Using Radar Quick Guide

February 2022

V1

Radar: Introduction

Radar is the Lifeway’s Group e-Compliance system that has replaced the old Quality and Health & Safety excel workbooks completed monthly.

The system will allow a better quality of reporting and give you an improved oversight of your services. The system will evidence the full local and organisational governance of our services to Regulators and other external stakeholders.

The system is permissions based and fully customisable to our ways of working and processes. As the system expands over the coming year, we will reissue the guidance and record new learning materials for My Lifeways Learning.

A whole suite of “how to” videos can be found on My Lifeways Learning. If you are unable to access these, please contact your Learning and Development Co-Ordinator.

Contents:

In this guide you will find information on:

More functionality will be released as the year progresses and will be update this guide accordingly.

Radar Overview for Users

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Radar: What to Record and When

At present you need to record the following into Radar:

Reporting:	Frequency:
Accidents and Incidents	As close to the event as possible
Safeguarding/ASP	As close to the event as possible
Complaints and Compliments	As close to the event as possible
DoLS	Use the last or next review date to enter on to the system. The reviews will then automatically schedule themselves.
‘Monthly Checks’ (Relacing the medication, finance, themed checks and DUQ tabs on the old workbook for over 40 hr services)	Completed monthly, they become pending 25 days before the due date at the end of the month.
COVID Outbreak	“One off” tasks assigned to users by the Health & Safety Team.

As more functionality is released throughout the year, we will be issuing communications and instructions on use.

Radar: Area Managers

At present there are no specific Area Manager tasks to complete in Radar as you had with the workbooks.

We will eventually be introducing Area Manager checks later in the year, but we would like your focus in the early months of the roll-out on ensuring your teams:

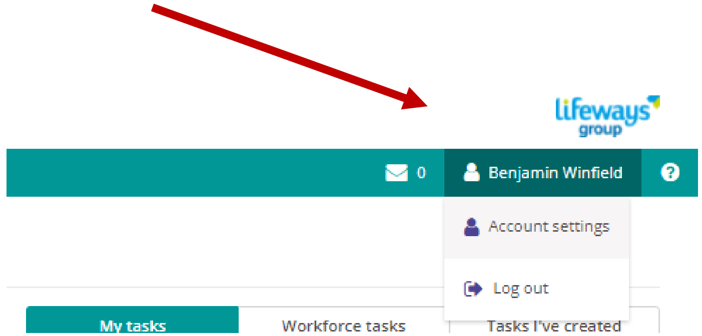
- Engage with the system
- Report all events taking place into the system
- Complete the ‘Monthly Checks’ for each over 40 hour service
- Monitor the status of any actions and workflows
- Taking action when items become overdue without reason

Details on monitoring your teams and accessing areas of Radar for your oversight can be found in this guide. If you have any problems or questions please contact Ben Winfield who can also help you run a report regarding your teams logging and using the system.

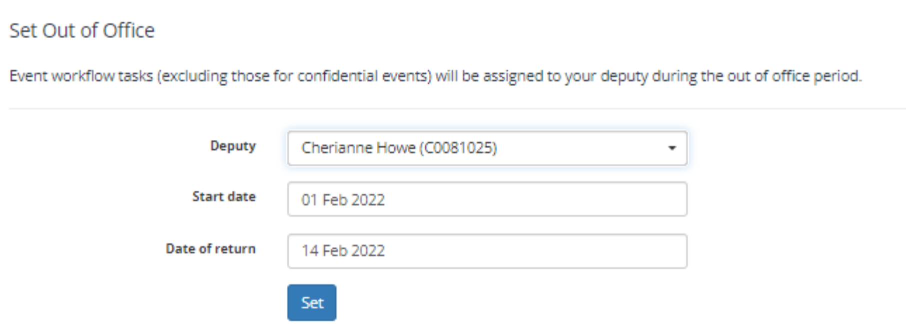
Radar: Area Managers & Registered Managers – Annual Leave

When Area Managers or Registered Manager’s are on leave – an out office to re-direct workflows can be setup.

Select your name from the top right-hand corner and select ‘Account setting’.



Select your agreed covering manager and set the dates and press ‘Set’. All governance workflows will re-direct until the return date.



Accessing Radar

Radar: Accessing Radar

- Radar is completely web-based and is accessed via internet browsers

- Radar needs to be accessed on Google Chrome or Microsoft Edge browsers when using a laptop/desktop computer

Internet Explorer is now discontinued by Microsoft and will not run Radar. You will be unable to add Events to the system.

Access to Radar is via: **https://lifeways.radarhealthcare.net**

The system uses SSO (Single Sign On) when using a device connected to the Lifeways I.T network. If you are not on the network, you may need to enter your standard Lifeways Group I.T email and password.

Ensure you are entering the full URL into any browser address bar and not the search bar.

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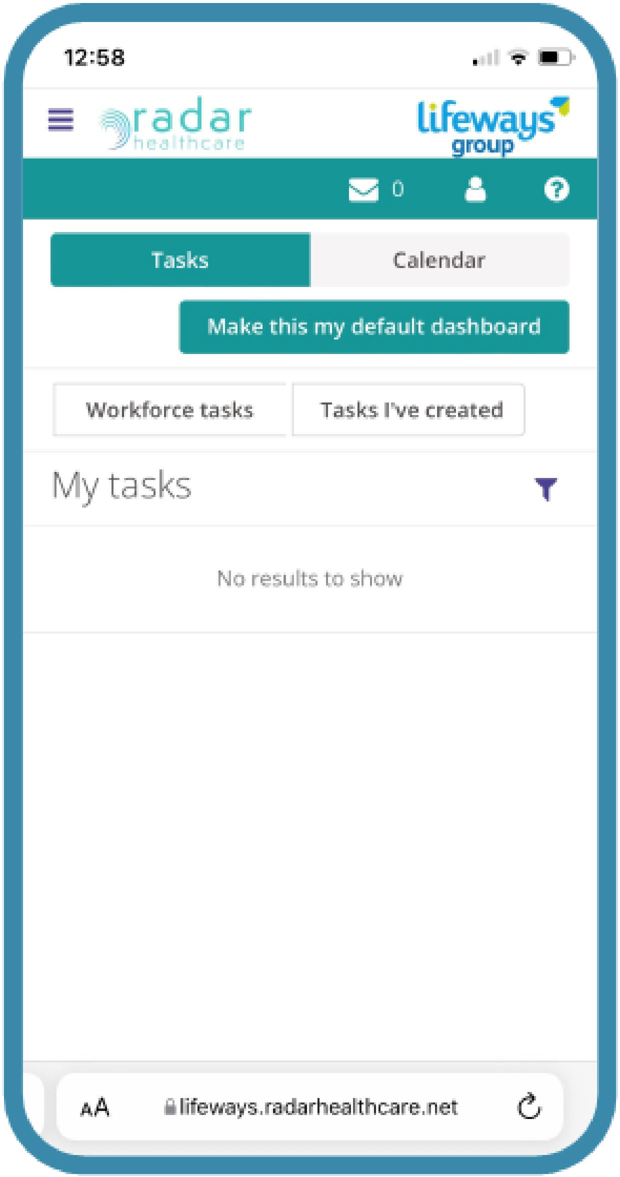
Radar: Accessing Radar on Mobile Devices

Radar is accessible on your company issued mobile devices and tablets.

Access to Radar via mobile devices is the same URL used for laptops and desktop computers using your mobile device browser:

https://lifeways.radarhealthcare.net/

When accessing via a mobile device you will be taken to a Lifeways Group login page, enter your standard Lifeways Group email and password used to access your I.T account.



Radar: Bookmarking Radar

It is advised that you bookmark the Radar URL for easy access in your internet browser.

How to bookmark for Chrome and Edge is detailed in the links below:

Adding a bookmark Google Chrome

Adding a bookmark Microsoft Edge

Radar works best on a 75/80% zoom on your internet browser.

This will ensure you have the full set or sorting options and fields displayed when looking at your 'Recorded Events' etc.

