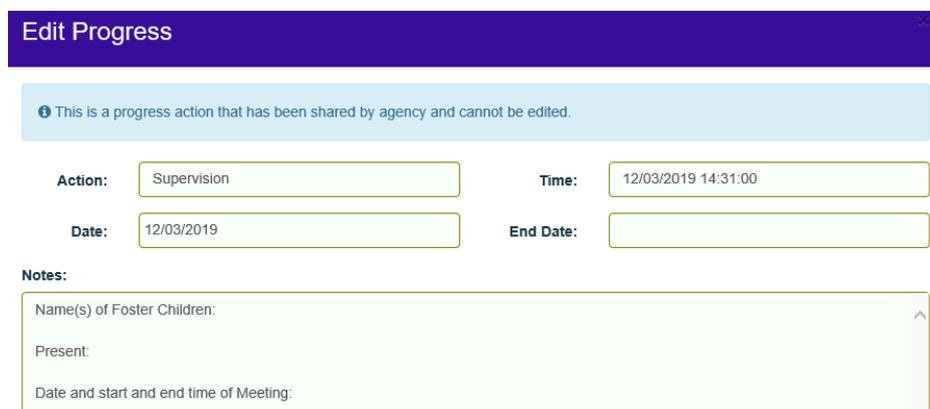
From Date: From date To Date: To date

All
 Shared with me
 Added by me
 To be verified/signed

+ Add Progress Filter List

ID	Action	Date	Notes	Shared with me?	Sign	Files	Copy
2182772	Supervision	12/03/2019	Name(s) of Foster Children:	✓	✓	📁	📄

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



Edit Progress

ⓘ This is a progress action that has been shared by agency and cannot be edited.

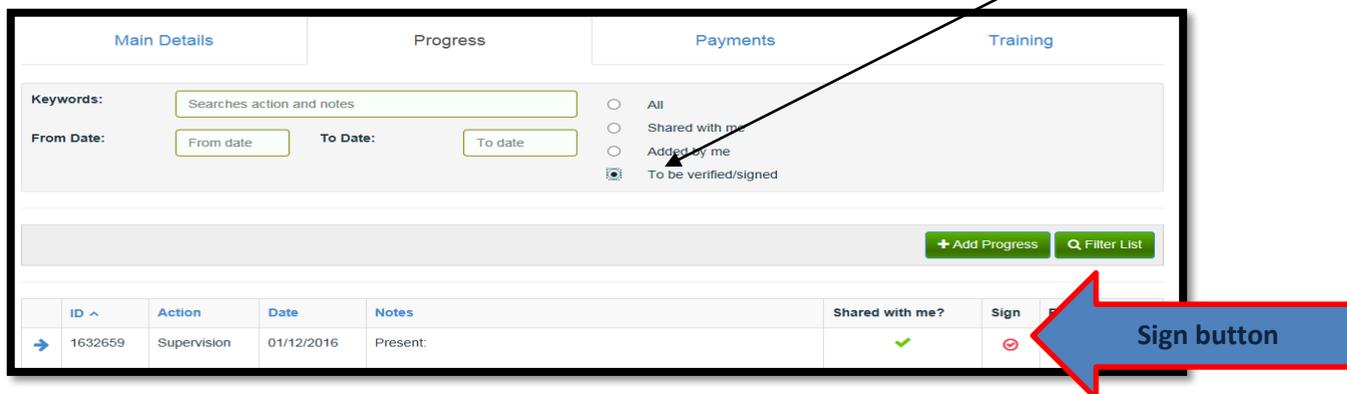
Action: Supervision Time: 12/03/2019 14:31:00

Date: 12/03/2019 End Date:

Notes:
 Name(s) of Foster 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 progress 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.



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.

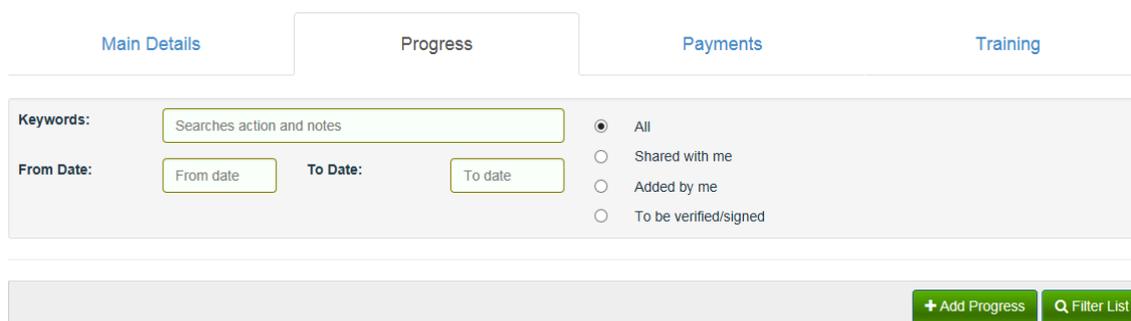
A new window will open prompting you to type in your Charms password, click on 'Sign' and your digital signature has been recorded. The tick within the circle icon will change colour to green once you have signed the progress action.



