Telford & Wrekin
COUNCIL

LAS DoLS User Guide

LAS Training - DoLS

Course Aims

The purpose of this training is to enable staff to access LAS (Protocol) and be able to add a contact to a client and progress to DoLS assessment.

Objectives

Upon completion of the training, the delegate will, with the aid of any course handouts, desk aids or manuals, be able to...

- Create a contact record
- Progress to case to DoLS
- Complete the DoLS process

Smart Link	Hover Text	Description
DOL)i	DoLS Episode – Initial Investigation / Assessment	The 'I' indicates that the Initial Investigation or Assessment stage is open.
DOL)✓	DoLS Episode - Approved & Active	The tick indicates that the DoLS has been authorised and the episode stage is active.
DOL)	DoLS Episode - Suspended	The DoLS authorisation was granted, but is now at the suspension pathway step
DOL)	DoLS Episode - Declined	The DoLS authorisation was not granted
~~DOL)~~	DoLS Episode - Ceased	The DoLS authorisation was granted and has now been ended
~~DOL)~~	DoLS Episode - Cancelled	The DoLS was cancelled at initial investigation or assessment stage

Creating a Contact Record

(to be completed by BSO)

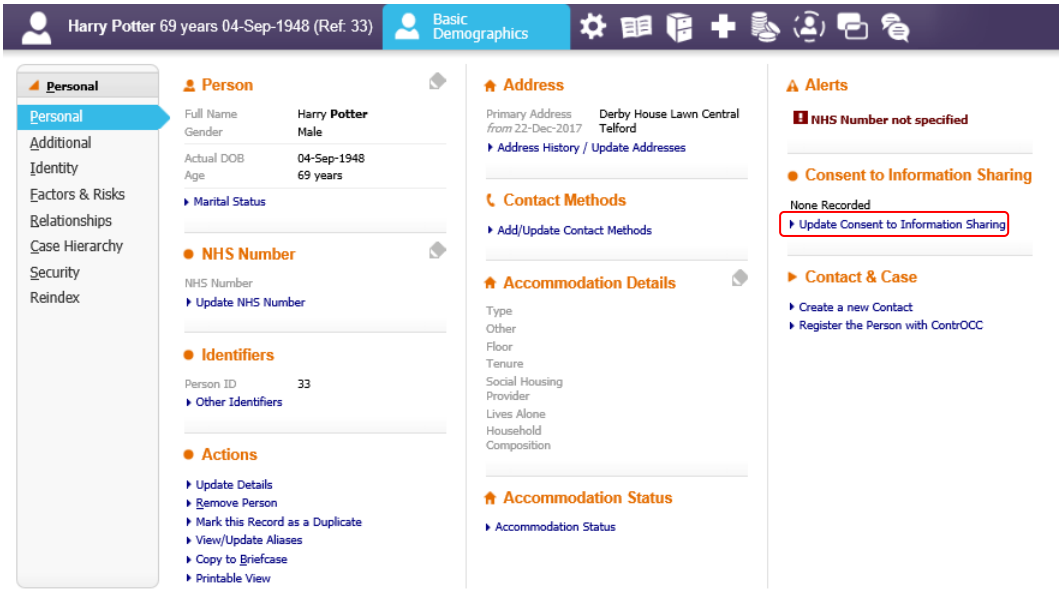
A Contact Record is to be created following every request for service from the Local Authority, even if the case is already open and receiving services.
Note: If there are Safeguarding and DoLS issues then two contacts must be recorded and the processes followed for both individually.

How to Create a Contact Record

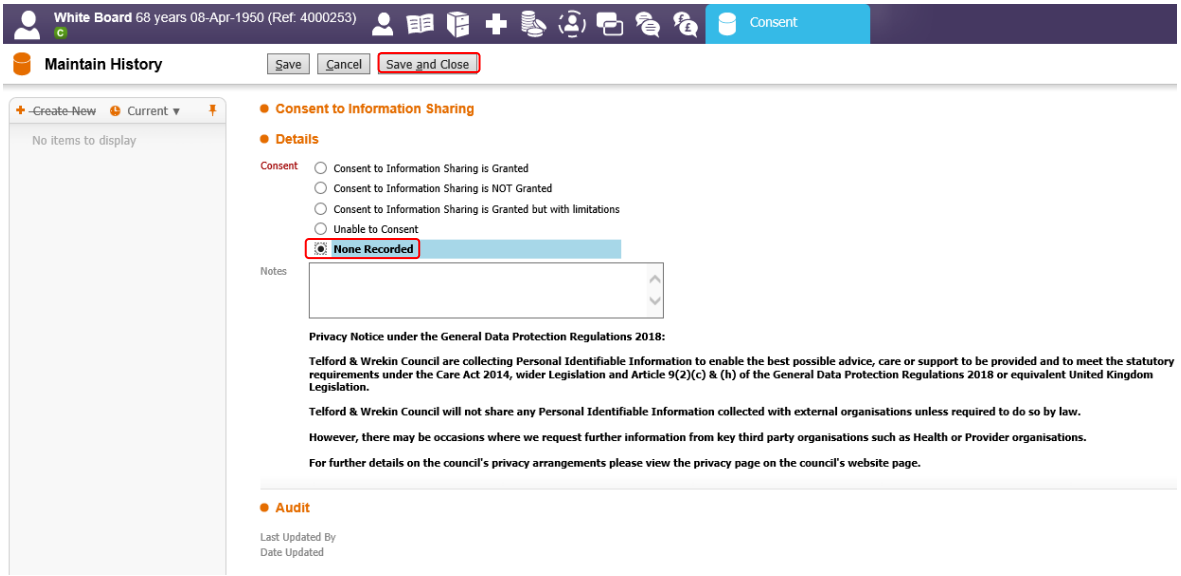
Prior to recording the Contact Record Consent to Information Sharing needs to be recorded.
Note: This may have already been done if the client is/has previously been known.

1. Navigate to the clients record; if they do not currently exist on the system, create the record (only after you have completed the standard three searches) name, address and date of birth.

2. From the Basic Demographics ensure you are in the sub section Personal and click on 'Update Consent to Information Sharing'



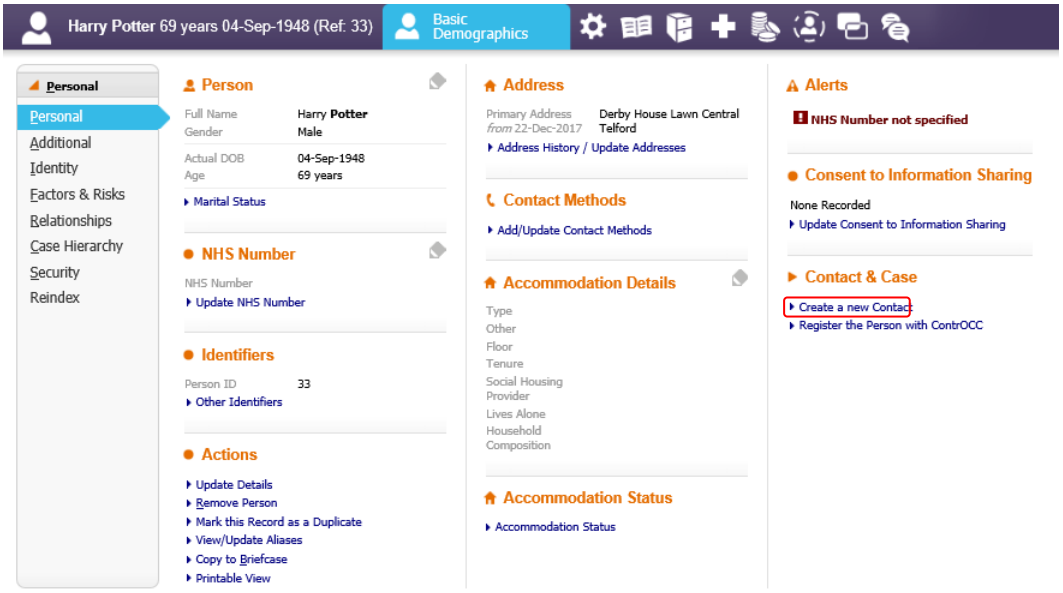
3. Select ‘None Recorded’ as Consent is not required as part of DPA 2018 and then click ‘Save and Close’



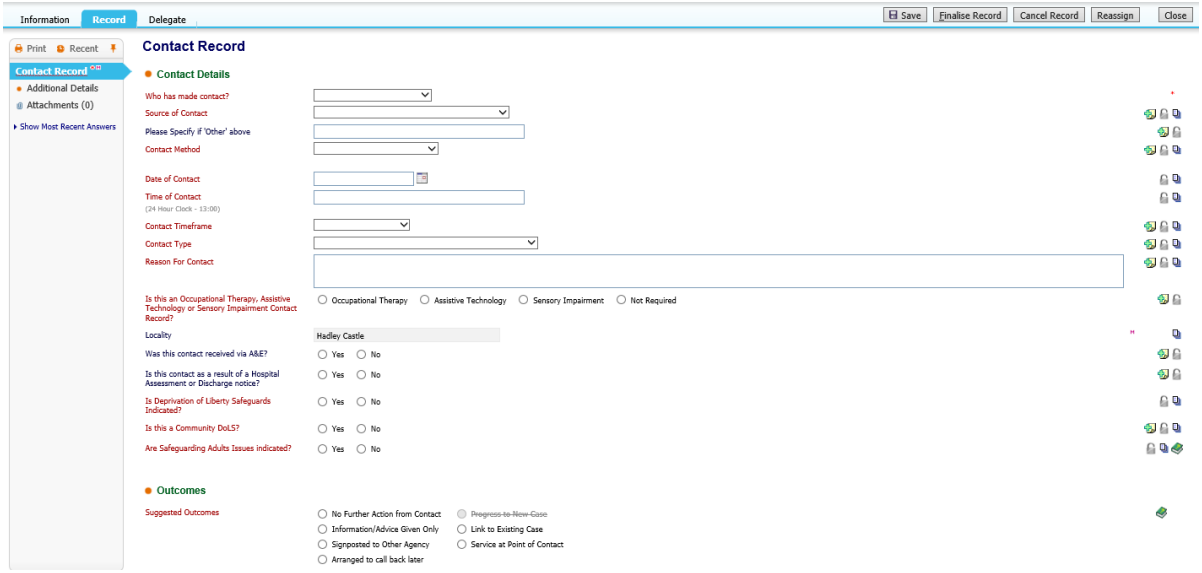
4. You will be returned back to the clients demographics.

You can now proceed to add a Contact Record.
Note: DOB and Ethnicity must be recorded on the record before you can add a contact. This will be displayed on the front screen to alert you, the system will prevent you from adding a Contact Record until the information is recorded.

5. Click on ‘Create a new Contact’.



6. The Contact Record will open up ready for completion:



Note: You have five action buttons in the top right of the form:
Save – This saves your work so far
Finalise Record – This completes the form and makes it Read Only, you will not be able to continue working on the form
Cancel Record – This cancels the form e.g. if you have generated it by mistake
Reassign – This allows you to put the Contact Record in another users or teams worktray for them to finish and finalise
Close – This closes the form, although does not finalise it, and it will remain in your worktray for you to come back to and finish

7. Work your way through the questions ensuring you go through all the tabs on the left hand side.

Note: Some of your answers to questions may generate other questions or sections on the left handside of the form for you to complete.

Note: Questions that are in red text are mandatory and you will not be able to finalise the form until they have been completed.

Note: There are some questions where the answer you give will update the clients basic demographic record e.g. Accommodation Details. As soon as you press update the clients record will be updated you do not have to wait until the contact record is finalised.

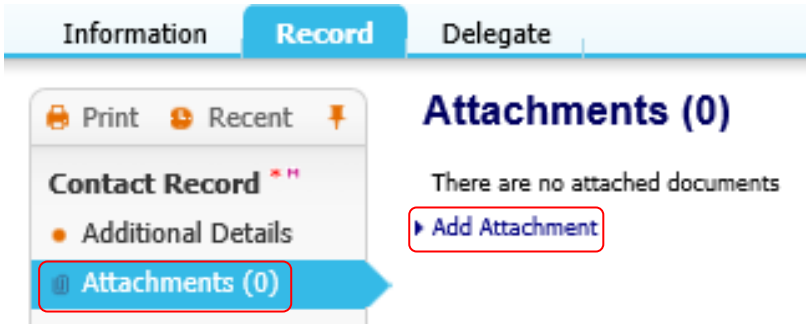
Note: When recording the person who made the contact this can be done in a number of ways:

- **A Person on the system** – allows you to search for a partner/wife/carer/sibling who may already have a record on the system/or be a linked relationship to the service user, who may be phoning on behalf of the service user.