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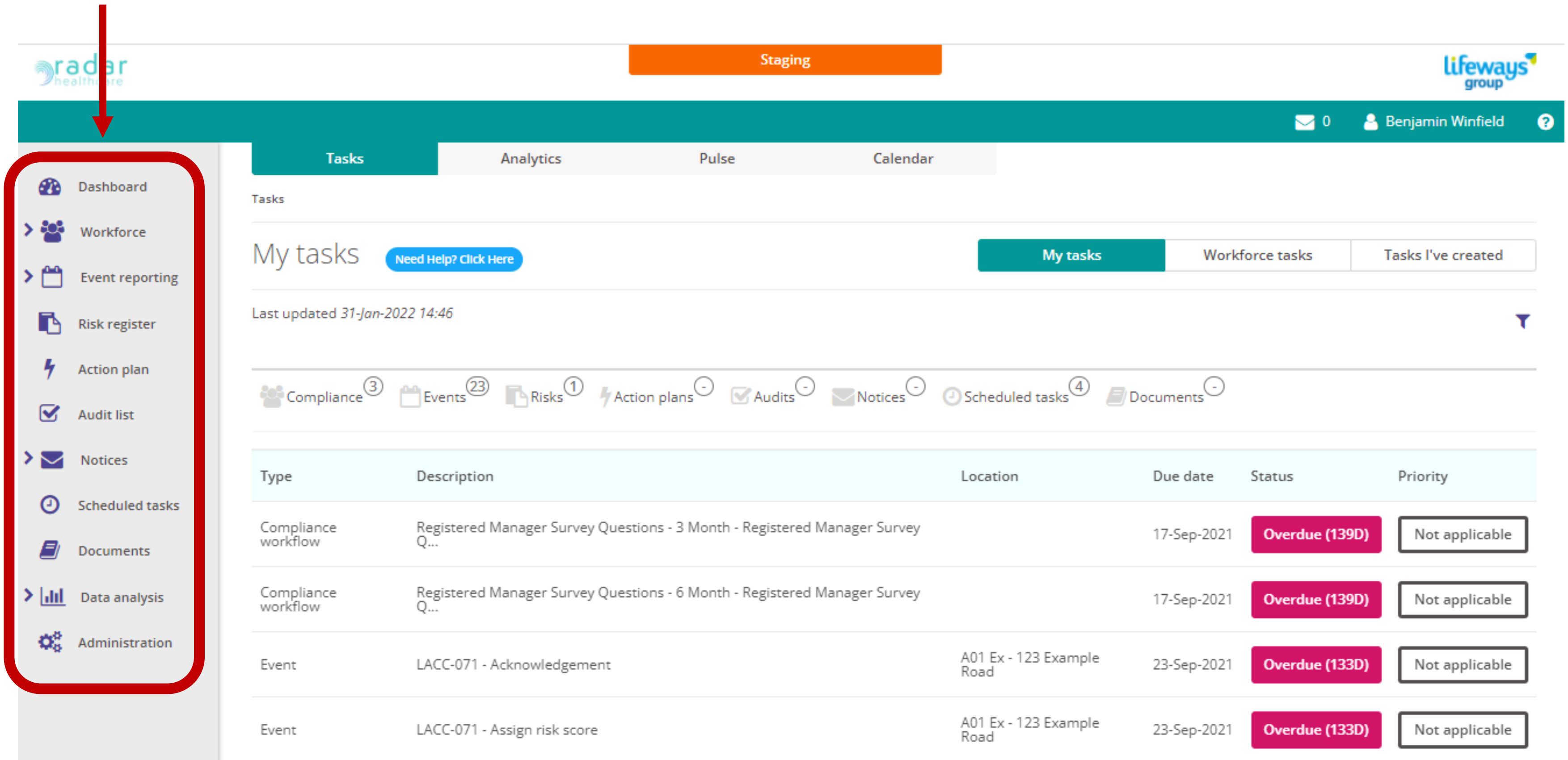
Navigating Radar

Radar: Navigating Radar

Navigate the system using this menu bar on the left-hand side of the screen. You will only see areas of Radar you have permissions to see or areas we have enabled for you to use.



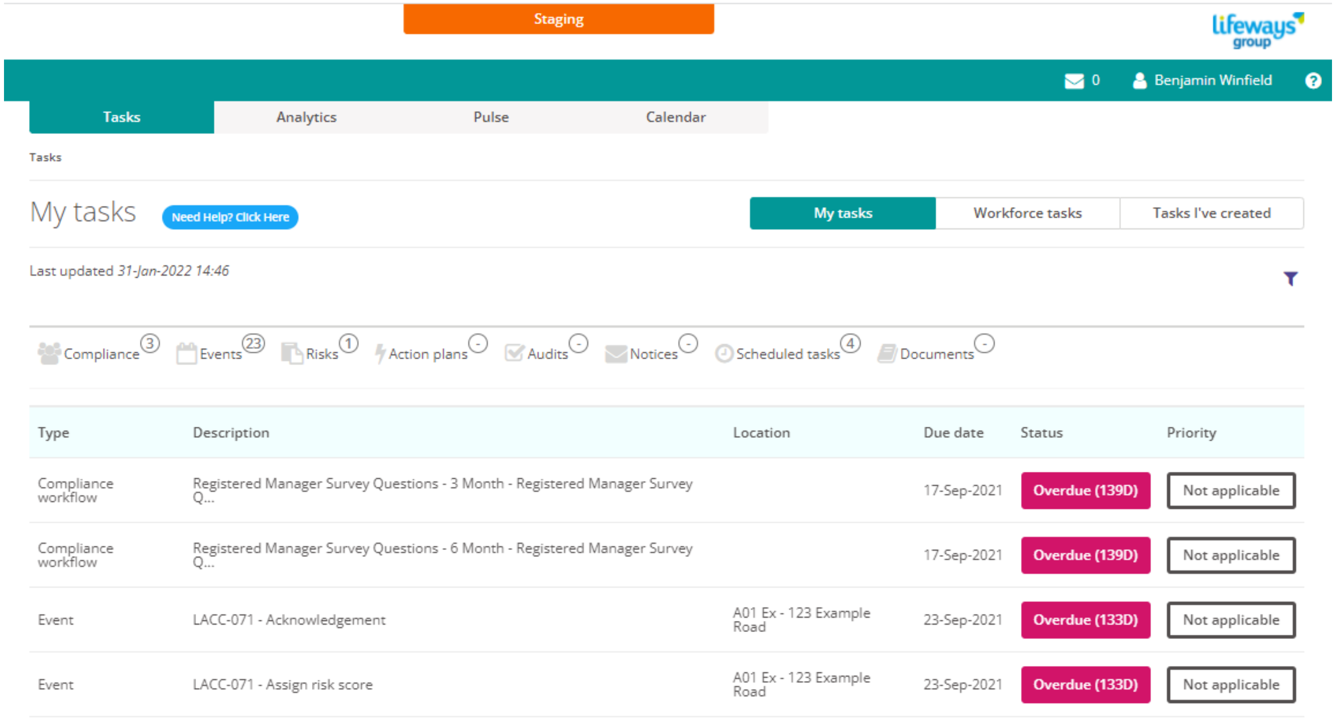
My Tasks Dashboard

Radar: My Tasks Dashboard

The ‘My Tasks’ dashboard opens each time you login to Radar and shows you all of the tasks/actions/scheduled tasks which are open and are assigned to you for completion.

The status of pending means it has not reached the due date you need to complete it by and overdue means it has now elapsed past the due date.

You can return to your ‘My Tasks’ dashboard at any time by selecting ‘Dashboard’ from the left-hand side navigation menu.



Radar: My Tasks Dashboard

If you are a manager, you can see the status of tasks/actions/scheduled tasks open to your team by selecting ‘Workforce tasks’ from the top right hand corner menu:

You can also check the status of any actions or tasks you have assigned to someone in the system by selecting ‘Tasks I’ve created’ e.g. when you assign a person an action plan.

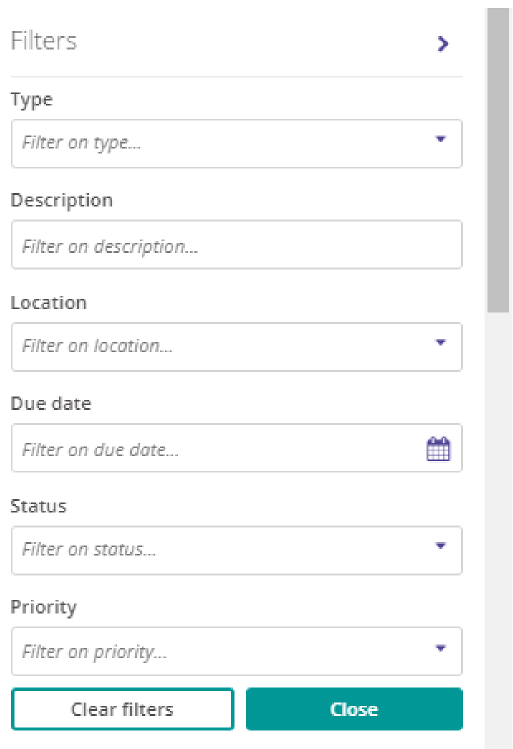
Logging into Radar regularly and checking your ‘My Tasks’ dashboard is essential in allowing you to keep informed of what you need to complete and by when.

Your line manager receives an email each week regarding the number of tasks/actions/schedule tasks you have pending and overdue.

Radar: My Tasks Dashboard

You are able to filter your ‘My Tasks’ dashboard using the filter button on the top right corner of the page:

This will load the following filter which can aid you in navigating your tasks/actions/scheduled tasks open to you. You can filter based on type of task, location, status etc.



Event Reporting & Workflows

Radar: Event Reporting

Event reporting is the area of the system when you report:

- Accidents and incidents
- Complaints and compliments
- Safeguardings/ASP
- Log any open DoLS (use the last or next review date for people we support who have DoLS in place)

We are currently building some additional events such as:

- Supported Living Repairs Log – to prevent the need for paper repair log
- Financial and Material Loss Event – to log financial irregularities arising from the financial checks taking place in services
- Outcomes achievement for People we Support

We will provide communications when new events are launched in the system.

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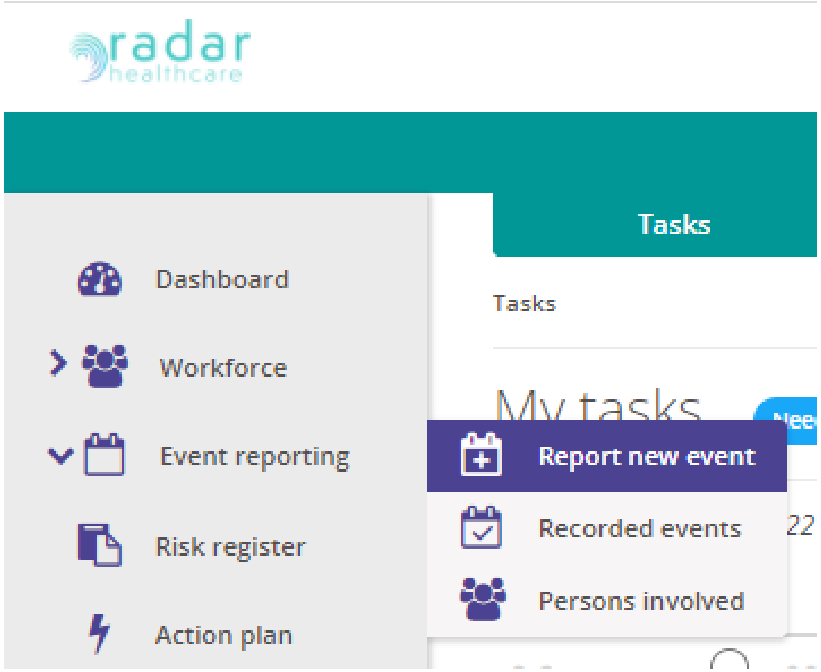
Radar: Event Reporting