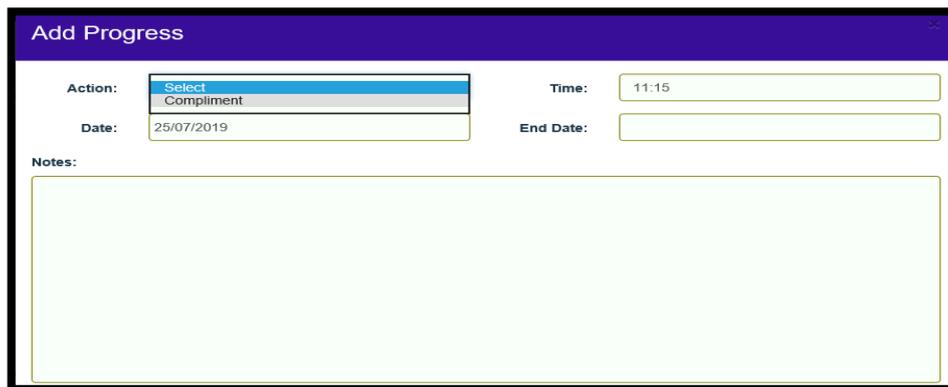
When you login to Charms on the Home page you see if you have **progress to view/verify** at the top right hand of the screen under your name/address details.



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

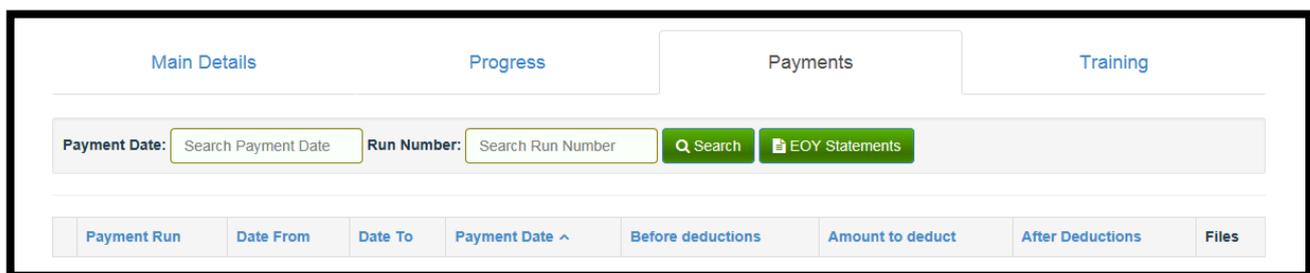


A new window will open, from the **'Action'** dropdown list select the progress action you want to record (currently you should only see **'Compliment'**). Add relevant notes and click on **'Save'**.



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.

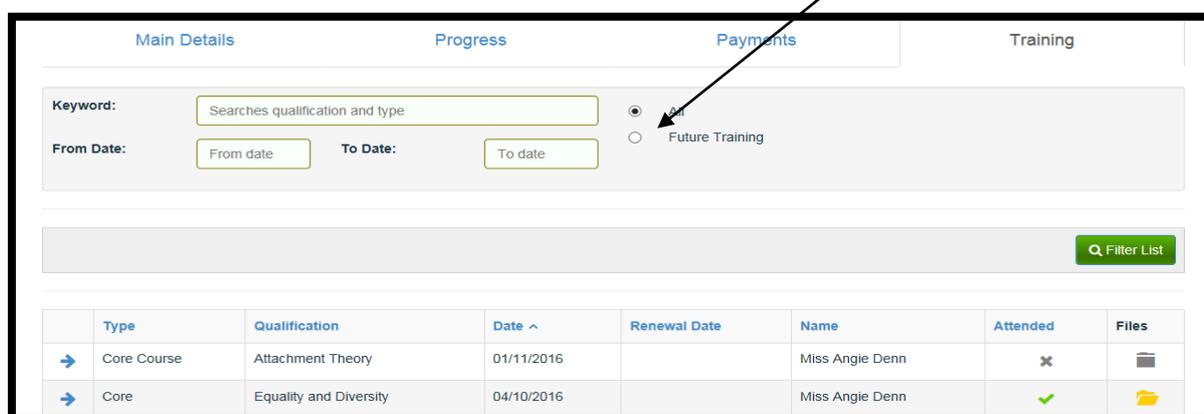


Accessing your Training Record:

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.

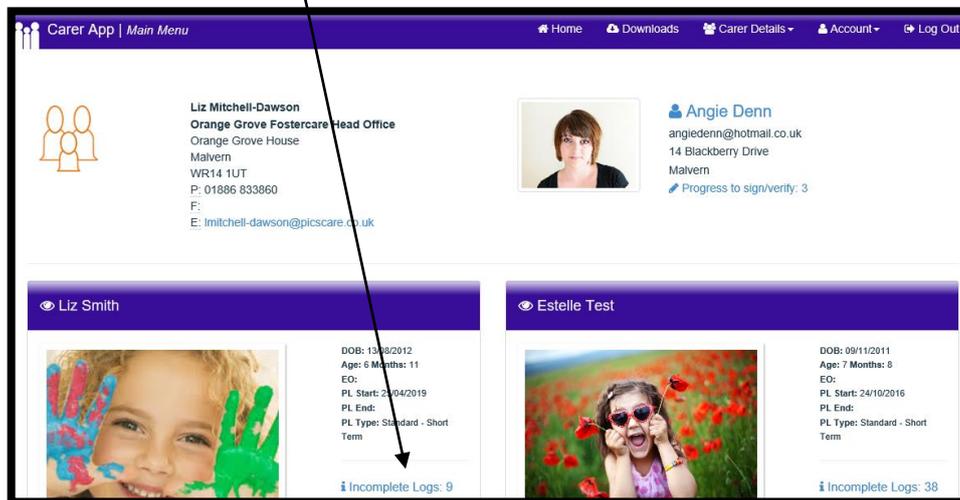


Type	Qualification	Date	Renewal Date	Name	Attended	Files
→ Core Course	Attachment Theory	01/11/2016		Miss Angie Denn	✘	📁
→ Core	Equality and Diversity	04/10/2016		Miss Angie Denn	✔	📁

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.