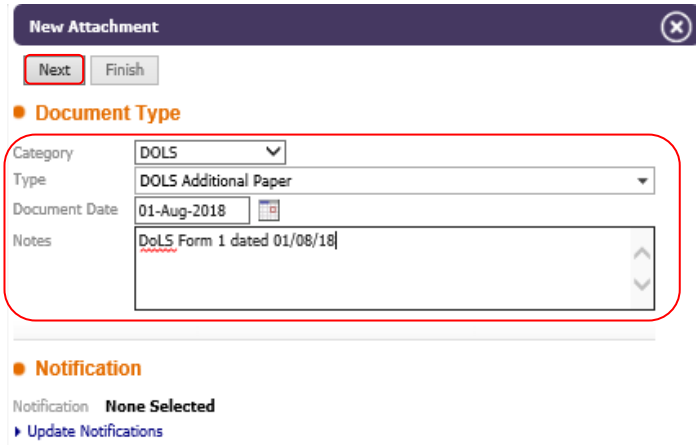
- **A Professional on the system** – Allows you to search for a professional e.g. GP, District Nurse who may be calling on behalf of the service user, and is recorded as a professional on the system.
- **Any other Person or Any other Professional** – allows the system user to enter information in free text, should the person or professional not be known on the system and are calling in on behalf of the service user.
- **The Service Users Name** – is the person who has made the contact and is requesting the service for themselves

DoLS Specific Notes:

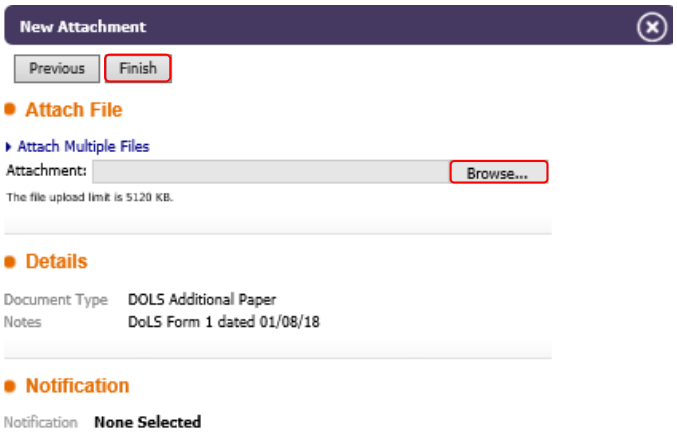
- Contact Type needs to be 'Deprivation of Liberty'
- Answer 'Yes' to 'Is Deprivation of Liberty Safeguards Indicated?' – This will trigger the ADASS Priority Tool; you do not need to complete it at this stage, it will be completed by the BIA when screening the Contact.
- Do not select any Outcomes; this will be completed by the BIA when screening the Contact.
- Attach the Form 1 to the Contact Record:
  - ➢ Click in to the 'Attachments' section of the Contact Record, and then on 'Add Attachment'



  - ➢ Complete the fields as appropriate and click 'Next'

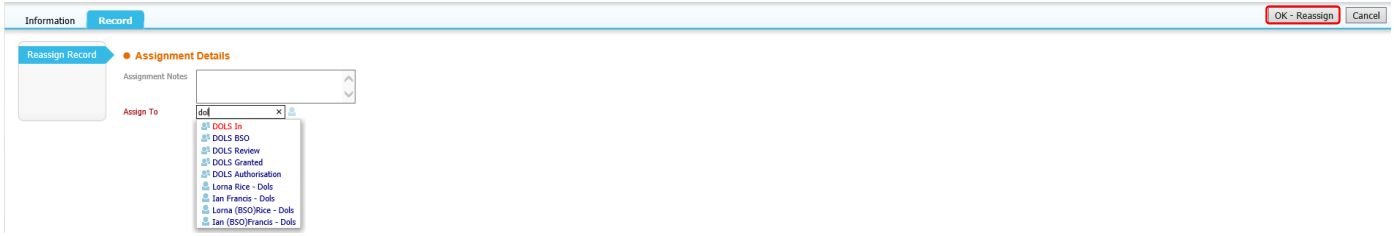


- Click ‘Browse’ and find the Form 1 from the relevant drive, then click ‘Finish’



8. Once you have completed all fields the Contact needs to be reassigned to the DoLS In worktray for screening. Click ‘Save’ and then ‘Reassign’

9. Type in ‘DOLS In’ in to the ‘Assign to’ field and select it from the list; add a comment if you wish and then click ‘OK - Reassign’



Contact Record Outcomes

(to be completed by BIA)

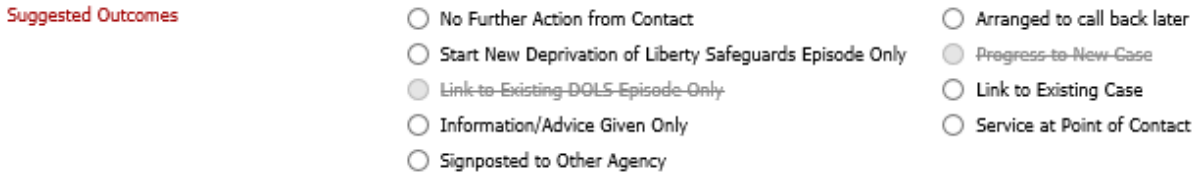
When a Contact Record is assigned the the DOLS In Worktray, it needs to be screened and progressed as appropriate.

1. ‘Pickup’ the Contact Record from the DOLS In Worktray

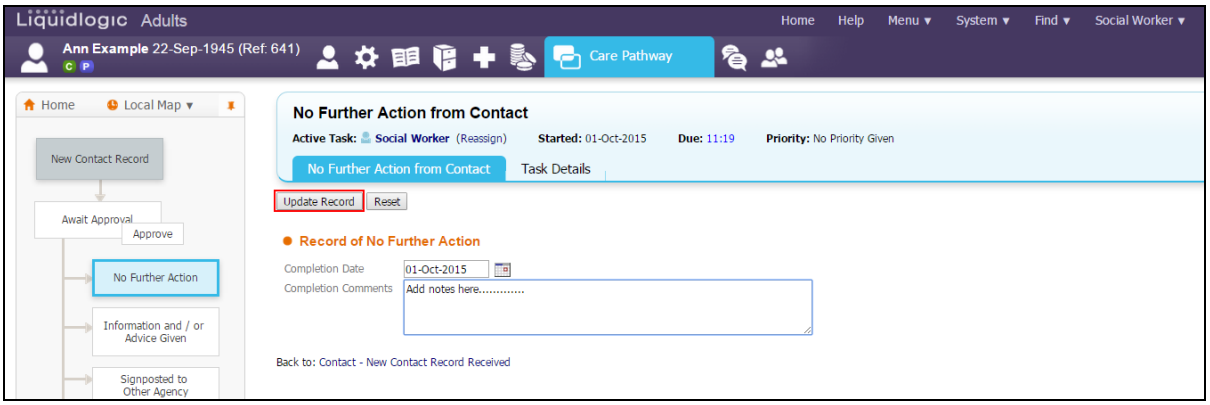
2. Read through the information in the Contact Record and the attached Form 1.

<u>If the Contact does not need to progress to DoLS:</u>

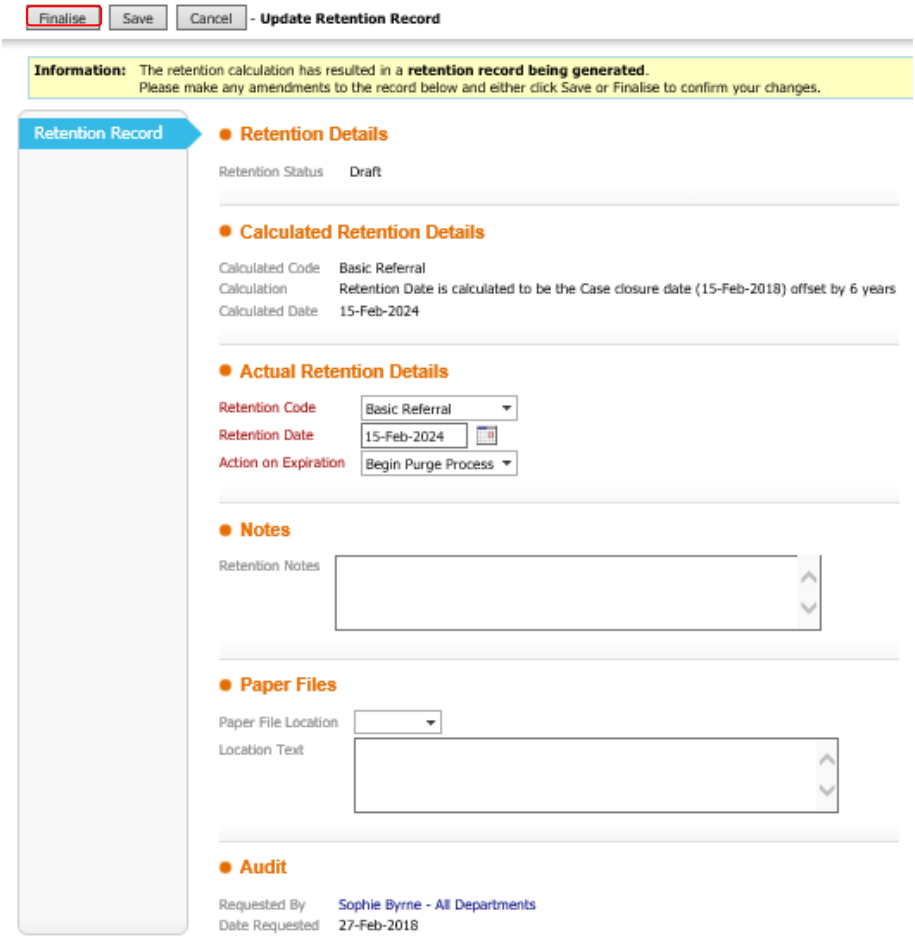
a) Select the most appropriate outcome (usually No Further Action from Contact or Information/Advice Given Only)



b) You will be taken to a screen similar to below. Complete the Completion Date and Comments fields and then click on ‘Update Record’.



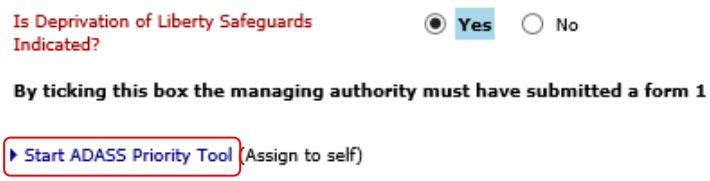
c) Your completed Contact will be saved on the clients' record. The final screen you will see is as below. You need to complete and finalise the Retention Record before the task is complete. The mandatory fields will automatically populate and all you have to do is click on 'Finalise'



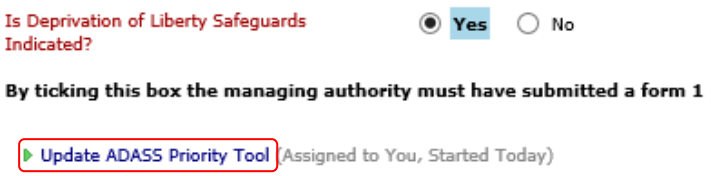
<u>If you have identified that there is reason for DoLS and Form 1 has been submitted:</u>

a) Ensure the question 'Is Deprivation for Liberty Safeguards Indicated?' has been answered 'Yes'

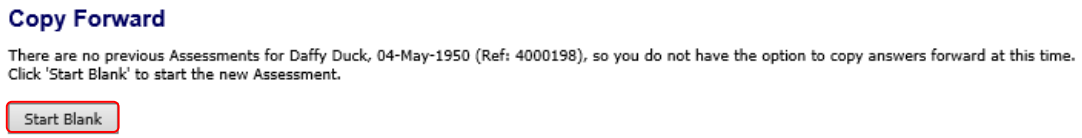
b) Click on 'Start ADASS Priority Tool'



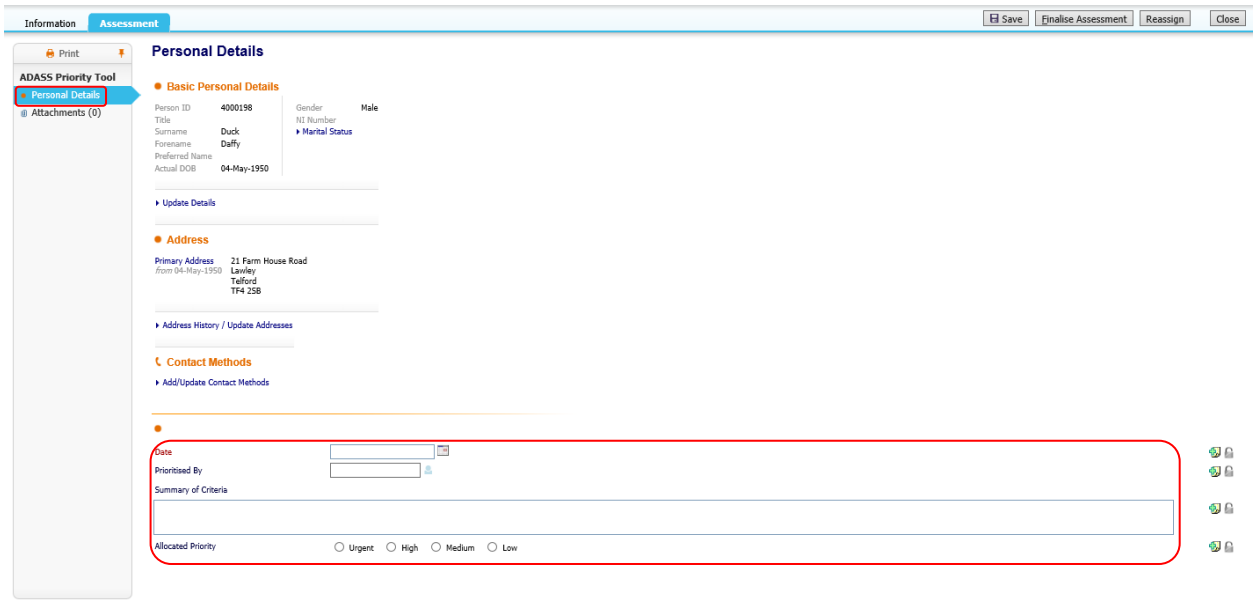
c) Click on ‘Update ADASS Priority Tool’



d) Click on ‘Start Blank’



e) The ADASS Priority Tool will open up ready for completion. Once a decision has been made regarding the priority, navigate to the ‘Personal Details’ section of the form, and complete the fields as appropriate.