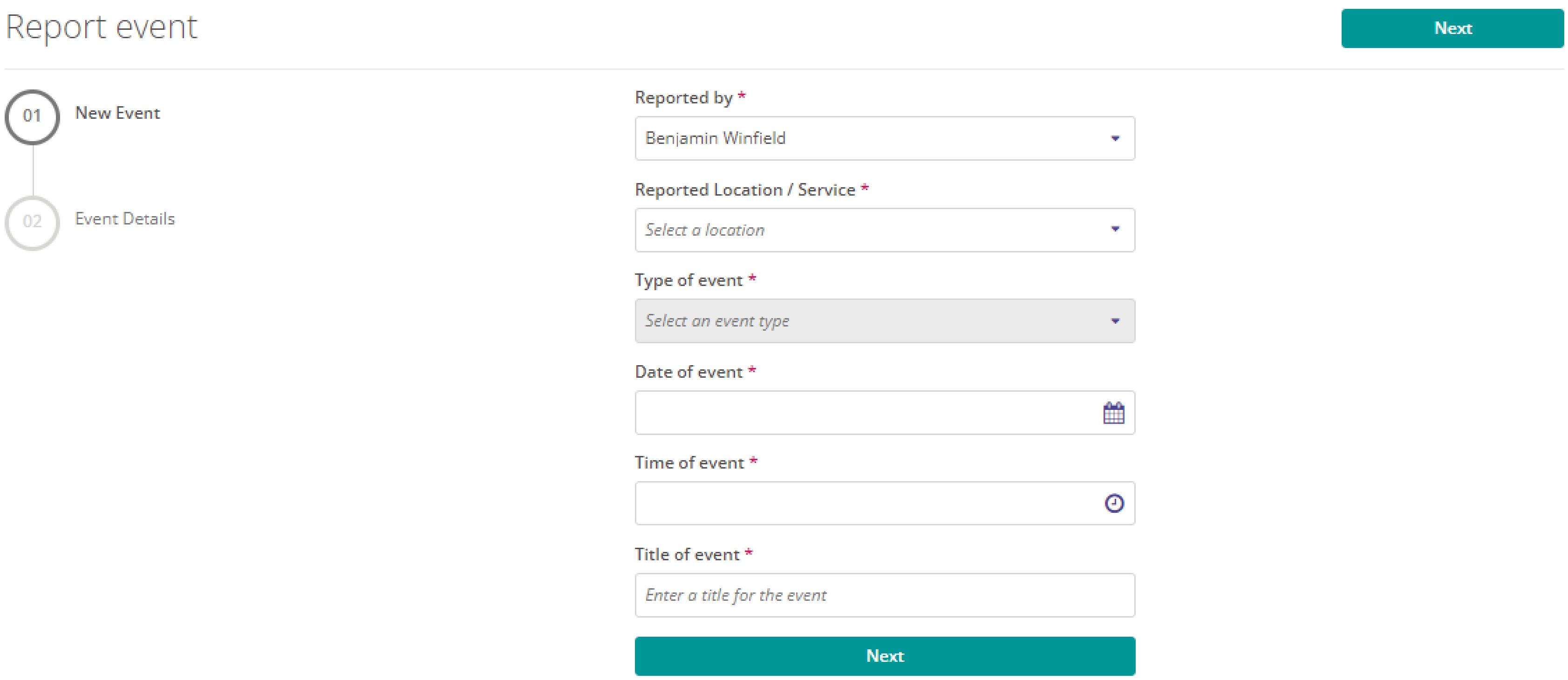
Events need to be reported into Radar as soon as you can. We are aware this is dependent upon geographical barriers and the limited technology in services, but events should not be collated and added to the system at the end of the month.

Events are added by selecting ‘Event reporting’ and ‘Report new event’ from the left-hand navigation menu:



Radar: Event Reporting

All events are reported on this initial screen:



Use the form to select the location, type of event, any sub-categories that populate, the date of the event taking place, time and a title.

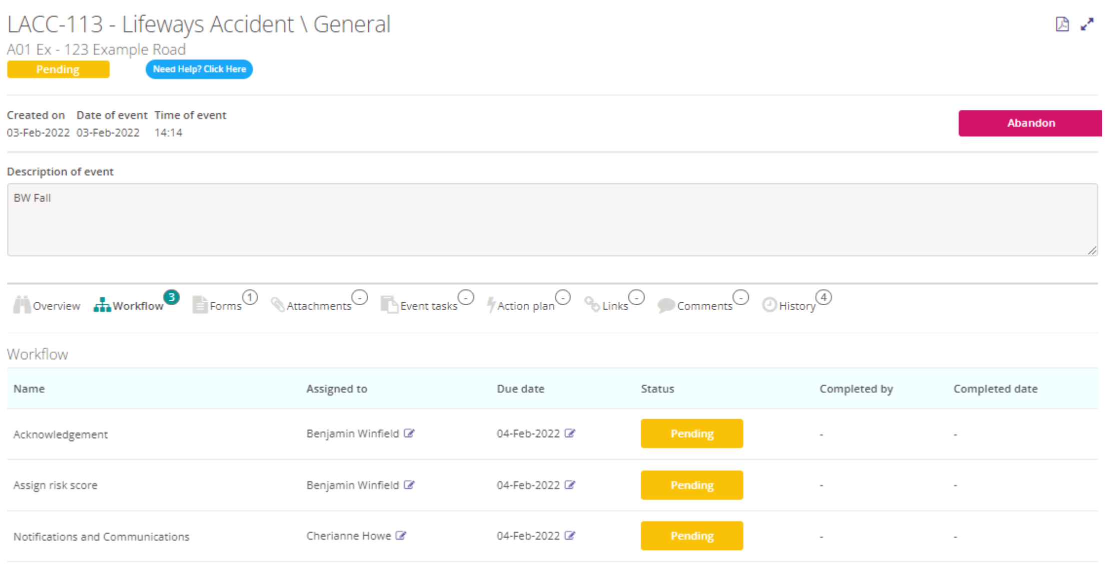
Only use initials of people involved in the event title and not full names e.g. BW Fall, BW Seizure, BW Safeguarding etc.

Radar: Event Reporting

Depending on the type of event being reported will determine the next form which loads for the completion of the reporting.

Enter any required fields of the form that loads – any fields with a * mean they are mandatory.

After you have completed the report the system will load up the event (displaying a unique reference number in the top left-hand corner) and the next stages of that event's governance workflows:

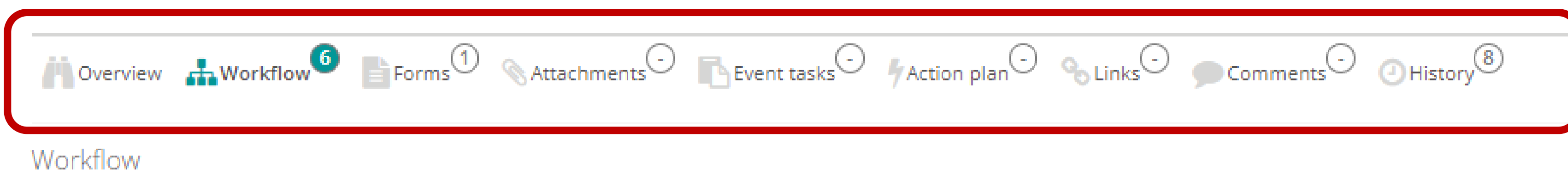


Radar: Event Reporting

Following the reporting of an event, the event page will show you a menu bar for the event where you can add any comments, updates and attachments linked to the event.

You should only scan the attach the original accident/incident form to the event when it is an event which may result in a claim to begin the evidence process in the early stages.

You are also able to link the event to another event recorded in Radar e.g. if an accident/incident report leads to a Safeguarding/ASP event etc.



Radar: Event Workflows

Radar assigns workflows to various roles assigned in the system e.g.in the example below: Ben Winfield has been assigned the Service Manager tasks and the Cherianne Howe, the Registered Manager tasks:

Workflow

Name	Assigned to	Due date	Status	Completed by	Completed date
Acknowledgement	Benjamin Winfield	04-Feb-2022	Pending	-	-
Assign risk score	Benjamin Winfield	04-Feb-2022	Pending	-	-
Notifications and Communications	Cherianne Howe	04-Feb-2022	Pending	-	-

You can either select these workflows here for completion or access them on your 'My Tasks' dashboard where they will now appear.

Additional workflow tasks will generate dependent upon the responses in these first three workflows. These will again appear on the responsible persons 'My Tasks' dashboard when generated.

If workflows are assigning to the incorrect person due to manager changes, contact Ben Winfield to amend this in the system.

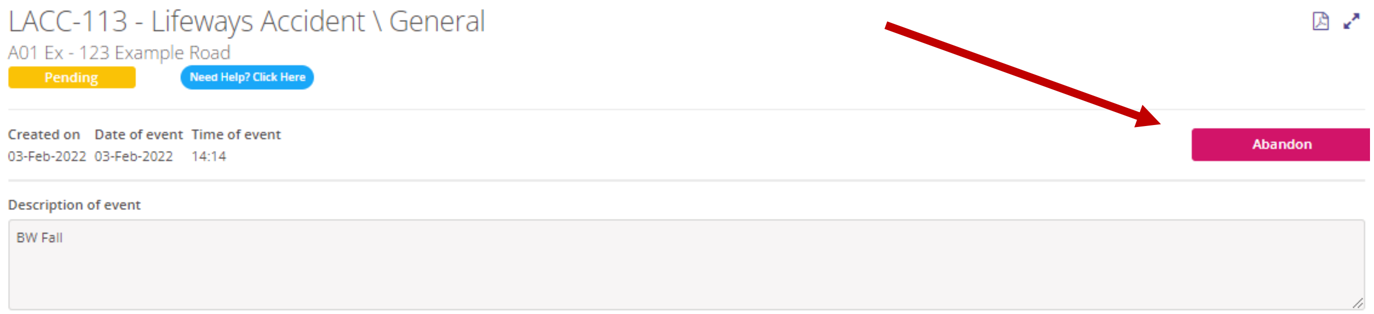
Radar: Event Workflows

You do not need to complete all the event workflows at once. Each stage will generate a due date based upon the type of event that has been entered and the workflow stage that is required.