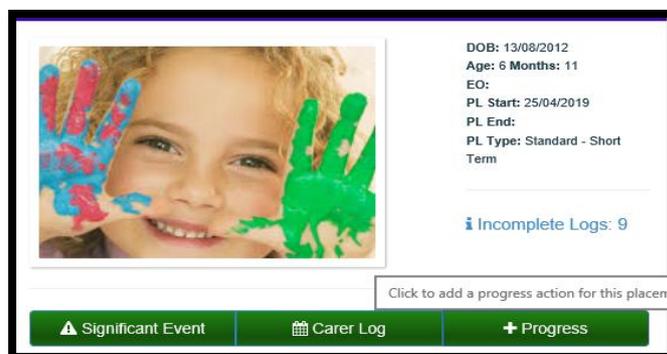
You will also see notifications of **Incomplete logs** or logs that have been returned to you by your Supervising Social Worker and child progress actions that you have been asked to electronically sign/verify.



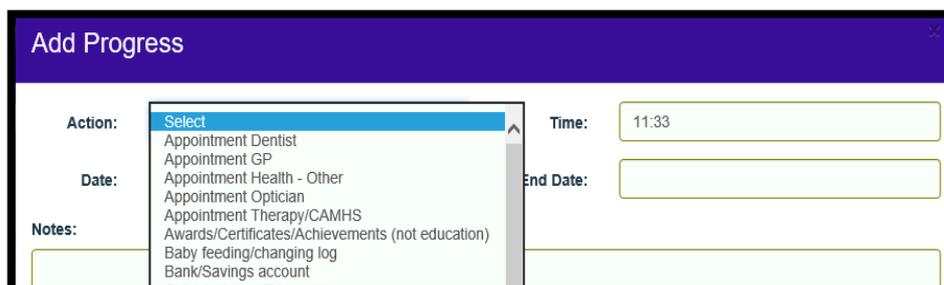
Underneath the child's details you will see three quick shortcuts for you to add Significant Events (e.g. Medication and Injuries), Carer Logs and Progress for that child/young person.

Adding a Progress action:

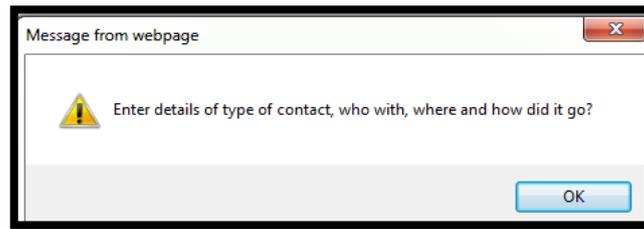
To add a progress action, click on the **+ Progress** button underneath the child/young persons' details.



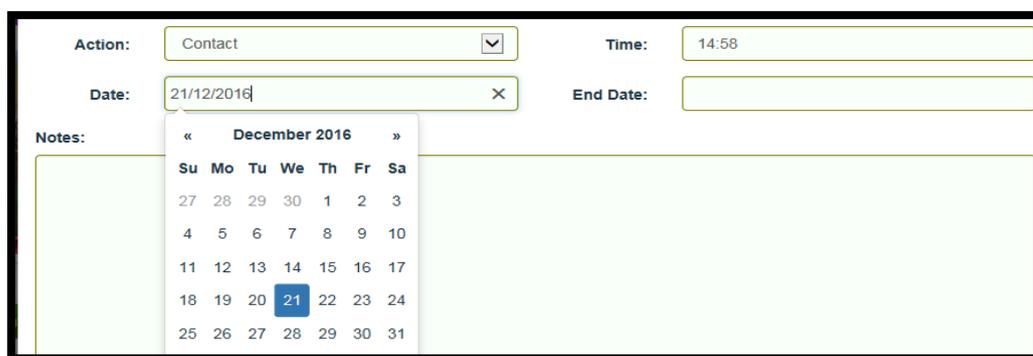
A progress window will open; from the 'Action' dropdown list, select the relevant progress action you want to record (see pages 17 & 18 for a glossary of all your progress actions).



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.

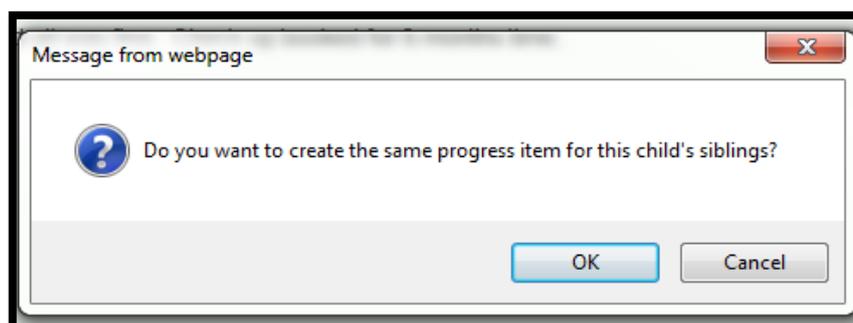


The date will automatically always be the date you are recording the progress action, to change the date click on the **'Date'** field. A calendar will open, select the relevant date for that progress action. It is important that the dates for progress actions such as Appointment GP, is the date the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



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**.