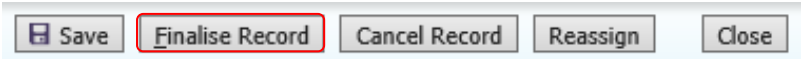
f) Click ‘Finalise Assessment’

Note: This will only complete the ADASS tool not the Contact.

g) You will be taken back to the Contact Record. Select the ‘Start New Deprevation of Liberty Safeguards Episode Only’ outcome

Note: Never tick ‘Third Party Request for DOLS’

h) Click ‘Finalise Record’



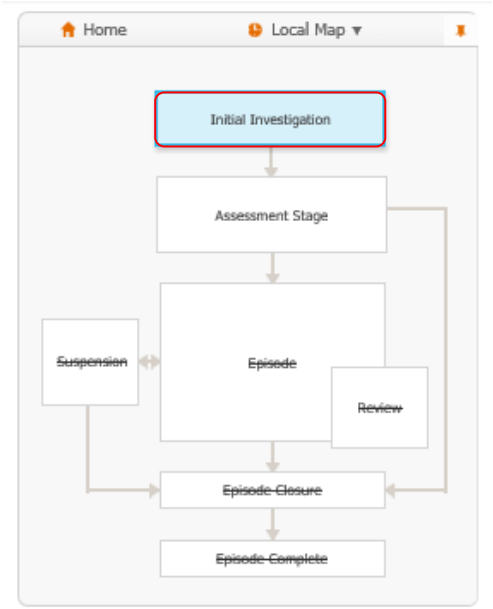
i) The system has now generated the DoLS Initial Investigation Stage and has assigned it to the DoLS BSO worktray; you will also notice a DoLS icon underneath the client’s name.

Initial Investigation Stage

(to be completed by BSO)

When DoLS has been identified and recorded as the outcome of the Contact, the system generates the first stage and calls it the 'Initial Investigation Stage'. The tasks to be completed are:

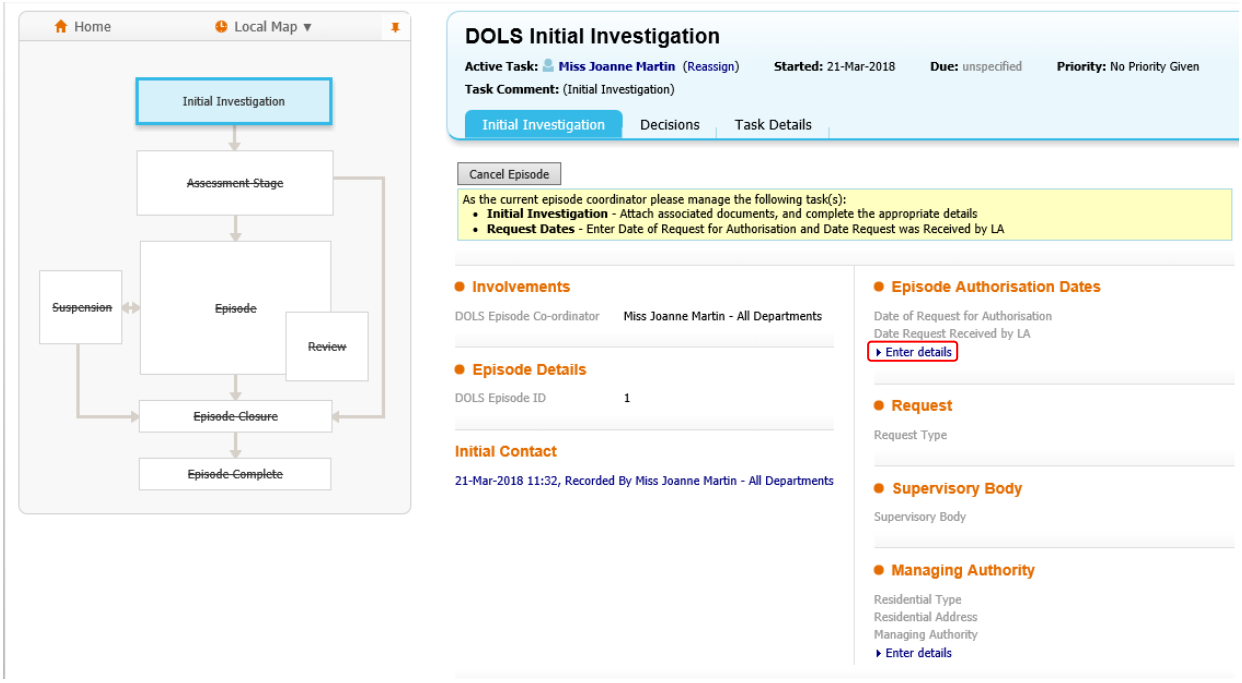
1. Record the Episode Authorisation Dates
2. Record the Managing Authority
3. Record BIA and S12 (if urgent and known)



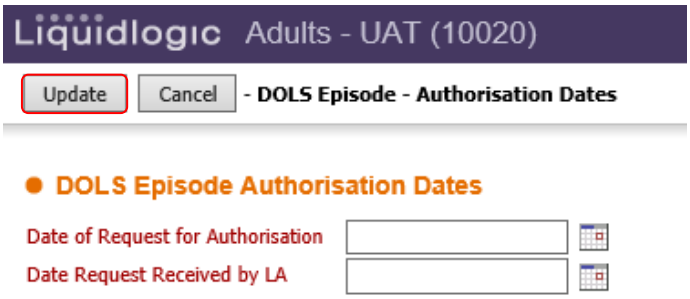
How to record the Episode Authorisation Dates

1. 'Pickup' the Initial Investigation Stage from the DOLS BSO Worktray

2. Click on ‘Enter details’ under the Episode Authorisation Dates section

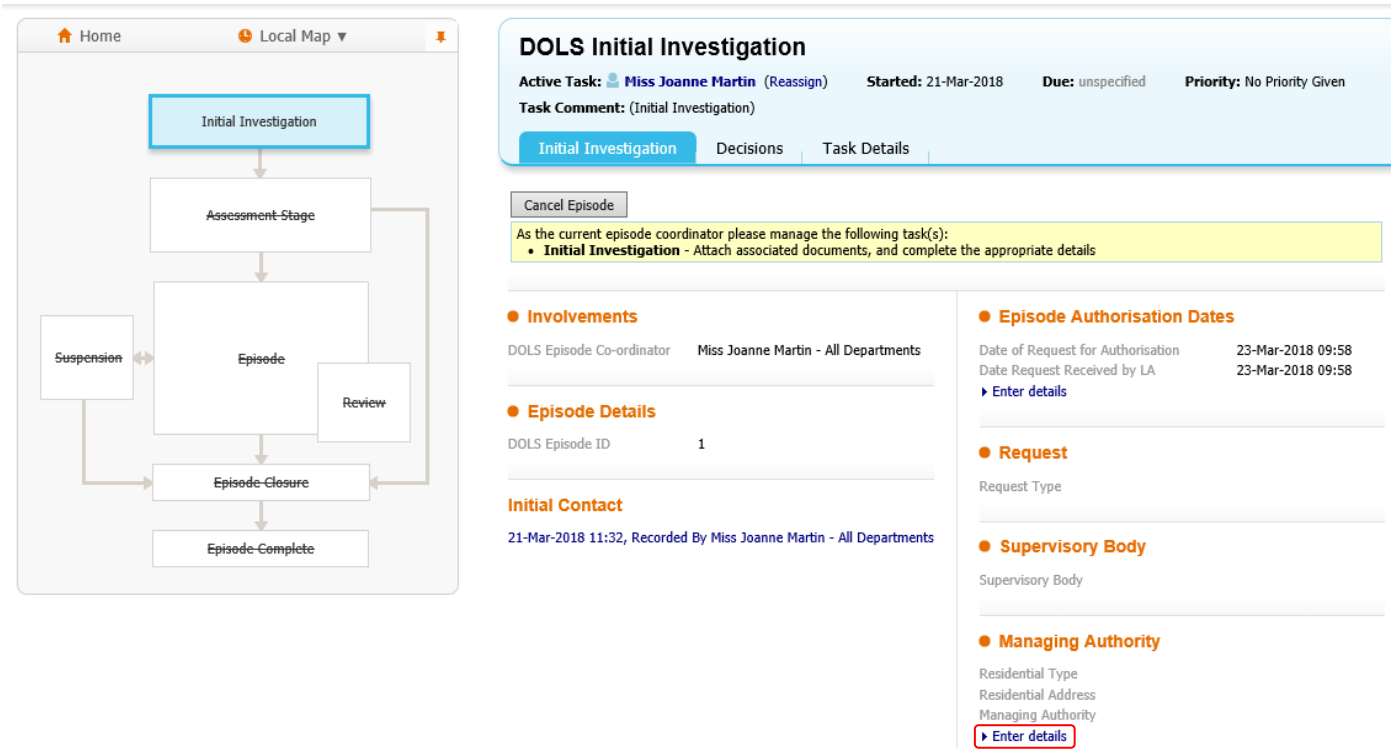


3. Record dates and click ‘Update’

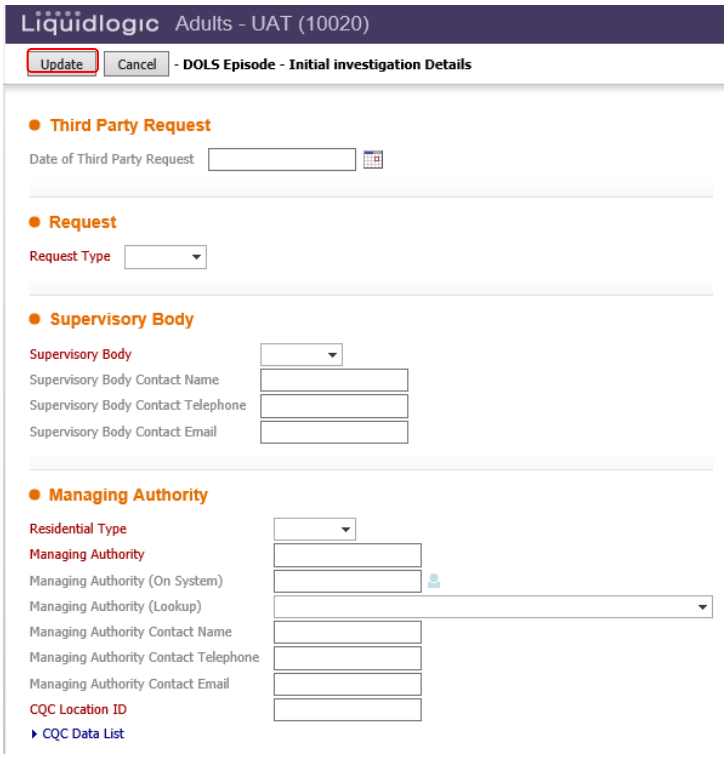


How to record the Managing Authority

1. Click on ‘Enter Details’ under the Managing Authority section



2. Complete the fields as appropriate (see below) and then click ‘Update’



a) Request Type - should be set to Standard unless otherwise notified, which is taken from the ADASS Tool completed at the Contact stage

b) Supervisiory Body – Select Local Authority.