Remember any workflow stages assigned to you will be displayed on your ‘My Tasks’ dashboard.

Please be aware that accidents or incidents scoring above 16 on the risk score workflow will generate an investigation even if you have stated in the ‘Acknowledgement’ workflow step that one is not required.

If you have assigned an event against the wrong service, you will need to abandon the event and re-add it to the system. This option is found in the top right-hand corner of the event page.



Radar: Event Workflows – Action Plan

When competing the action plan workflow, you can:

- Create a new action for the event by selecting ‘Create new action plan’ and follow the instructions – filling out the action plan form which generates, after this **press ‘Complete action plan step’.**
- Link to an existing open action – all open actions plans for that service will load at the bottom of the page. Tick the action you wish to link on the right-hand side and then press ‘Link to selected item’ **and then press ‘Complete action plan step’.**
- Where no actions are needed, just press **‘Complete action plan step’.**

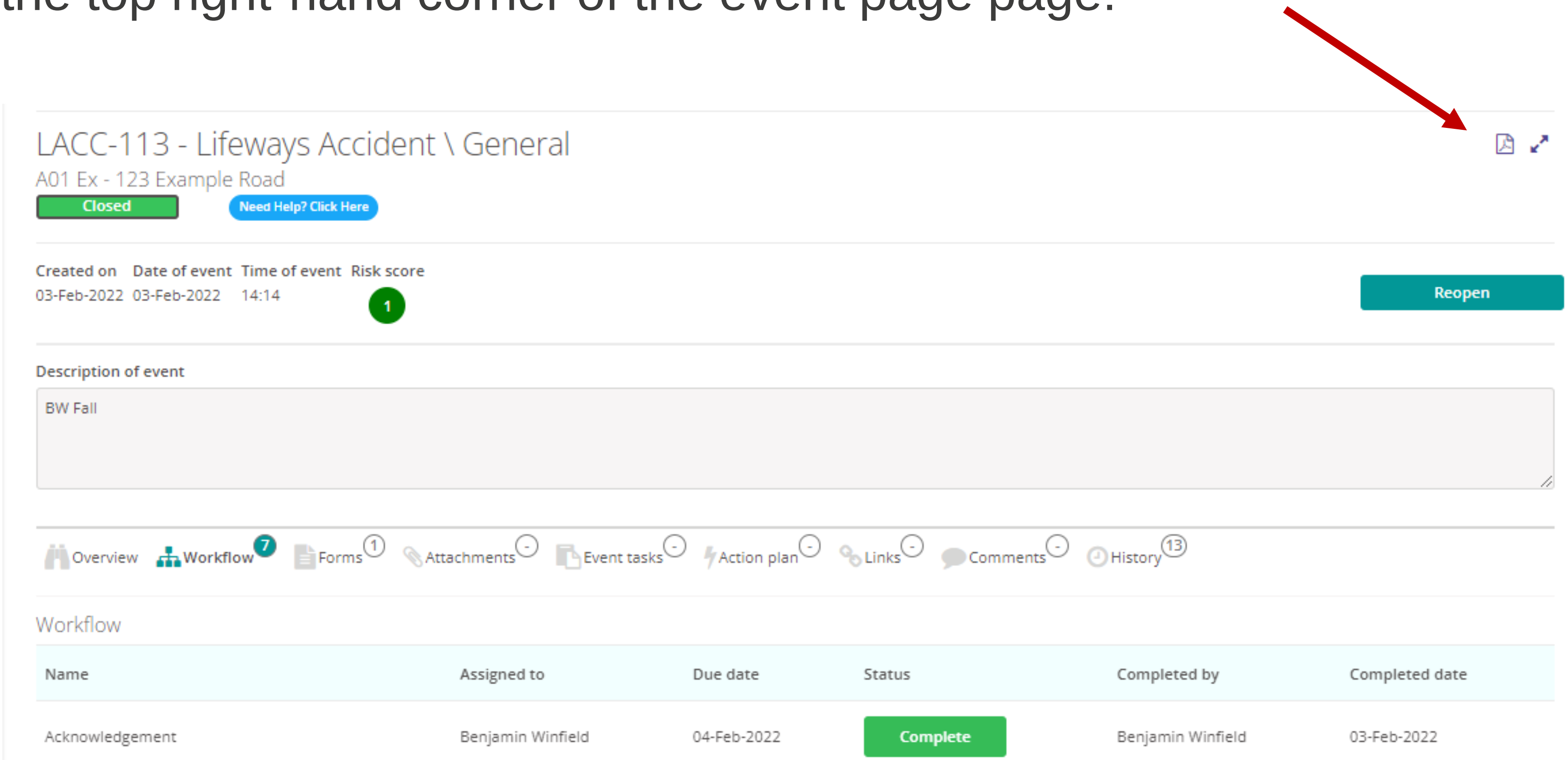
You must always finish your action plan stage by pressing **‘Complete action plan step’.** This is not confirming you have completed the action, but you have completed the action plan workflow. Failure to do so will leave the action plan stage open and become overdue.

Any actions you create for an event can be accessed via your ‘My Tasks’ dashboard or the Action Plan area of the site using the left-hand navigation menu.

Radar: Event Workflows

As you work through the governance workflows and after they have been completed, the workflows will show as complete and mark the event as ‘Closed’.

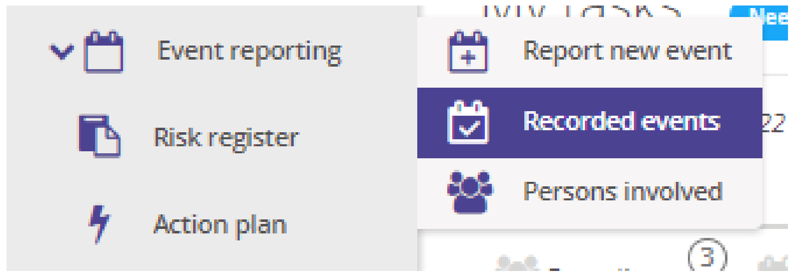
You are able to export the entire event in to a PDF report if you need to send it to any internal or external stakeholders by selecting the PDF icon in the top right-hand corner of the event page page:



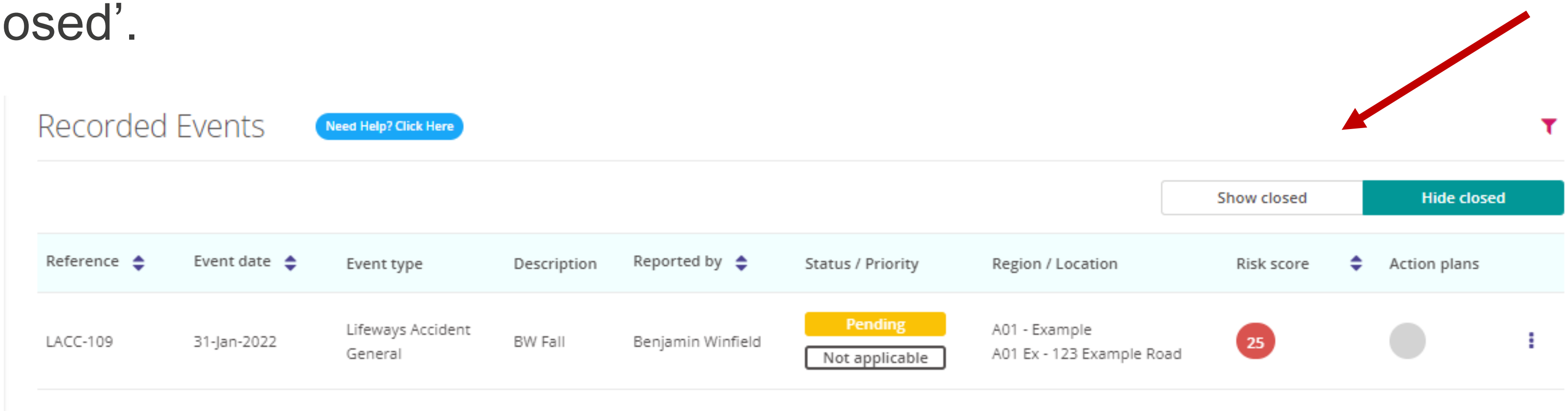
Reported Events – Viewing Events

Radar: Recorded Events

You can access and view all the events for the locations you have assigned to you or oversight of by using the ‘Recorded events’ area selected from the ‘Event reporting’ menu on the left-hand navigation menu:



All open events will be displayed and you can use the toggle to also ‘Show closed’.