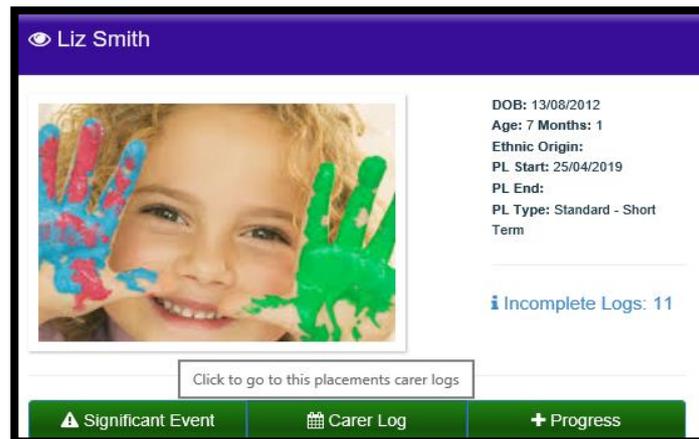


A new window will open stating **'Progress successfully saved'**. If you do not get this message, then you have not saved the progress action correctly.

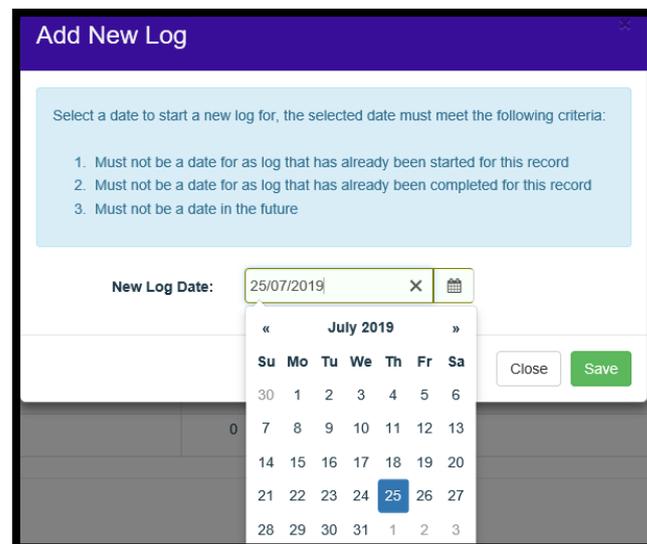


Adding a Carer Log:

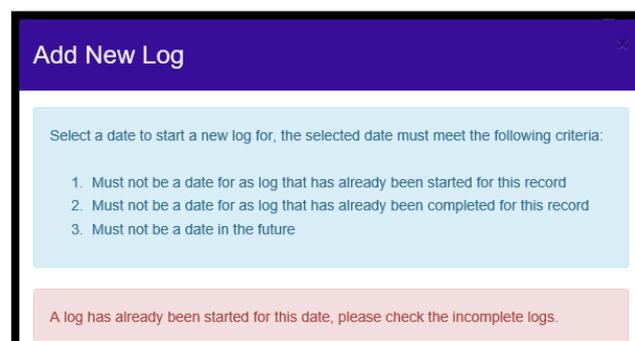
To add a new Carer Log for a child/young person click on the **'Carer Log'** button underneath their details.



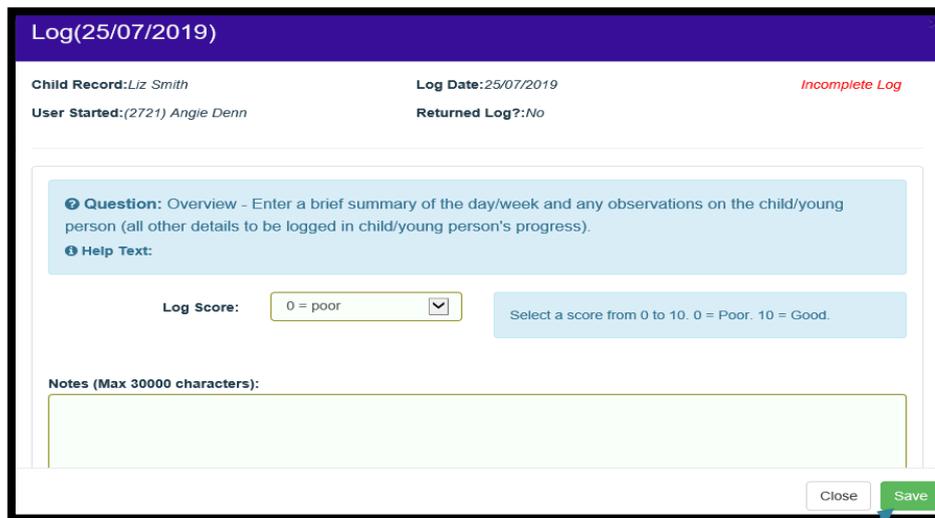
An **'Add New Log'** window will open; it will automatically populate today's date in the **New Log Date:** field. If you are adding a log for a different date, select the relevant date on the calendar and click on **Save**.



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'**.



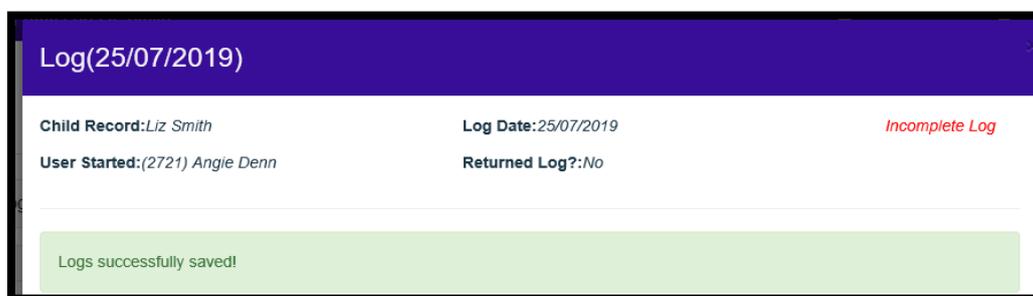
The question set in Charms is, ‘**Overview - Enter a brief summary of the day/week and any observations on the child/young person (all other details to be logged in child/young person’s progress)**’. There is also a second question of ‘**Is there anything further you wish to add?**’