c) Supervisory Body (on system) - type Telford & Wrekin

d) Residential Type - select as appropriate and enter the address of the organisation

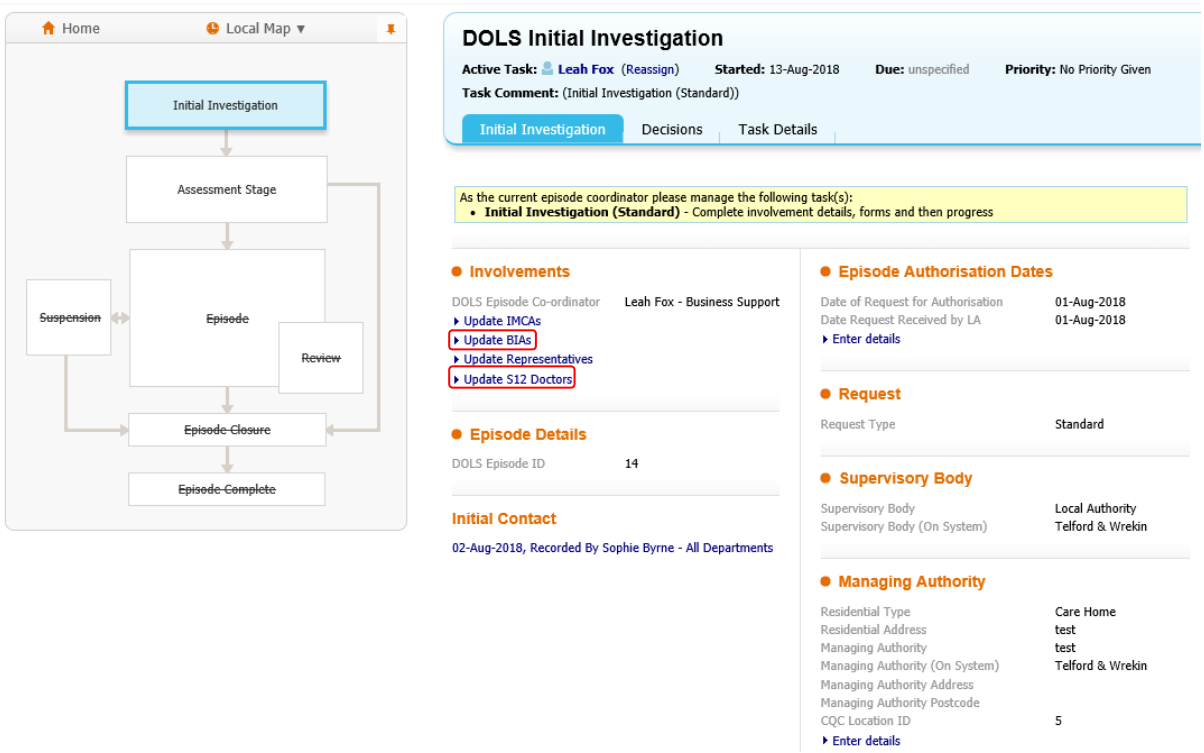
e) Managing Authority – enter the name of the person from the Managing Authority who is dealing with the request

f) Managing Authority on System – type the name of the organsiation from within the system

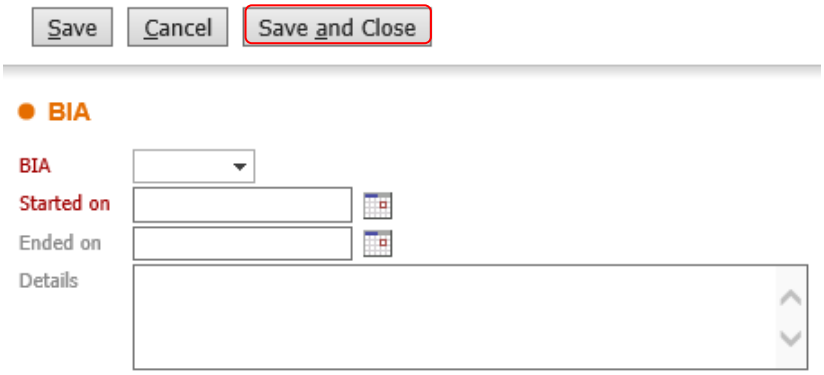
g) CQC Location – enter the CQC reference number. If you need to search for the CQC number you can click on the link 'CQC Data List' which will take you to the CQC website.

How to record BIA and S12 (if urgent and known)

1. Click on either 'Update BIAs' or 'Update S12 Doctors'



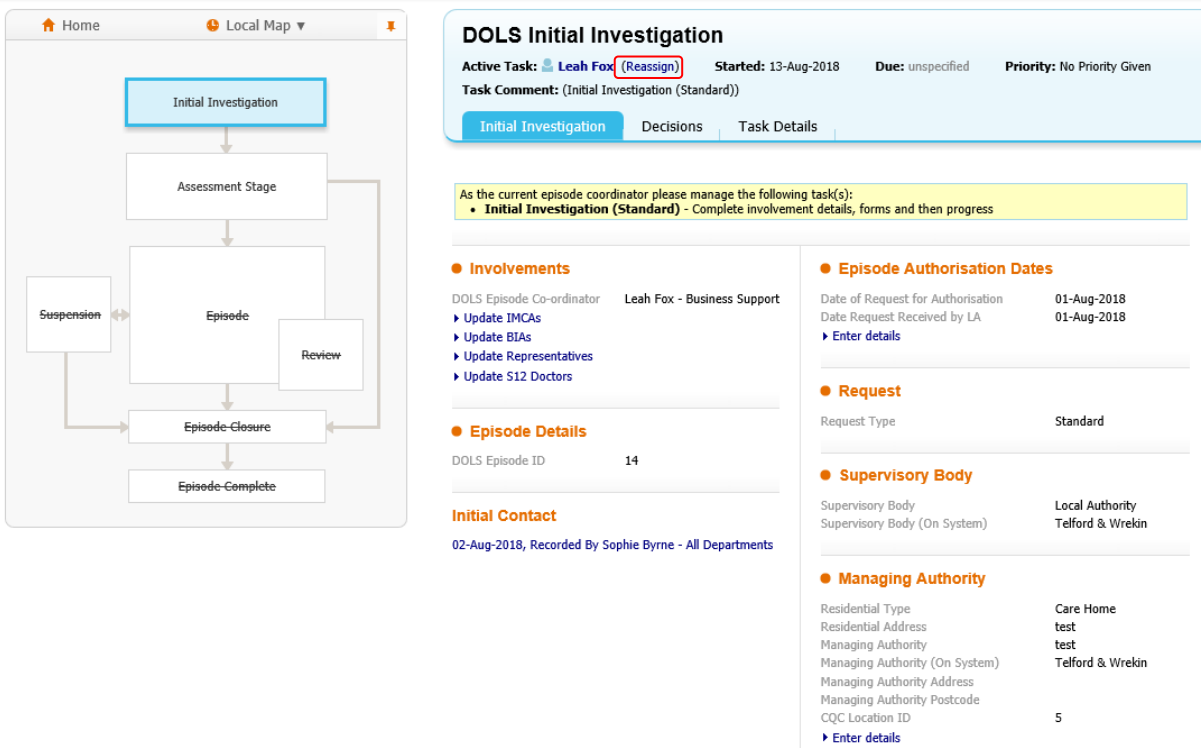
2. Select the BIA/Doctor from the picklist, and a ‘Started on’ date and any other information as appropriate, and then click ‘Save and Close’



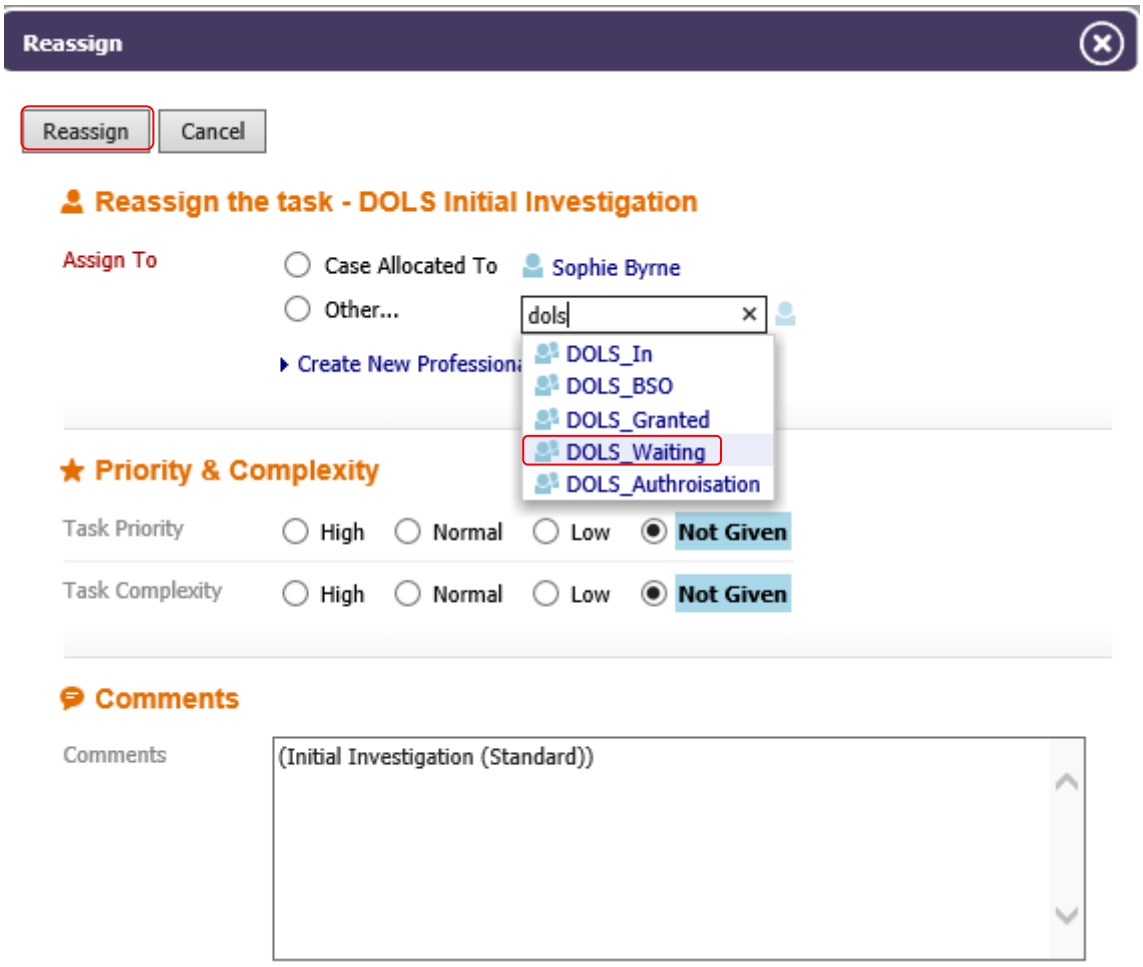
The Initial Investigation Stage now needs to be reassigned to the DoLS Waiting worktray to await allocation.