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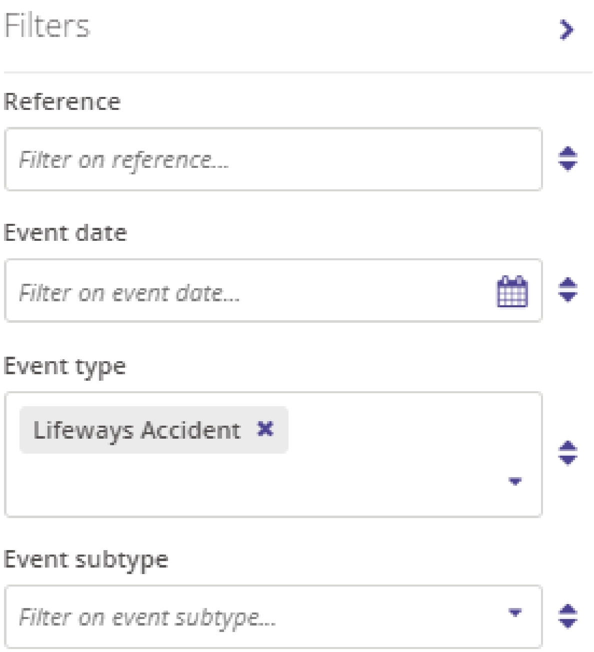
Radar: Recorded Events

You are also able to filter the ‘Recorded events’ using the filter icon:

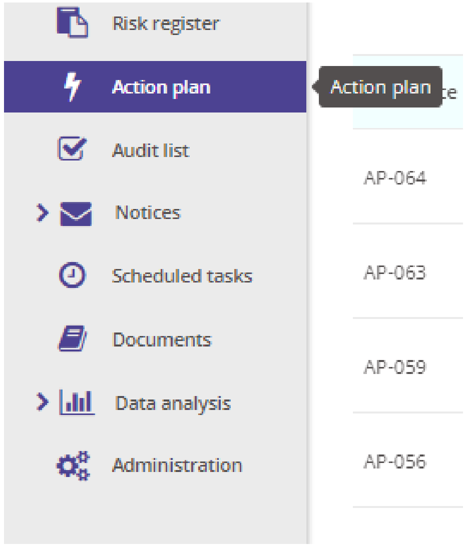
This will load the following filter which can aid you in navigating by filtering on a range of options such as event type, sub-categories of events, location, area, risk score, status etc.



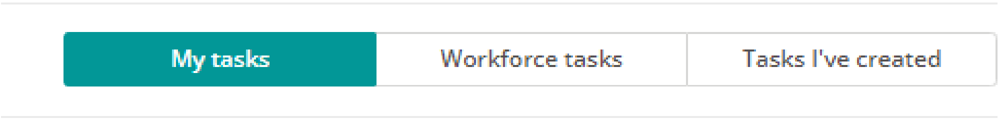
Action Plans

Radar: Action Plans

Any actions you have open to you for completion will be displayed on your ‘My Tasks’ dashboard. You can also view the actions (open and closed) for your assigned locations using the ‘Action Plan’ area of the system:

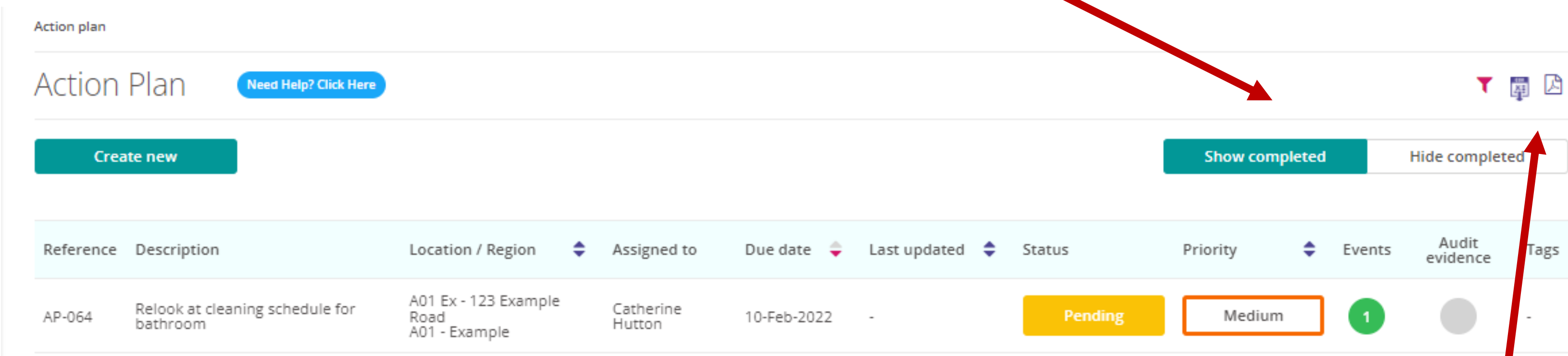


Managers can view their team’s open actions in the ‘My workforce tasks’ using the toggle on their ‘My tasks’ dashboard or view (open and closed) actions in the ‘Action Plan’ area of the system as seen above.



Radar: Action Plans

All open actions will be displayed in the 'Action Plan' area and you can use the toggle to also 'Show completed':



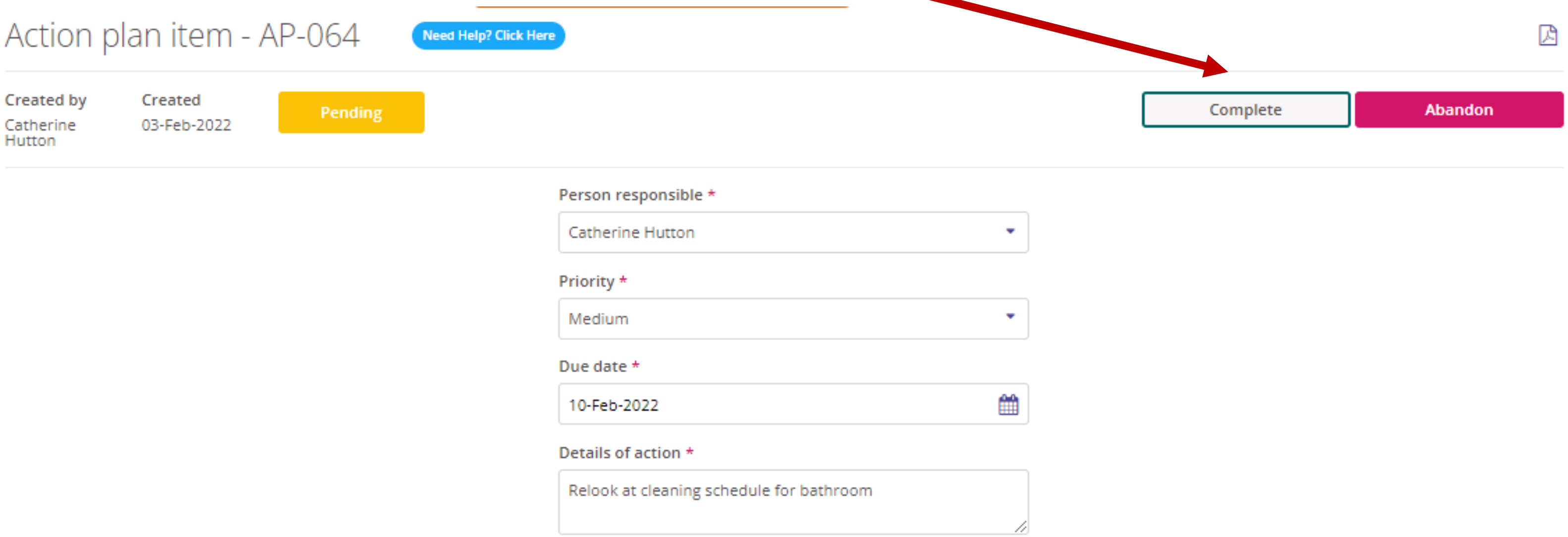
You are also able to filter the actions using the filter icon:

This will allow you to filter on a range of options such as event type, sub-categories of events, location, area, risk score, status etc.

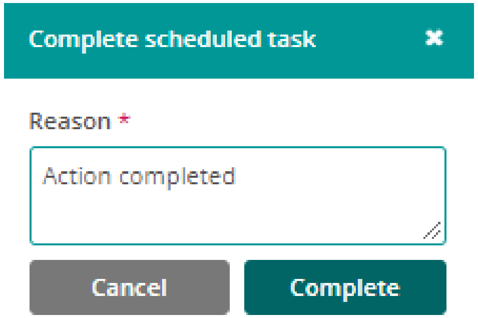
After filtering you are also able to export the actions to Excel or PDF format using the options in the top right-hand corner.

Radar: Action Plans

To complete an action, select and open the action and then use the ‘Complete’ button:



In the dialogue box that loads, enter that you have completed the action and press ‘Complete’.



Scheduled Tasks

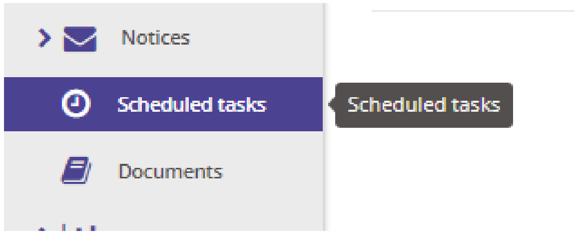
Radar: Scheduled Tasks

Scheduled Tasks are tasks that can be assigned in Radar to either be re-occurring tasks or single "one off" tasks.

We are currently only using two 'Scheduled Tasks' at present:

- 'Monthly Checks' – These are the monthly over 40 hour checks for services which is a single form replacing the finance, medication, themed checks and DUQ tab from the old workbook.
- COVID Outbreak – This "one off" form is assigned by Health & Safety when a COVID outbreak has been identified on the COVID trackers submitted by area offices. **You do not need to assign these to yourself.**

Scheduled Tasks can be accessed via the left-hand navigation menu:



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Radar: Scheduled Tasks

When your tasks are setup or have been assigned to you, they will show in the 'Scheduled Task' area of Radar and also on the 'My Tasks' dashboard when they reach the pending status.