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.*



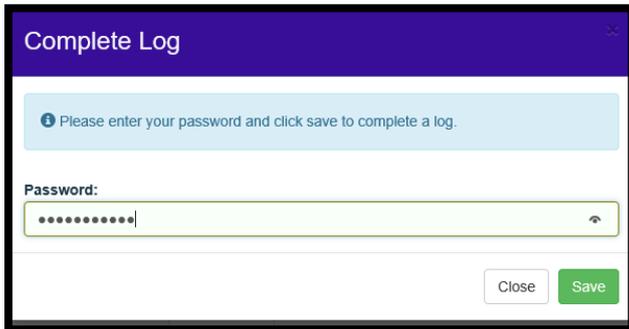
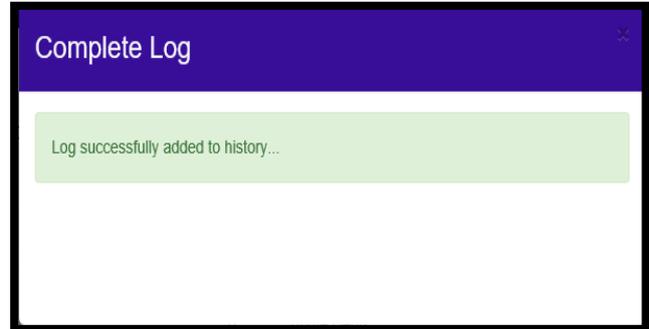
At this stage your Supervising Social Worker **will not** see the log you have written, it will sit within your **Incomplete Log** section.

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

Incomplete Logs Add New Log		Log Date ^	Total Score	Started By	Returned	
Edit Log	25/07/2019	0	Angie Denn	✘	Complete Log	
Edit Log	19/07/2019	0	Angie Denn	✘	Complete Log	
Edit Log	03/07/2019	0	Angie Denn	✘	Complete Log	
Edit Log	02/07/2019	1	Angie Denn	✘	Complete Log	
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.

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.

Completed Logs

Date From: Date To: Answer Notes:

	Child	Log Date	Total Score	Verified By	Verified Date	Completed By	Comments	Date	Delete
→	Liz Smith	25/07/2019	0			Angie Denn			
→	Liz Smith	30/06/2019	0			David Tennant			
→	Liz Smith	20/06/2019	0			Angie Denn			
→	Liz Smith	02/01/2018	0	Liz Mitchell-Dawson	17/01/2018	Angie Denn			

Bulk Complete incomplete logs:

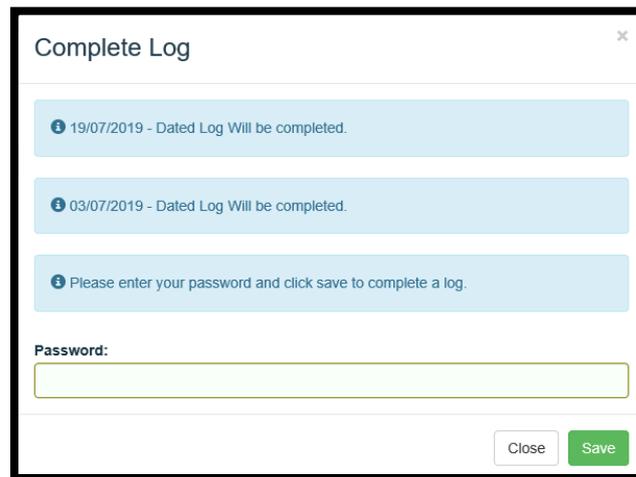
In the Incomplete logs section of a child's carer log page, you can Bulk Complete a number of logs at the same time, this means you will only have to enter your Charms password once, rather than for each incomplete log. If you have finished a number of logs for that week/month, click on the tick box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

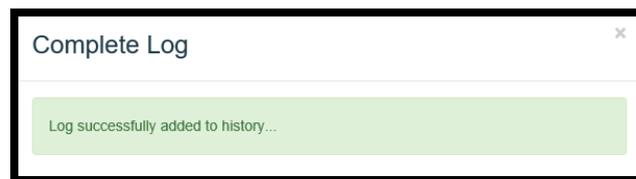
Incomplete Logs |

	Log Date ^	Total Score	Started By	Returned		<input type="button" value="Bulk Complete"/>
<input type="button" value="Edit Log"/>	30/09/2019	0	Angie Denn	✗	<input checked="" type="checkbox"/> Complete Log	<input checked="" type="checkbox"/>
<input type="button" value="Edit Log"/>	29/07/2019	0	Angie Denn	✗	<input checked="" type="checkbox"/> Complete Log	<input checked="" type="checkbox"/>
<input type="button" value="Edit Log"/>	19/07/2019	0	Angie Denn	✗	<input checked="" type="checkbox"/> Complete Log	<input checked="" type="checkbox"/>
<input type="button" value="Edit Log"/>	03/07/2019	0	Angie Denn	✗	<input checked="" type="checkbox"/> Complete Log	<input type="checkbox"/>
<input type="button" value="Edit Log"/>	02/07/2019	1	Angie Denn	✗	<input checked="" type="checkbox"/> Complete Log	<input type="checkbox"/>

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



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.