How to reassign the DoLS Initial Investigation Stage

1. Click on ‘Reassign’



2. Type in ‘DOLS Waiting’ in to the ‘Other’ field and select it from the list; select a priority and add a comment if you wish and then click ‘Reassign’



Progressing to Assessment Stage

(to be completed by BIA)

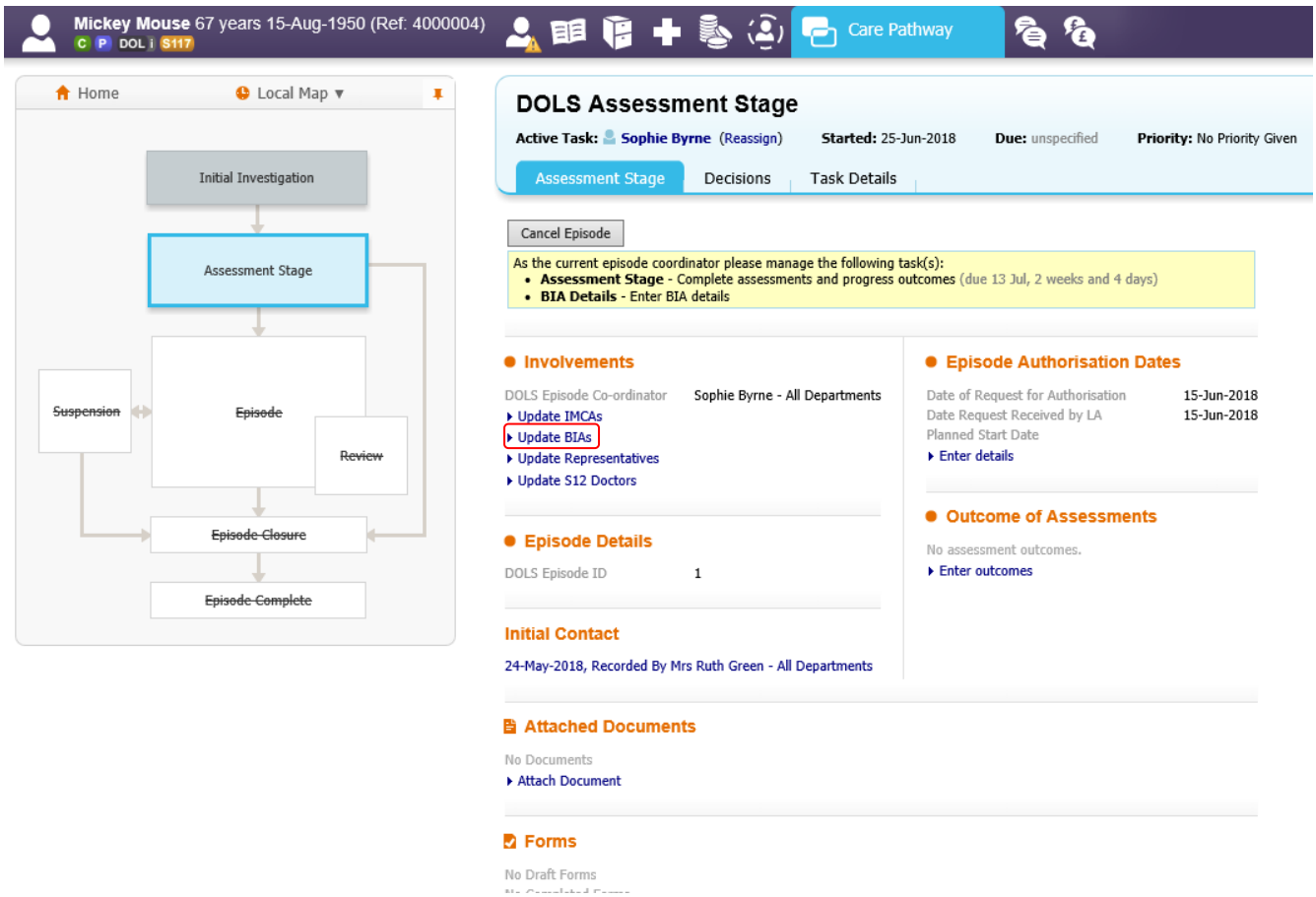
Once a BSO has added all of the relevant information in to the Initial Investigation Stage, they will reassign the stage to the 'DoLS Waiting' worktray for allocation.

When received in the 'DoLS Waiting' worktray the first tasks to be completed are:

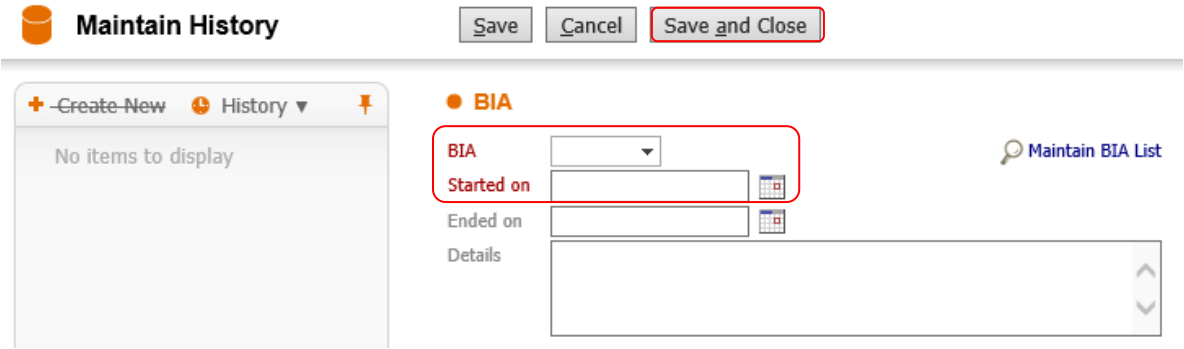
1. Record a BIA as an Involvement (if not already recorded)
2. Progress from Initial Investigation Stage to Assessment Stage
3. Record a Planned Start Date for the DoLS Assessment (if known)

How to Record a BIA as an Involvement (if not already recorded)

1. Click on 'Update BIAs'



2. Select the BIA from the picklist, and a ‘Started on’ date and any other information as appropriate, and then click ‘Save and Close’

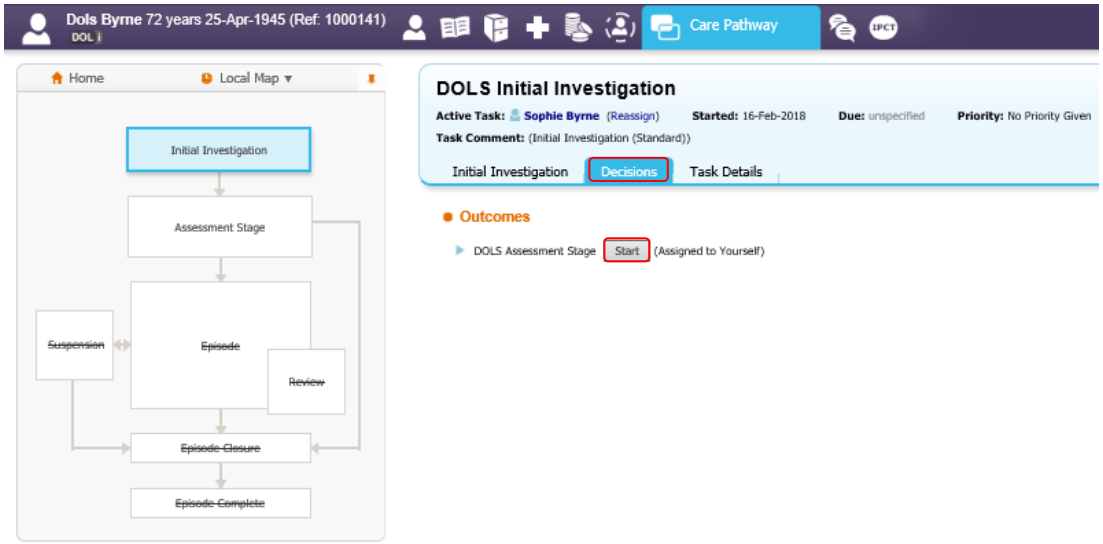


Note: If known, you could also add in the details of the IMCA, Representatives and S12 Doctors at this point

<u>How to Progress from Initial Investigation Stage to Assessment Stage</u>

1. Click on ‘Pickup’ next to the task in the ‘DoLS Waiting’ worktray

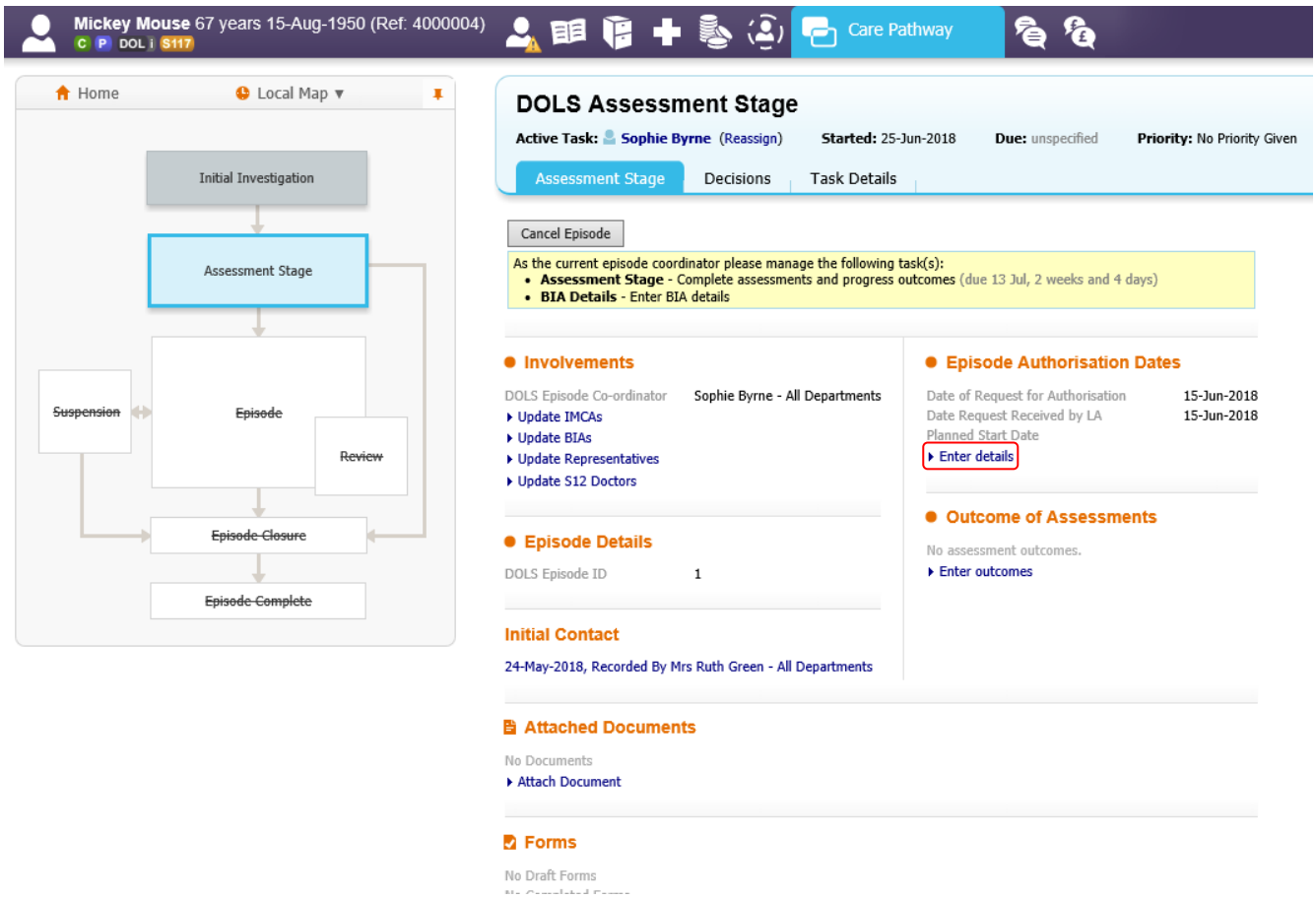
2. The Initial Investigation Stage will open up. Click on the ‘Decisions’ tab and click ‘Start’ next to ‘DOLS Assessment Stage’



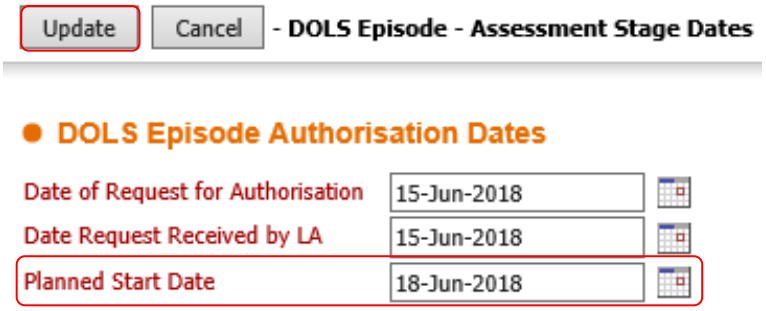
3. You will now see that the diagram on the left has changed to show that you are at the Assessment Stage.