Scheduled tasks Need Help? Click Here

Create new task | Show completed | Hide completed

Task	Category	Location	Responsible person	Status	Next due	Tags
Monthly Checks	Monthly Checks	A01 Ex - 123 Example Road	Benjamin Winfield	Pending	28-Feb-2022	
Monthly Checks	Monthly Checks	A08 LC - 1 Pendle View Huncoat	Catherine Hutton	Pending	28-Feb-2022	
Monthly Checks	Monthly Checks	A08 LC - 10 Hampshire Road	Catherine Hutton	Pending	28-Feb-2022	
Monthly Checks	Monthly Checks	A08 LC - 3 Loweswater Close	Catherine Hutton	Pending	28-Feb-2022	
Monthly Checks	Monthly Checks	A08 LC - 3 Spencer Street U40	Catherine Hutton	Pending	28-Feb-2022	

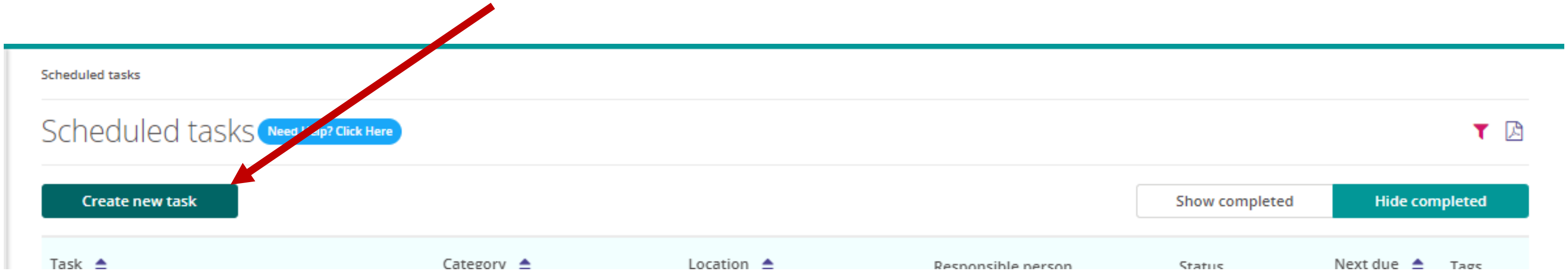
Manager's can also track the status of 'Scheduled Tasks' assigned to their team by viewing the 'Scheduled Task' area of Radar and using the filters or on the 'My workforce tasks' area of the 'My Tasks' dashboard:

My tasks | Workforce tasks | Tasks I've created

Radar: ‘Monthly Checks’

The ‘Monthly Checks’ for over 40 hour services can either be setup by the manager undertaking the task or on their behalf by someone else.

To create the ‘Monthly Checks’ – select ‘Create new task’ from the Scheduled Tasks area of the system:



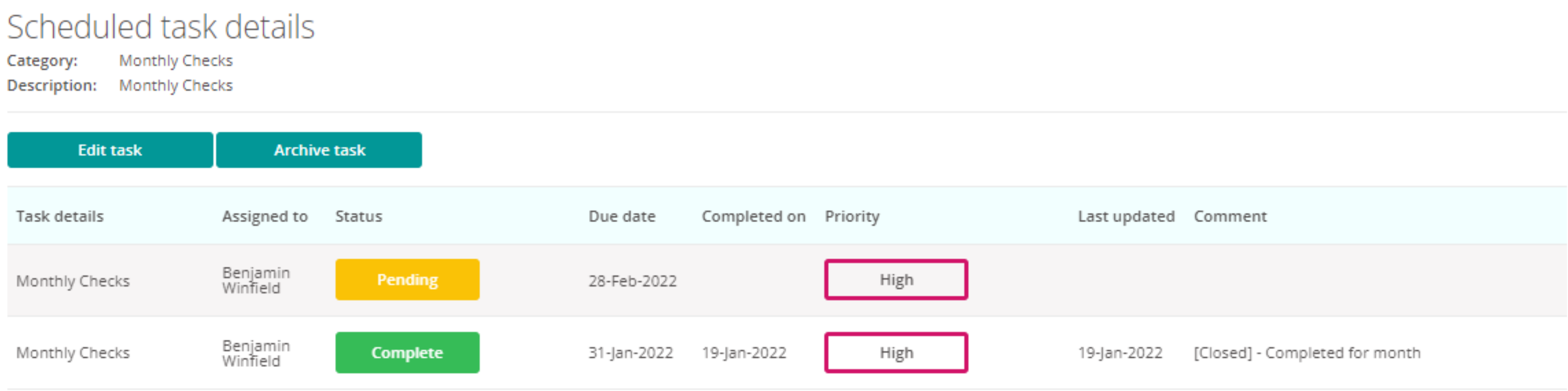
My Lifeways Learning hosts the PDF documents and videos for setting up and completing the ‘Monthly Checks’. Follow the documents/videos exactly as the instructions are listed.

Please contact Ben Winfield for support or if you are unsure of anything.

‘Monthly Checks’ only need setting up once as they reoccur automatically.

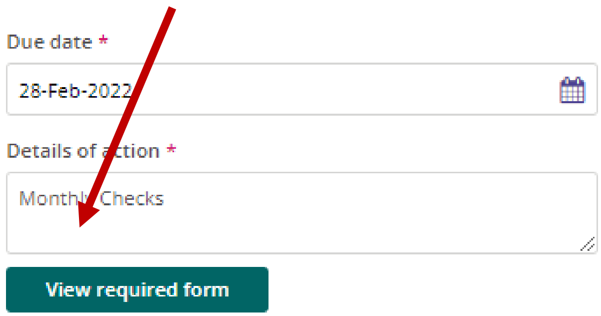
Radar: Scheduled Tasks

To undertake a ‘Scheduled Task’ (such as the ‘Monthly Checks’, select the task you wish to complete from either your ‘My Tasks Dashboard’ or the ‘Scheduled Tasks’ area of the system.



Task details	Assigned to	Status	Due date	Completed on	Priority	Last updated	Comment
Monthly Checks	Benjamin Winfield	Pending	28-Feb-2022		High		
Monthly Checks	Benjamin Winfield	Complete	31-Jan-2022	19-Jan-2022	High	19-Jan-2022	[Closed] - Completed for month

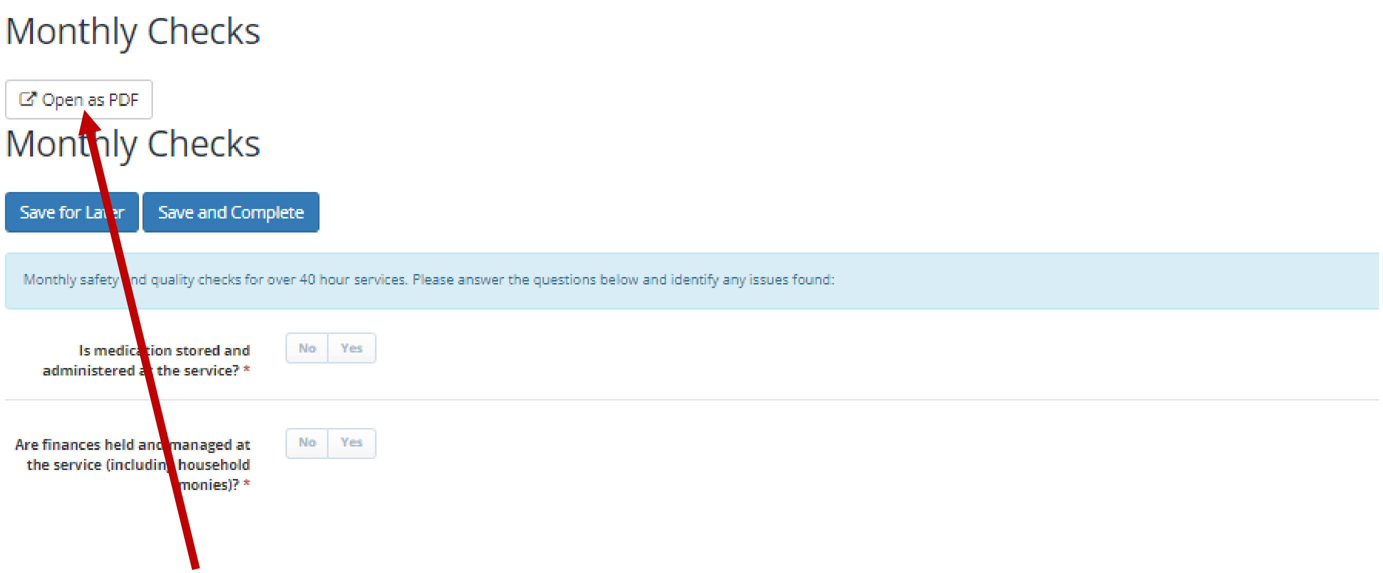
Select the task that needs completing, you will also see any previous checks that you have completed if it is on a reoccurring basis. On the next screen that loads, press ‘View required form’.



Radar: Scheduled Tasks

The system will then load the form you need to complete for the task. Work through the form and 'Save and Complete' upon completion.

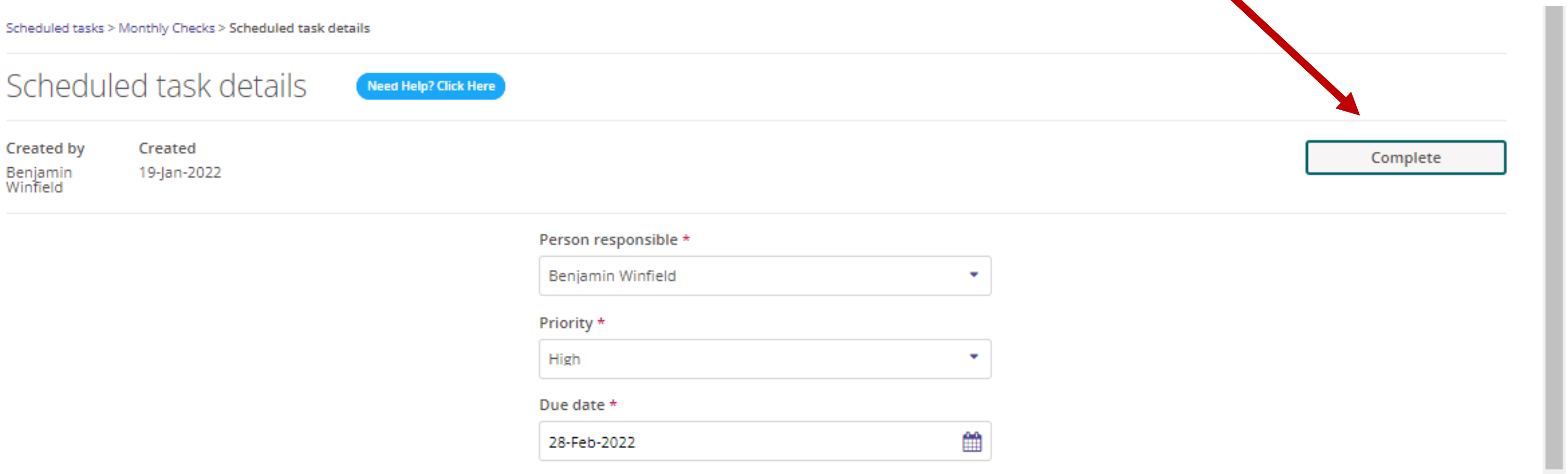
You are also able to complete some sections and 'Save for later' allowing you to come back to complete fully and save your progress so far.