Amending a Log returned to you:

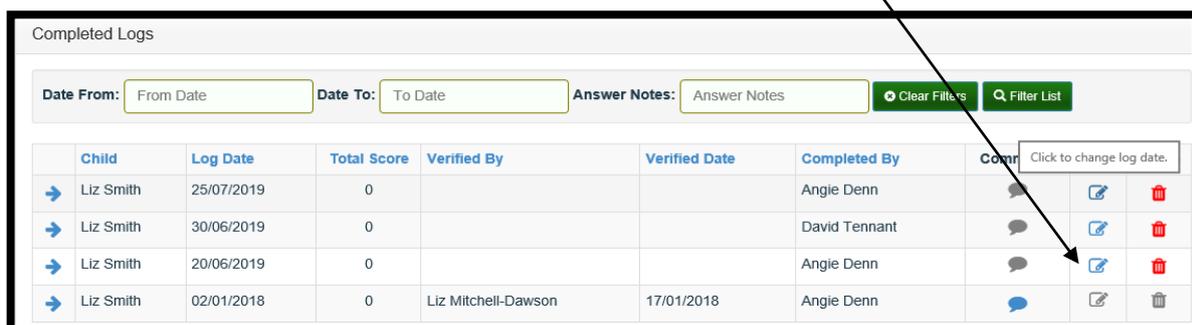
If you want to edit the log that has now become read only, you can ask your Supervising Social Worker to return it back to you.

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.

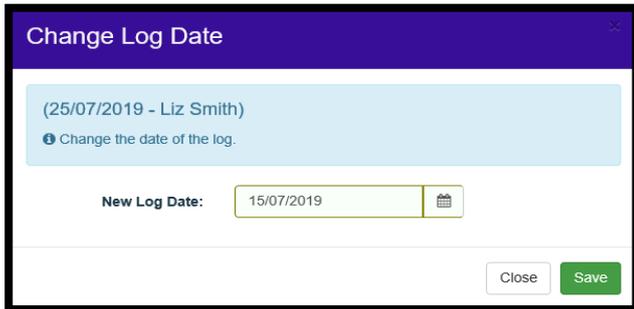
Changing Carer Log dates:

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.



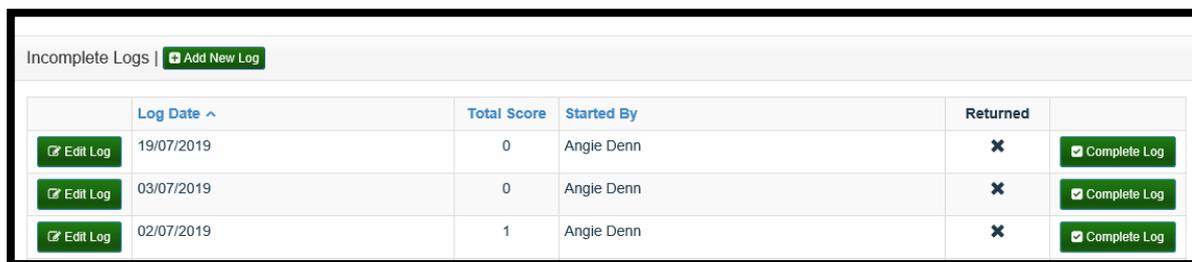
Child	Log Date	Total Score	Verified By	Verified Date	Completed By	Completed
Liz Smith	25/07/2019	0			Angie Denn	Click to change log date.
Liz Smith	30/06/2019	0			David Tennant	
Liz Smith	20/06/2019	0			Angie Denn	
Liz Smith	02/01/2018	0	Liz Mitchell-Dawson	17/01/2018	Angie Denn	

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**.




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

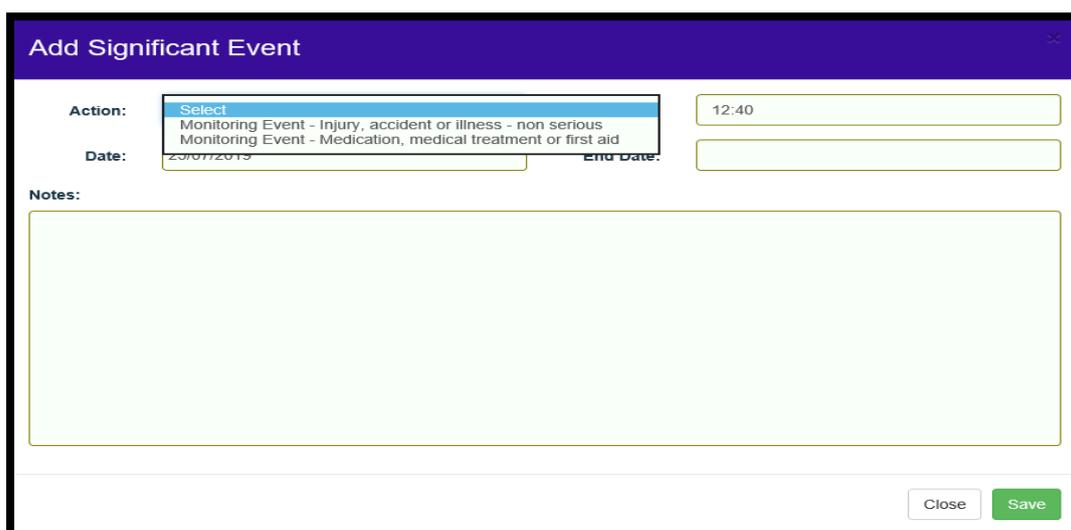
If you want to add another log but via the Carer Log tab in **Incomplete Logs** section, click on the **+Add New Log button**. The Log question page will open and follow the same process as above.