How to Record a Planned Start Date for the DOLs Assessment (if known)

1. Click on ‘Enter Details’ underneath the ‘Episode Authorisation Dates’ section



2. Record a ‘Planned Start Date’ and click ‘Update’



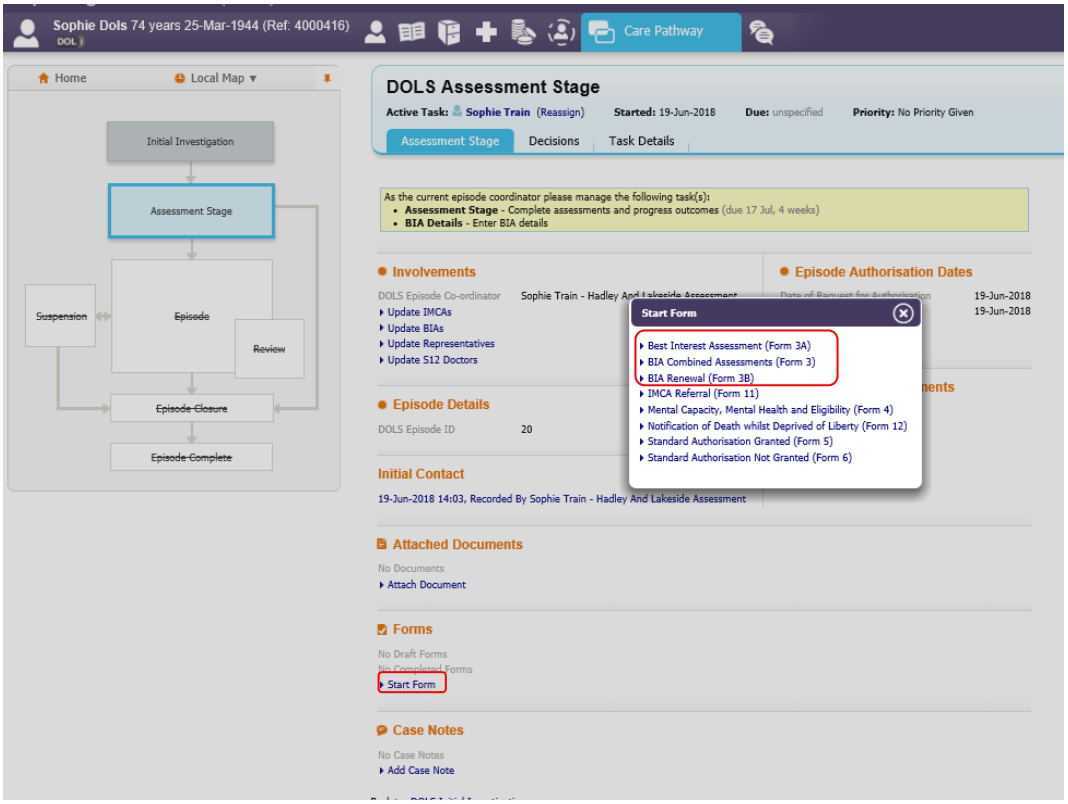
Assessment Stage

Prior to starting your Form 3/3A/3B the notes of any completed visits need to be recorded as a Case Note. Please refer to Case Note section for guidance on how to do this.

Form 3/3A/3B (to be completed by BIA)

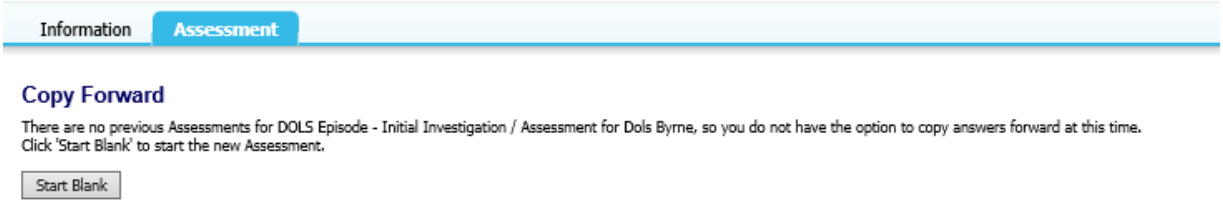
When the Assessment Stage has been initiated you will now be able to complete a Form 3/3A/3B.

1. Click on 'Start Form' and select Form 3/3A/3B (as appropriate)



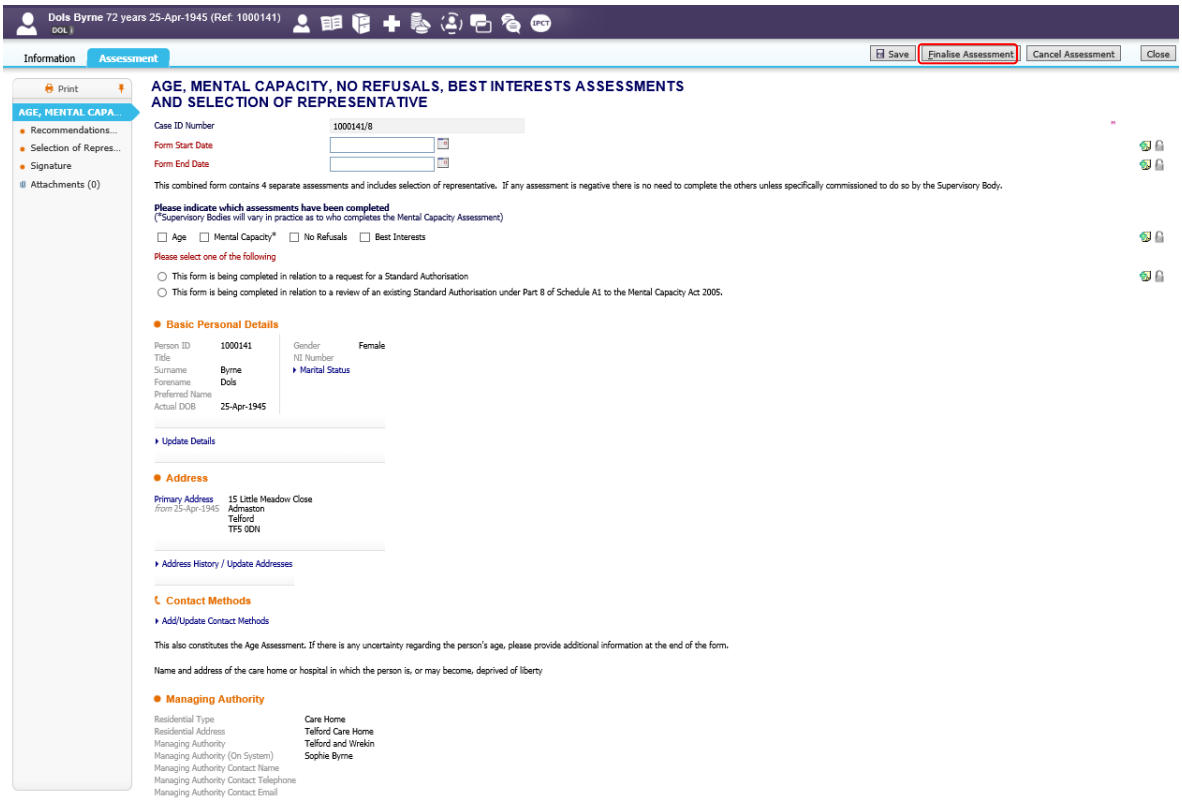
2. You will be asked if you want to "Copy Forward" answers from other forms, or if you want to start a blank assessment.
   To Copy Forward, select which form/s you want to copy from the list provided, by ticking the box to the left, then click Copy Forward Selected.
   To start a blank form/assessment, click on Start Blank.

   Note: If there have been previous DoLS episodes for this person or where the ADASS Priority Tool was completed then you will be able to copy forward information if appropriate.



3. The form will open up for completion. Work your way through the assessment ensuring you go through all the tabs on the left hand side and complete all mandatory fields (in red).

   Note: Do not finalise the Form 3/3A/3B until a Form 4 has been received. If you need to come out of the assessment without finalising it, save it and then close it. The assessment will be sat in your worktray as a task to go back to later on and finish off.



4. When appropriate add a case note to request that a Form 4 from a Doctor is requested, and send a case notification to the DOLS BSO worktray.

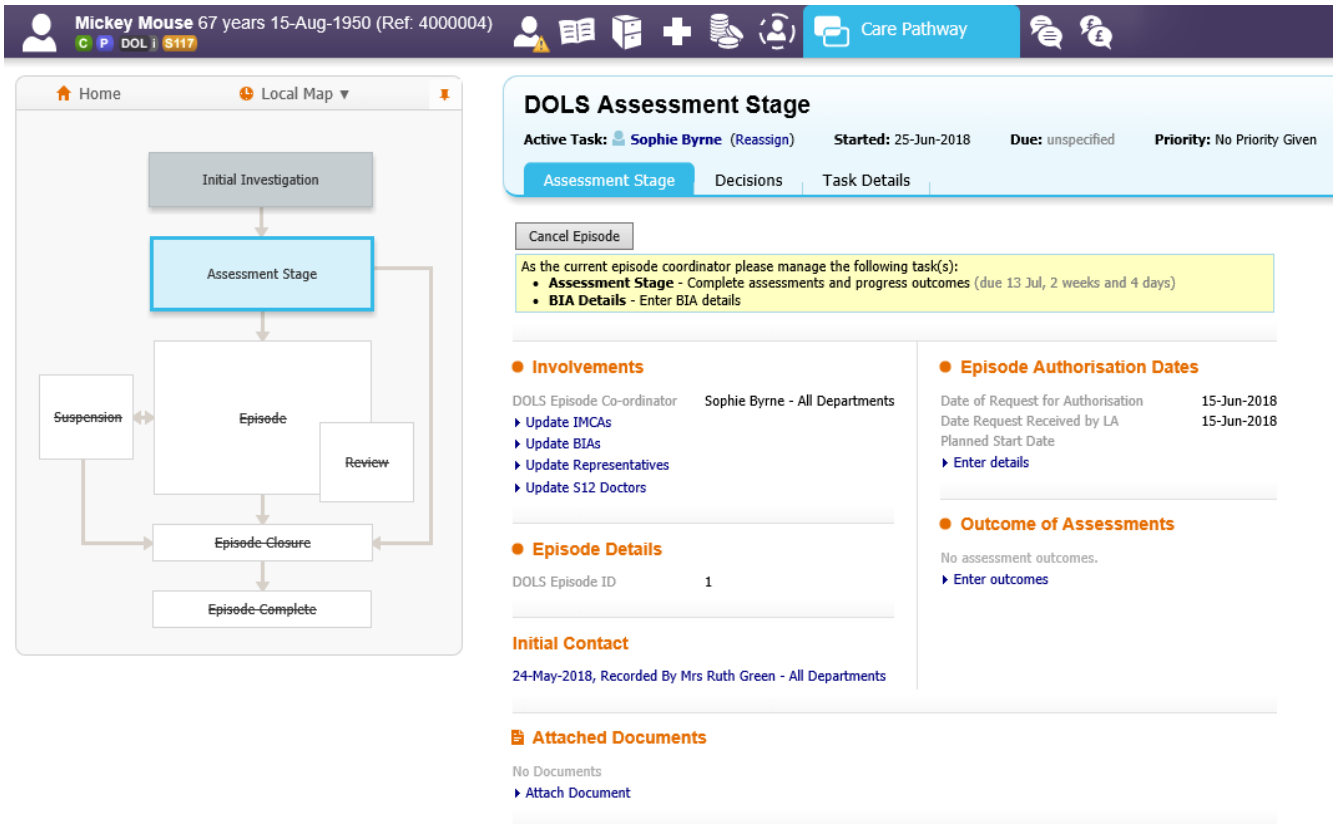
Form 11 (if required) - to be completed by BIA

1. Add a case note to request a BSO to complete the Form 11 to the IMCA Service, and send a case note notification to the DOLS BSO worktray.
2. Complete Form 11 on DOLS episode and forward to IMCA service. Notify assigner BIA that task has been completed.

Form 11 (to be completed by a BSO)

When the IMCA Report is received, this needs to be uploaded to the Assessment Stage and the BIA notified. To do this:

1. Navigate to the Assessment Stage
2. Click on ‘ Attach Document’



3. Enter the document date and select ‘Form 11’ from the options and click ‘Create’

4. This will take you to the screen where you can upload the file. Click on ‘Choose File’ and navigate to location where the document is saved.

5. Click ‘Complete Document’ which will commit the document to the episode.

6. Click ‘Back’ to return to the Assessment Stage.

Form 4 (to be completed by a BSO)

When the Form 4 is received, this needs to be uploaded to the Assessment Stage and the BIA notified; follow the same steps as above but select ‘Form 4’

Form 3/3A/3B Continued.. (to be completed by BIA)

When the Form 4 has been received and uploaded, the form 3/3A/3B can be updated as appropriate, finalised and sent for authorisation/quality assuring.