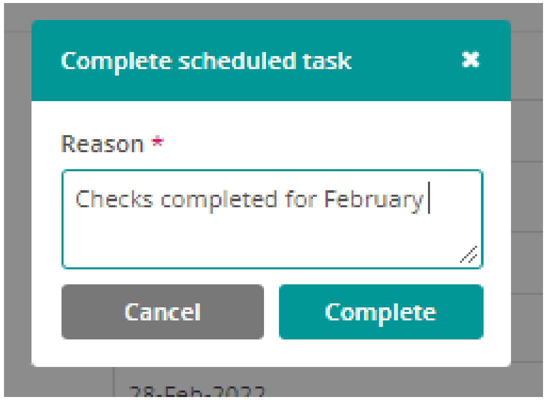
You can also export the form to PDF using the 'Open as PDF' button if you need to print or share etc.

Radar: Scheduled Tasks

After completing the required form, the system will return you to the check page and you will need to mark the check as complete:



In dialogue box type that the checks have been completed:



Radar: Scheduled Tasks

You will now see your check is complete and if the task is set to auto-reassign, it will reschedule as planned – it will then become pending when it is due for completion and show up on your ‘My Tasks’ dashboard:

Scheduled task details

Category: Monthly Checks
Description: Monthly Checks

Edit task | Archive task

Task details	Assigned to	Status	Due date	Completed on	Priority	Last updated	Comment
Monthly Checks	Benjamin Winfield	Planned	28-Mar-2022		High		
Monthly Checks	Benjamin Winfield	Complete	28-Feb-2022	04-Feb-2022	High	04-Feb-2022	[Closed] - Checks completed for February
Monthly Checks	Benjamin Winfield	Complete	31-Jan-2022	19-Jan-2022	High	19-Jan-2022	[Closed] - Completed for month

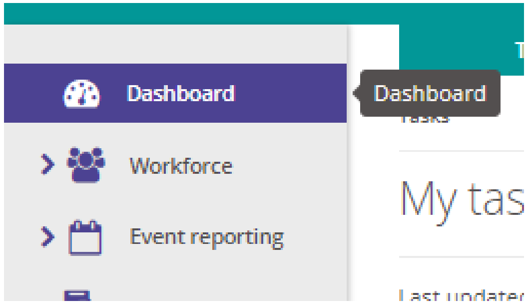
COVID Outbreak tasks are “one off” tasks and will not reschedule themselves as seen above.

If you are having any issues setting up, need to edit or swap a Schedule Tasks to another user, please contact Ben Winfield who will support you. When managers swap services, we will also reassign the ‘Monthly Checks’ at the same time.

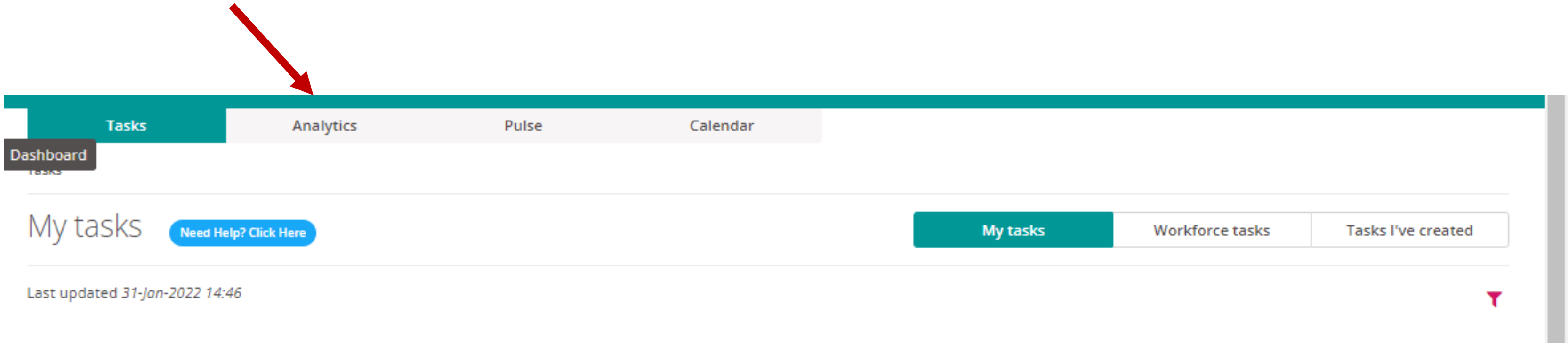
Analytics

Radar: Analytics

Analytics is the area of Radar that graphically represents your data. This can be found on your ‘Dashboard’ using the left-hand side navigation menu:



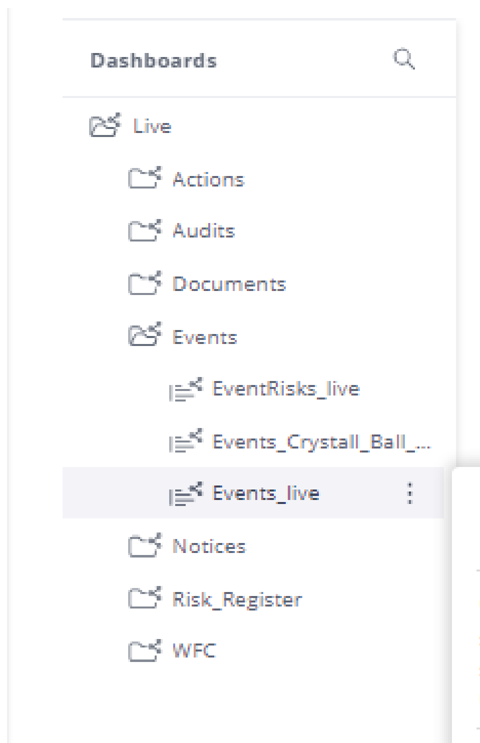
Select ‘Analytics’ at the top of the page:



Radar: Analytics

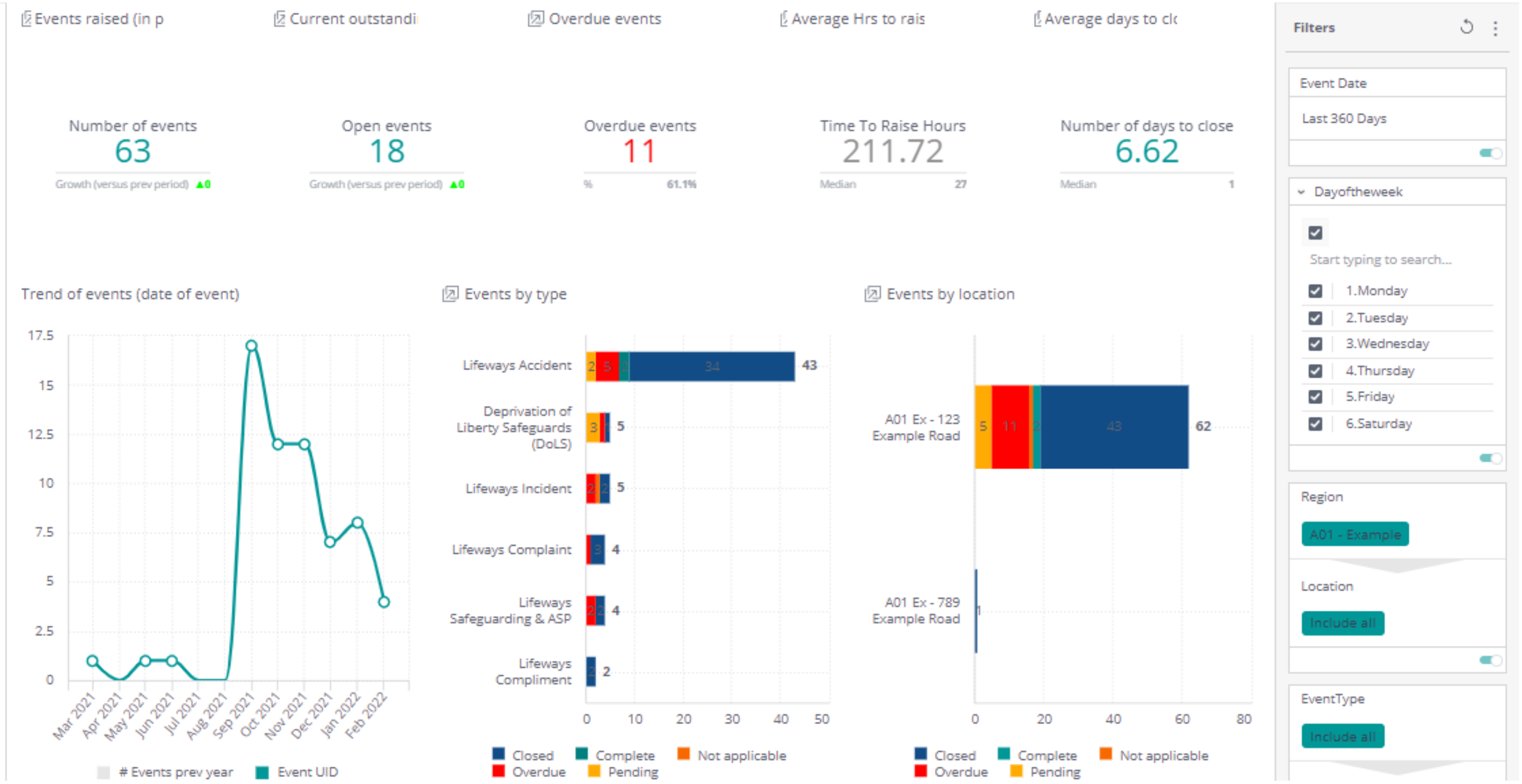
Once ‘Analytics’ loads, select “Live” and then “Events” from the folder options.