	Log Date ^	Total Score	Started By	Returned	
	19/07/2019	0	Angie Denn	✘	
	03/07/2019	0	Angie Denn	✘	
	02/07/2019	1	Angie Denn	✘	

Significant Events shortcut:

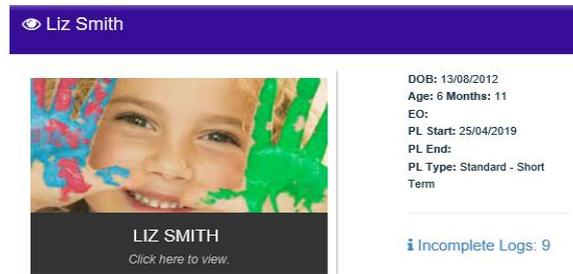
There is a shortcut under the child/young persons' details to add Significant Events such as **'Monitoring Event – Injury, accident or illness – non serious'** and **'Monitoring Event – Medication, medical treatment or first aid'**.



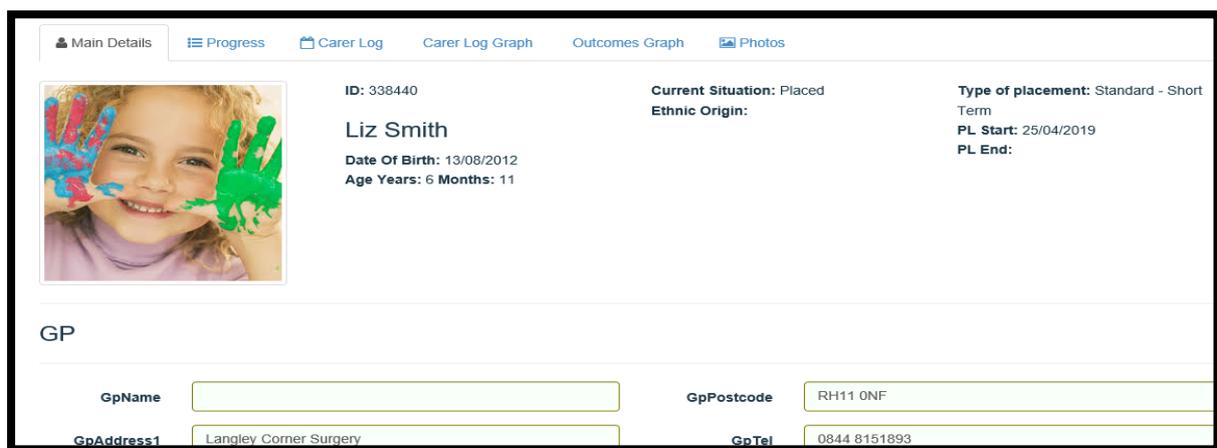
All other incidents, such as Challenging Behaviour should be added to the child progress using the progress action 'Incident'.

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.

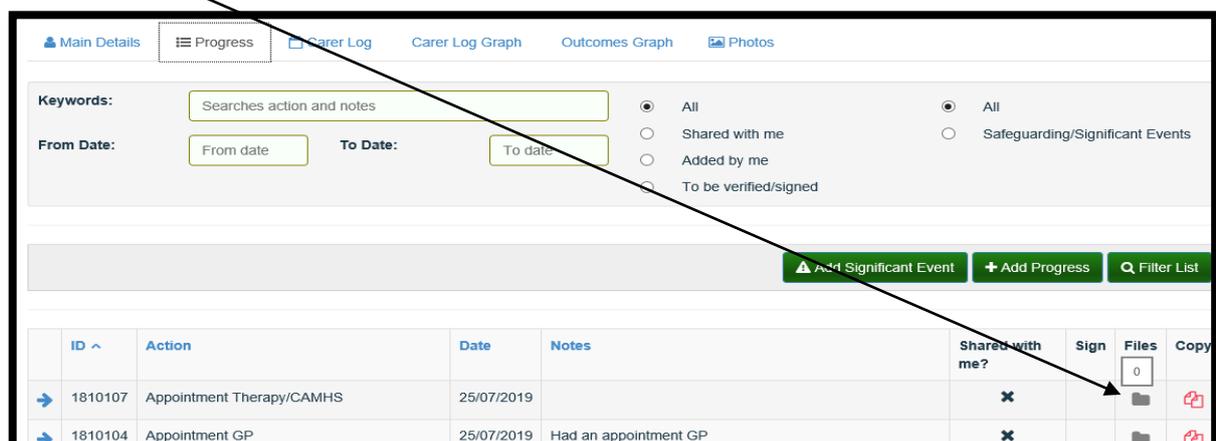


If there are no School/GP details or the information is incorrect, contact your Supervising Social worker to amend accordingly.

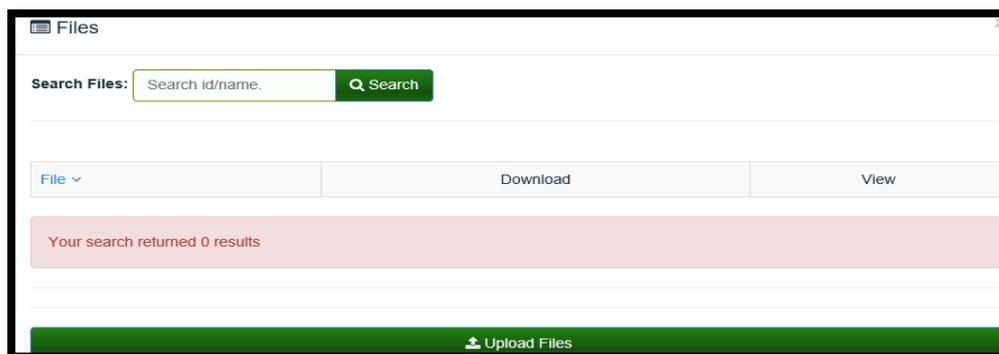
From this page you will also be able to navigate to the child/young persons' progress actions and Carer Log.