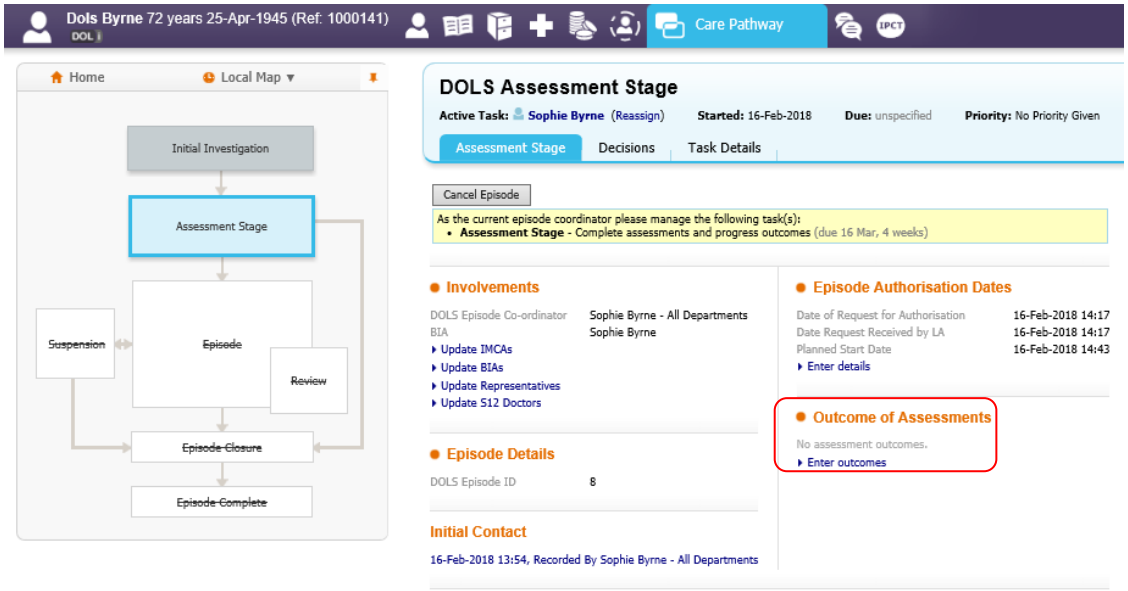
1. Open up Form 3/3A/3B – it will be in your worktray

2. Add in any relevant information gathered from the Form 4, and click 'Finalise Assessment'

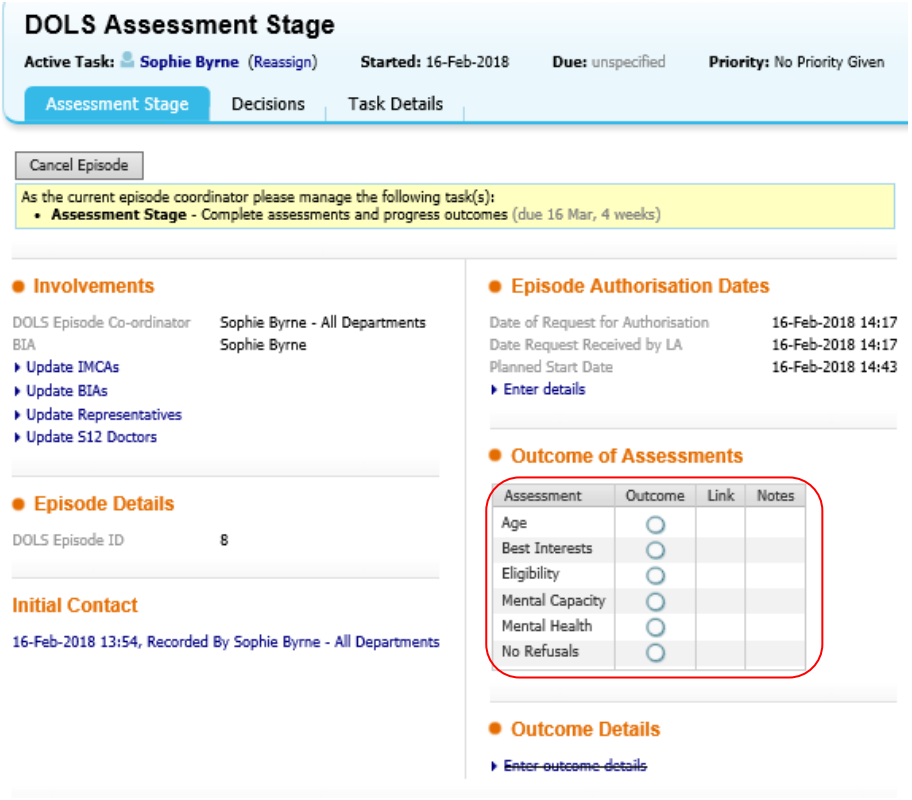
Outcomes (to be completed by BIA)

Following the Form 3/3A/3B being completed, the outcomes need to be recorded as a result of the Assessment Stage.

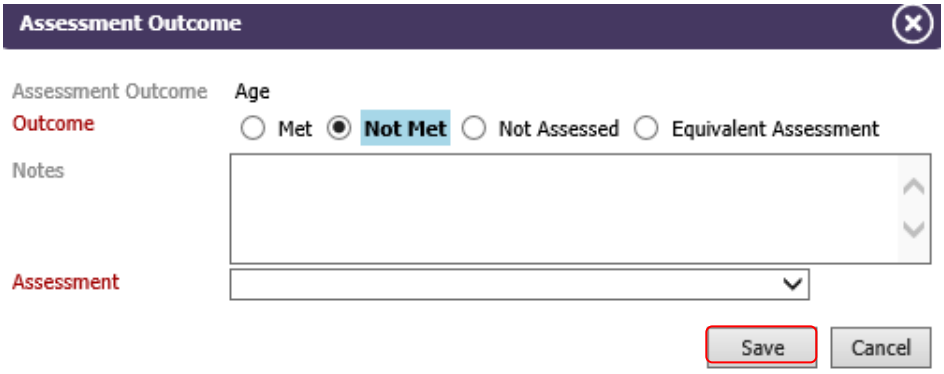
1. Click on 'Enter Outcomes' under the 'Outcome of Assessments' section



2. Click on each row of the ‘Outcome of Assessments’ table

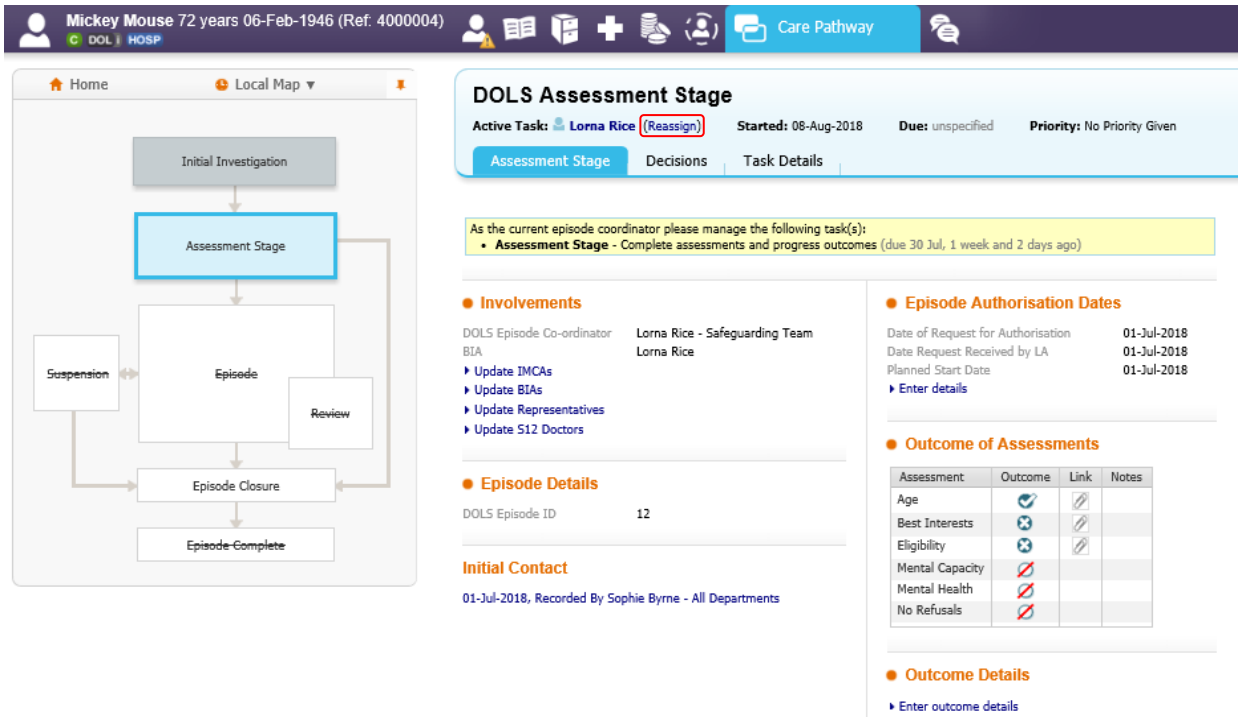


3. Record if each Outcome has been Met/Not Met/Not Assessed/Equivalent Assessment; add any relevant notes and record the Assessment it links to (if applicable) and click ‘Save’

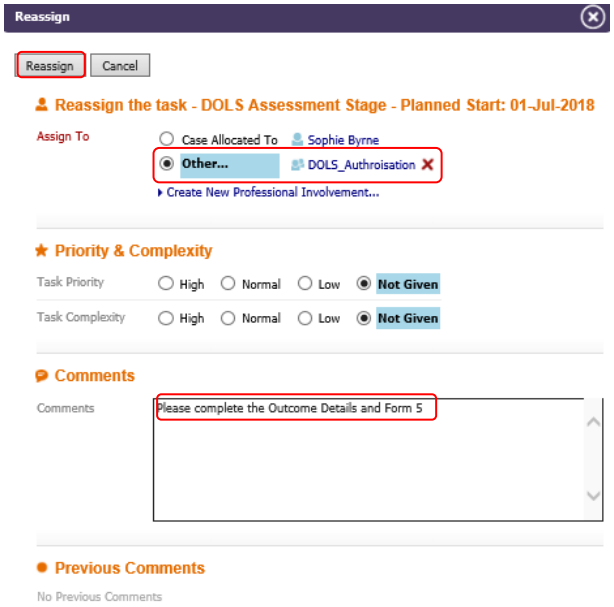


The DoLS Episode/Assessment Stage now needs to be reassigned to the ‘DoLS Authorisation’ worktray with a note to the authoriser to complete the Outcome Details and Form 5. To do this:

4. Click on ‘Reassign’



5. Type in ‘DOLS Authorisation’ in to the ‘Other’ field and select it from the list; add a comment to advise the authoriser to complete the Form 5 and Outcome Details, and then click ‘Reassign’



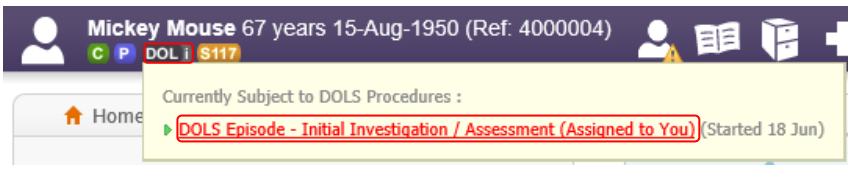
Form 5 (to be completed by a DoLS Authoriser)

Once a Form 3/3A/3B has been completed and the Outcome of Assessments have been recorded, the authorisor needs to complete a Form 5 and the Outcome Details.

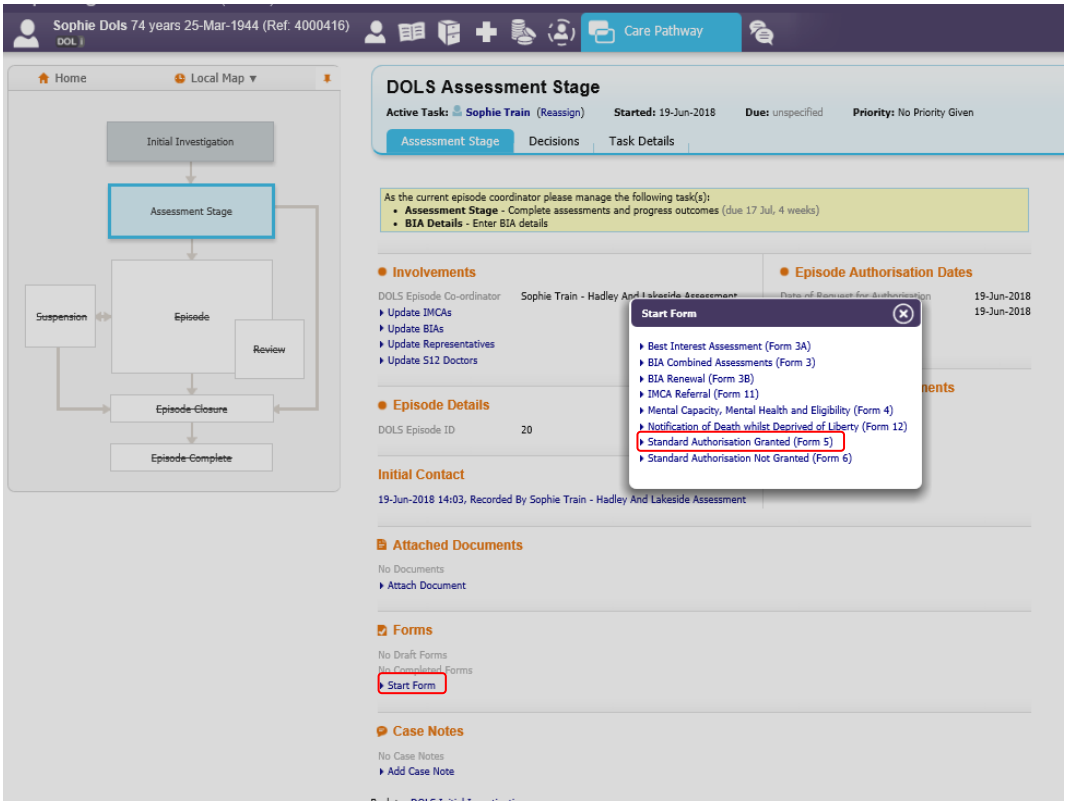
The BIA will have assigned the Assesment Stage to the 'DOLS Authorisation' worktray to enable you to do this.

