

[COVID-19: New Care Homes Status Update App](#)

Technical: Frequently Asked Questions (FAQs)

What is an App?

An **app** is just a piece of software.

It can run on your smartphone, a computer, a tablet or other electronic devices, including smart TVs and smartwatches.

Help! I can't download the new App to my computer.

Do not panic!

The best way to use the App is on a smartphone.

This is quickest and easiest way for you.

How do I access the App?

Click here: <https://rqiahomes.glideapp.io/>

Then what?

When you use the App first:

- Follow the instructions to register
- Create a profile for your service, including all the required information.
- Your details will then be stored, so you don't have to keep entering them.

The App is asking me for an email address?

Use an email address for your home. It doesn't have to be the Registered Individual's or the Responsible Manager's.

It can be your Deputy Manager's, or any staff member's email.

I have entered an email address – now what?

Wait for your pin number to be emailed to the email address you entered.

It looks like this:

From: **no-reply@auth.appnotify.io**
Sent: **18 April 2020 12:24**
To: **Whoever**
Subject: **Your pin for Status Update is XXXXX**

Your pin is XXXXX

Then What?

1. Enter your pin number.
2. Complete the template with your latest information.
3. Some questions require you to enter numbers – they look like this [123](#)
4. Some questions require you to enter text – they look like this [A](#)
5. Some questions are drop down menu choices – they look like this 
6. Three questions require you to assess if you are Red 🙄 or Amber 😐 or Green 😊
7. ALL questions must be answered before you can submit your data

I didn't receive my pin?

Check your spam or junk email folder, otherwise phone your IT support to check the email hasn't been blocked by them.

What if I choose Red 🙄 for something?

An RQIA inspector will call you back to check that you are okay and to see if we can help you. This may not be immediately.

If you have anything urgent, you should raise this immediately with RQIA by telephoning 028 9536 1111.

And next?

Click 'submit' (top right hand corner) and your information will be sent.

I can't get the submit button to work?

Check that you have filled in ALL of the required fields.

Required fields have the word "Required"

How often should I submit information?

Every day your service is operational **before** 10:30 am.

My service has two different services on the one site – a nursing home and a residential care home – what do I do?

You need to submit a separate registration for each registered home.

You will need your deputy manager or another member of staff to use a different email address for the second home.

Where does my information go to?

Your information will be sent to a database which RQIA has access to. RQIA will share this with the Department of Health, HSC trusts, HSC Board and the Public Health Agency.

I can't get the App to download onto my computer?

Some work computers will deny access to the App. If this happens, ask your IT support people to service to unlock and grant you permission.

However, the easiest and quickest way to use the App is from a smartphone.

Also, some Internet browsers don't seem to work as well as others. Try other browsers such as Microsoft Edge or Firefox, Safari, etc.

I still can't get the App to download?

If you have contacted your IT support people and they have allowed access, then try to register at a different time of the day.

Some networks may be more busy at certain times of the day.

As a temporary measure, you can use the attached Excel file to fill in your information.

RQIA will be able to receive these files until Monday 27 April 2020.

This will allow you time to get the IT permissions sorted.

I still need help?

The networks have experienced technical issues and heavy traffic over the past few days. Keep trying!

If you still need help - send an email to information.team@rqia.org.uk and someone will get back to you.

Definitions

Registration number	This is your RQIA registration number and can be found on your certificate or a recent inspection report.
Vacant beds (unusable)	Where 'combination of above' is selected the reasons should be included in the comments section at the end.
Resident and staff number of new cases today	This is new cases of symptomatic and positive tests in the 24 hours since your last submission via the app.
Residents and staff symptomatic	Total number of current residents or staff currently symptomatic. Include both those tested positive and those who have not yet been tested.
Residents and staff tested	Number of current residents and staff who have been tested.
Residents and staff tested positive	Number of current residents and staff who have tested positive.
Total residents and staff affected to date	The total number of residents and staff who have been affected to date even if their symptoms have now passed.
Resident deaths in the last 24 hours	Only include deaths which have occurred in the home NOT those where residents have died in hospital or another setting.
Staff training	This should be completed the first time you submit information through the app and does not need to be submitted each day. This is the only information on the form which is optional to complete.