Uploading a document to progress:

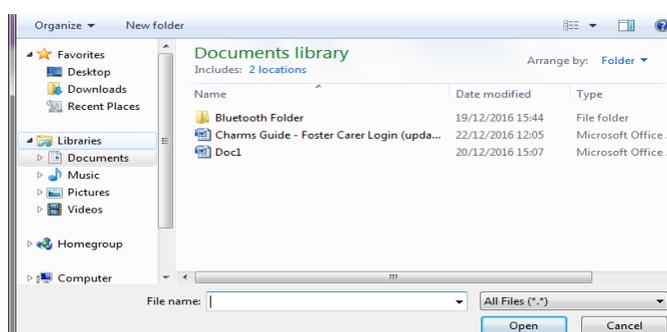
If you want to upload a document to the a child/young persons' progress action, click on their 'Progress' tab. On the right hand side of the progress actions recorded there is a 'Files' column, to upload a document click on the **Grey Folder** icon.



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



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.

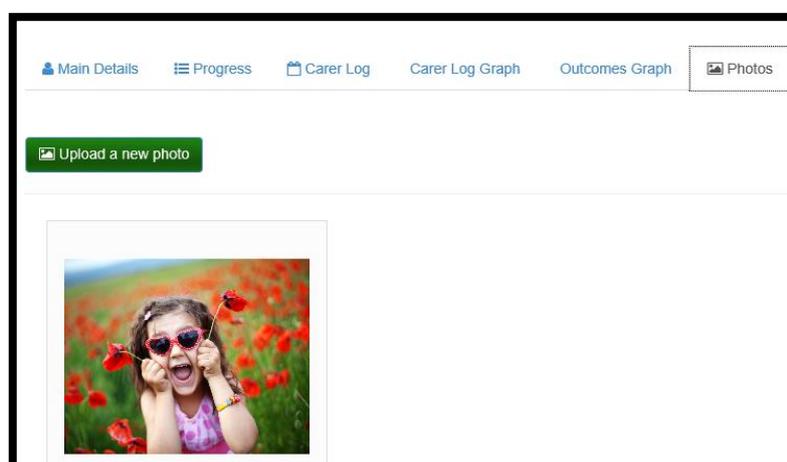


Once the file is uploaded you can click on the **x** button on the right hand side of the box, you will see that the Grey Folder has now changed to yellow.

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.

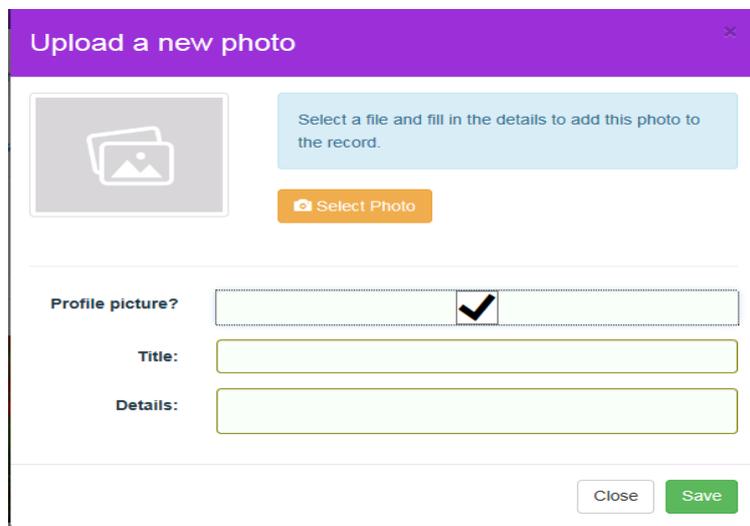
Uploading a child/young person's photo:

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.



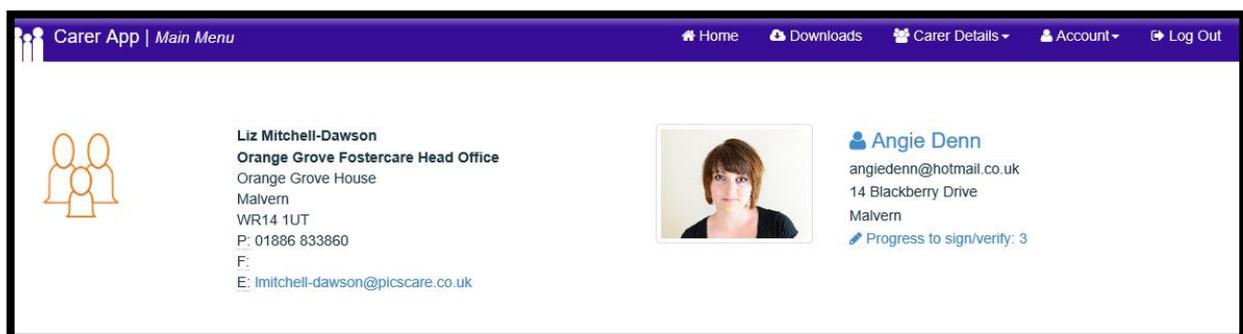
A new window will open, click on **'Select Photo'** and search for the photo saved on your computer/laptop.

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 Supervising Social Worker to inform them of the change.

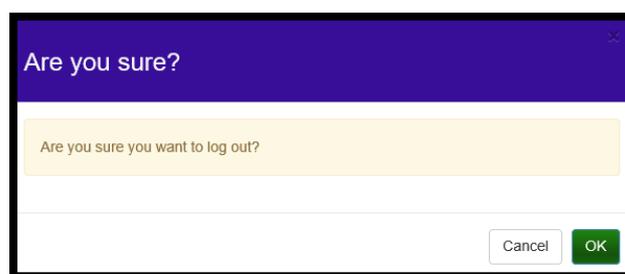


Logging out of Charms:

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.



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