Selecting ‘Events Live’ will show you all the event data for your assigned locations and ‘Events Risks Live’ will show you data linked to the risk scoring of events at your assigned locations:



Radar: Analytics

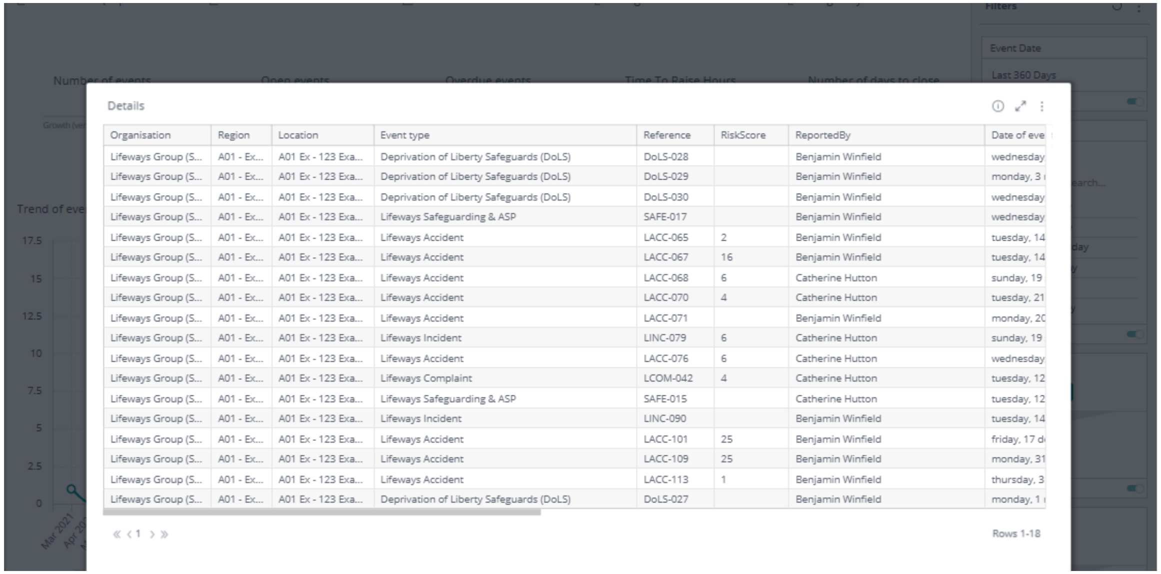
After selecting ‘Events Live’ or ‘Events Risk Live’ the dashboard will load:



Radar: Analytics

The figures at the top of the page will show you the number of events at the location(s) assigned to you, how many are currently open and overdue.

Clicking on the numbers will then load a table of the events represented in that figure. You can then select and click to load an event from the list in a new tab to review. Click the grey area to return to the dashboard.


Details

Organisation	Region	Location	Event type	Reference	RiskScore	ReportedBy	Date of eve
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Deprivation of Liberty Safeguards (DoLS)	DoLS-028		Benjamin Winfield	wednesday
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Deprivation of Liberty Safeguards (DoLS)	DoLS-029		Benjamin Winfield	monday, 3
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Deprivation of Liberty Safeguards (DoLS)	DoLS-030		Benjamin Winfield	wednesday
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Safeguarding & ASP	SAFE-017		Benjamin Winfield	wednesday
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-065	2	Benjamin Winfield	tuesday, 14
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-067	16	Benjamin Winfield	tuesday, 14
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-068	6	Catherine Hutton	sunday, 19
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-070	4	Catherine Hutton	tuesday, 21
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-071		Benjamin Winfield	monday, 20
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Incident	LINC-079	6	Catherine Hutton	sunday, 19
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-076	6	Catherine Hutton	wednesday
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Complaint	LCOM-042	4	Catherine Hutton	tuesday, 12
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Safeguarding & ASP	SAFE-015		Catherine Hutton	tuesday, 12
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Incident	LINC-090		Benjamin Winfield	tuesday, 14
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-101	25	Benjamin Winfield	friday, 17 d
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-109	25	Benjamin Winfield	monday, 31
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Lifeways Accident	LACC-113	1	Benjamin Winfield	thursday, 3
Lifeways Group (S...	A01 - Ex...	A01 Ex - 123 Exa...	Deprivation of Liberty Safeguards (DoLS)	DoLS-027		Benjamin Winfield	monday, 1

« ‹ 1 › » Rows 1-18

lifeways group

Radar: Analytics

The time to raise figure is the time taken between an event taking place and it being reported into Radar.

As people become more accustomed to Radar and the reporting culture changes, this figure will begin to drop over time.

The number of days to close figure relates to the average time taken to report and then close/complete an event such as an accident or incident within Radar.

Radar: Analytics

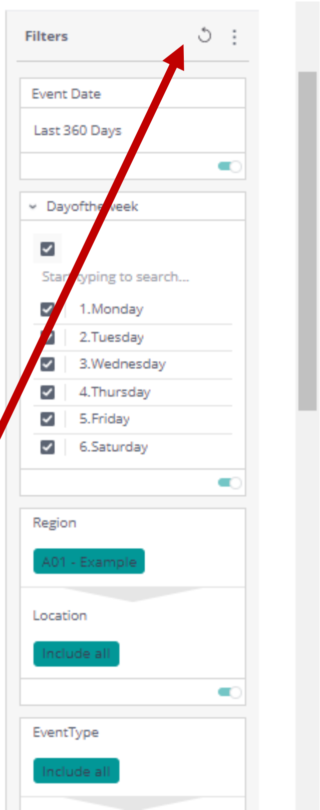
The Analytics dashboard has a host of filters on the right handside. As you make selections on locations, types of event etc. the graphs and figures at the top will reconfigure themselves based upon your selections.

- You are able amend the dates of the data, to a specific day, time period or month.

- You are then able to filter to a specific location/service or area – dependent on your role and permissions.

- You are also able to filter down the event type and sub-categories to only show physically challenging behaviour for example.

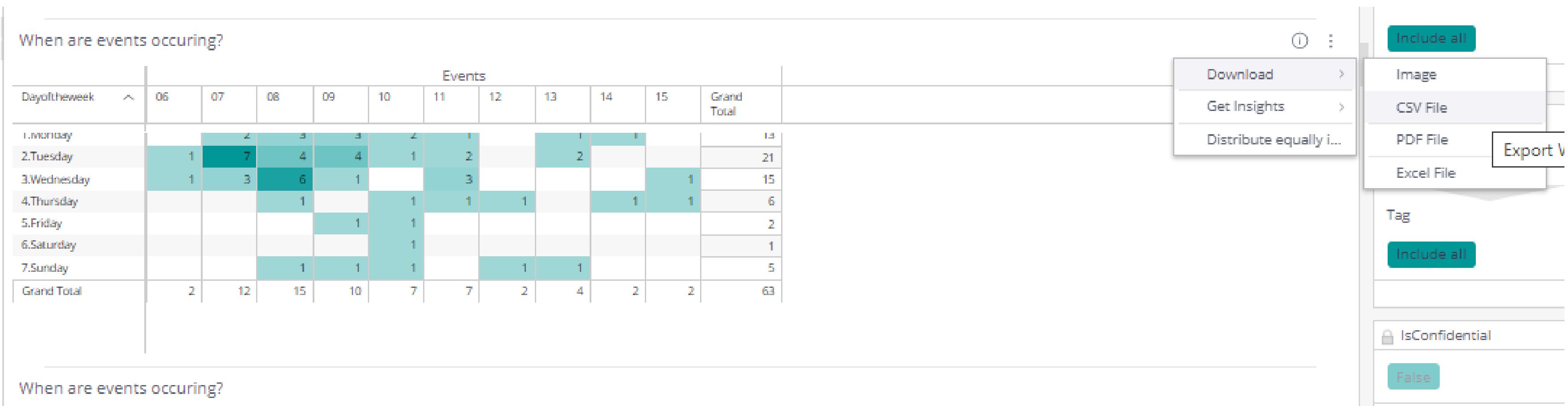
- Using the arrow button will reset the filter to the default settings



Radar: Analytics

All graphs within ‘Analytics’ can be exported by clicking the following icon in the right-hand corner of the graph:

You are then presented with an option of which format you would like to export to:



Troubleshooting

Radar: Troubleshooting

Common issues with Radar at present are:

- "I cannot log an event, the system gets stuck on the first reporting page" – This will be down to using Internet Explorer, please refer to the guidance on using Google Chrome or Microsoft Edge.

- "Radar is asking for a log-in email and password" – unless the webpage has a Lifeways logo displayed, you are not on the correct Radar site and may have entered the URL into the Google Chrome search window and not address bar.

- "I have logged an event against the wrong service/location" – you will need to abandon the event and re-add to the system.

- "I now manage different services and it is assigned to the wrong person" – Contact Ben Winfield who will support to amend the assigned managers/locations.

Please contact Ben Winfield for any issues, suggestions or help you need with the system.

Version Control:	Comments/Additions:
V1 8th Feb 2022	Guide created