How to complete a Form 5

1. Navigate to the DoLS icon (hover over the DoLS icon underneath the clients name and click on the link)

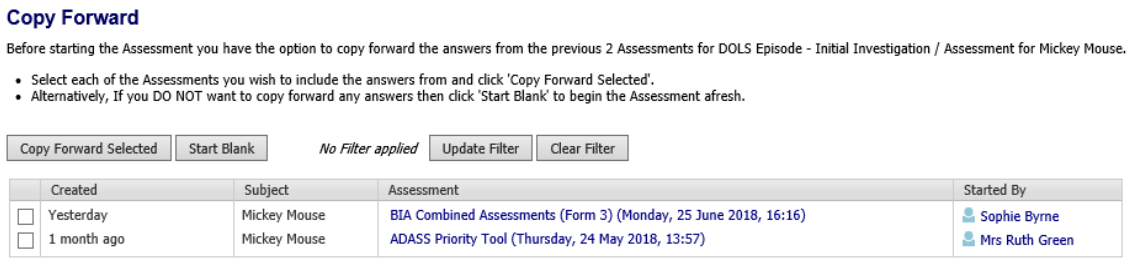


2. Click on 'Start Form' and select Form 5



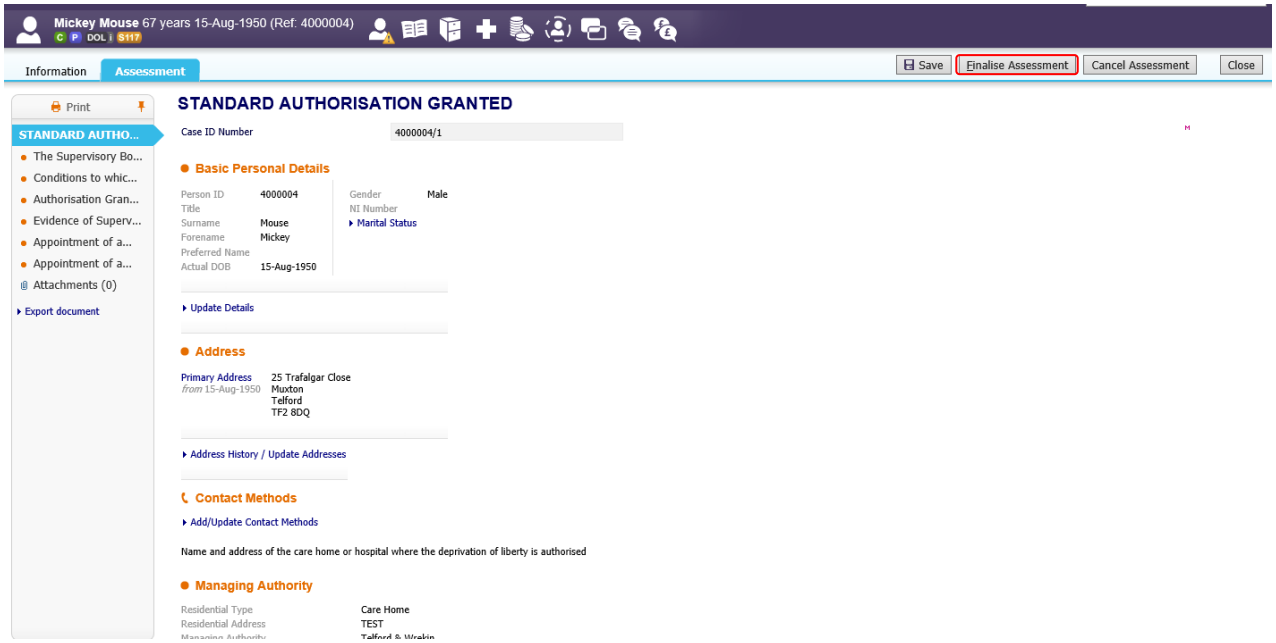
3. You will be asked if you want to "Copy Forward" answers from other forms, or if you want to start a blank assessment.
   To Copy Forward, select which form/s you want to copy from the list provided, by ticking the box to the left, then click Copy Forward Selected.
   To start a blank form/assessment, click on Start Blank.

Note: If there have been previous DoLS episodes for this person or where the ADASS Priority Tool was completed then you will be able to copy forward information if appropriate.



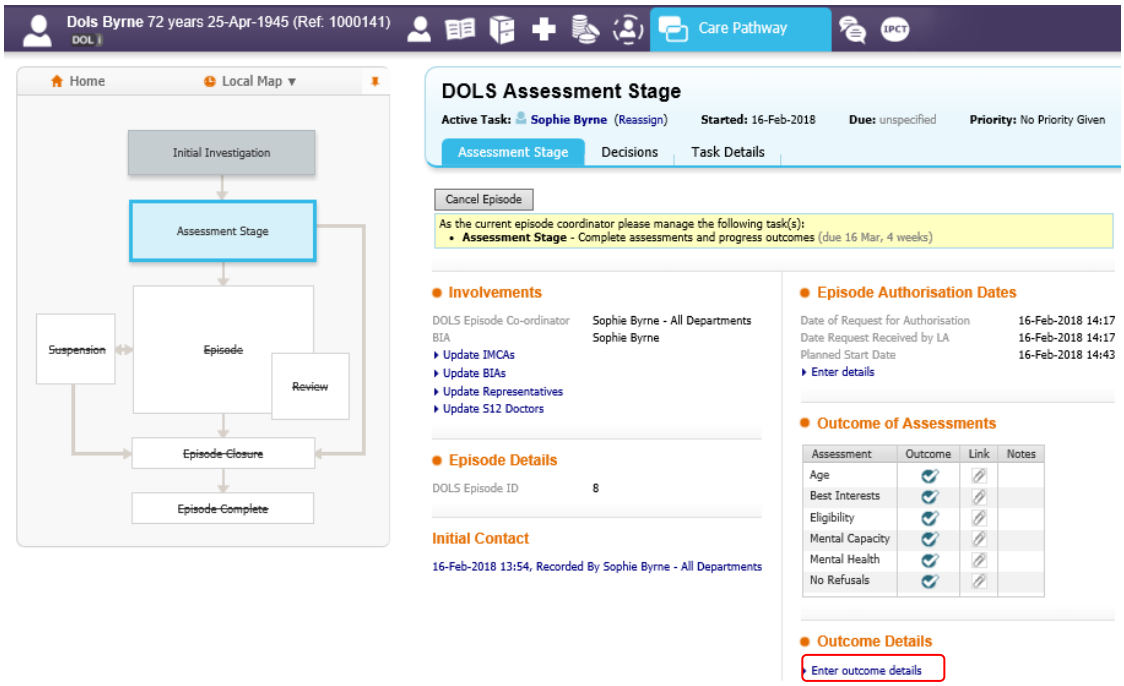
4. The form will open up for completion. Work your way through ensuring you go through all the tabs on the left hand side and complete all mandatory fields (in red). When complete, click on 'Finalise Assessment'.

   Note: If you need to come out of the form without finalising it, save it and then close it. The assessment will be sat in your worktray as a task to go back to later on and finish off.



How to record Outcome Details

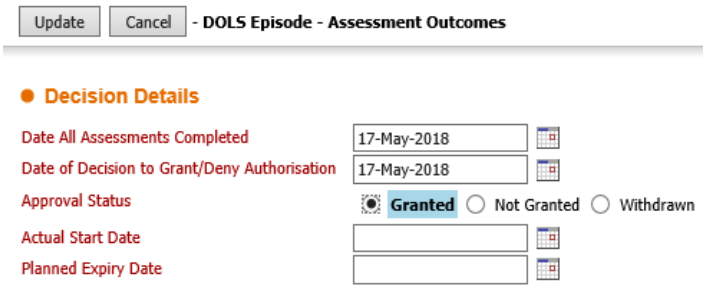
1. Click on ‘Enter Outcome Details’



2. The Decision Details screen will appear. Complete the fields as appropriate.

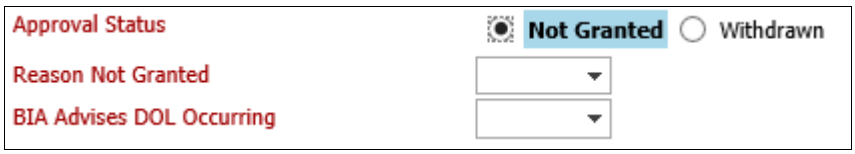
   Note: To be able to grant authorisation all of the Outcomes must be recorded as ‘Met’.

   Note: Planned Expiry Date (26 days/12months) The start date is the date authorised



Note: If the decision is made not to grant the request for authorisation or it is withdrawn then the reason for this decision is displayed. This is a fixed picklist as the value is recorded in the DoLS Return.

In addition the recording of whether the BIA advises that a deprivation is occurring (this is not the same as DoLS); this is a **Yes No** option. This information is required in the DoLS Return.



Closure following Assessment Stage

Please refer to DOLS Closure section

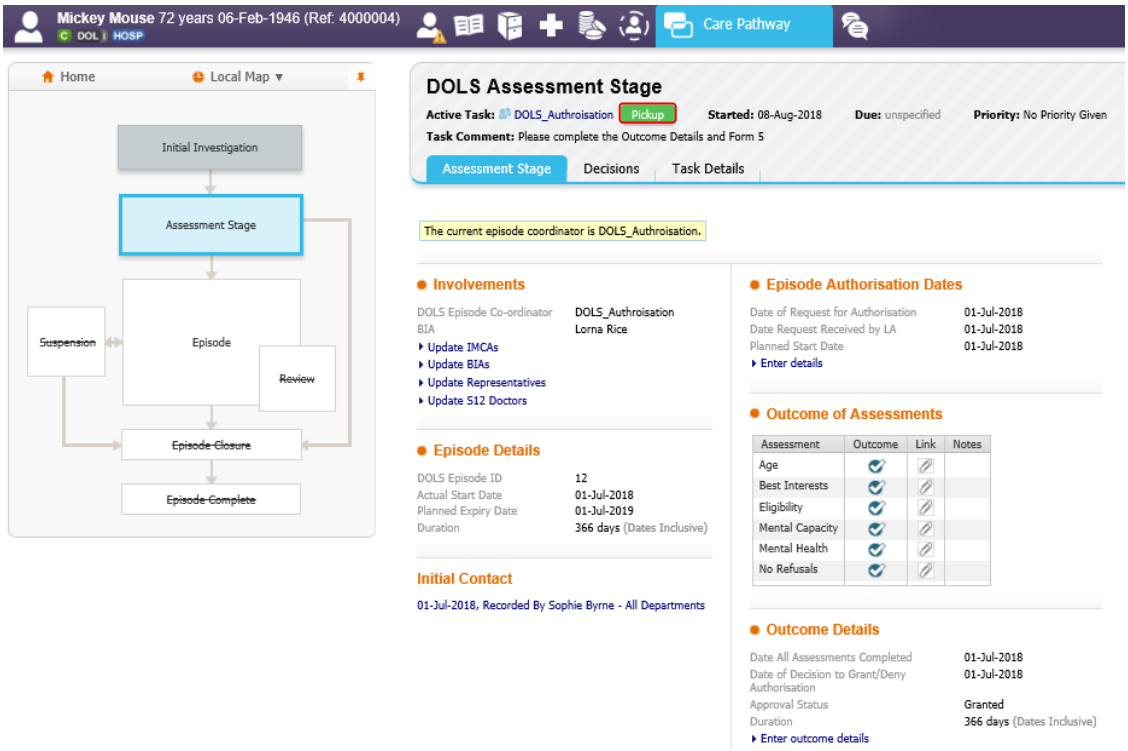
Progressing to a DoLS Episode

(to be completed by a DoLS Authoriser)

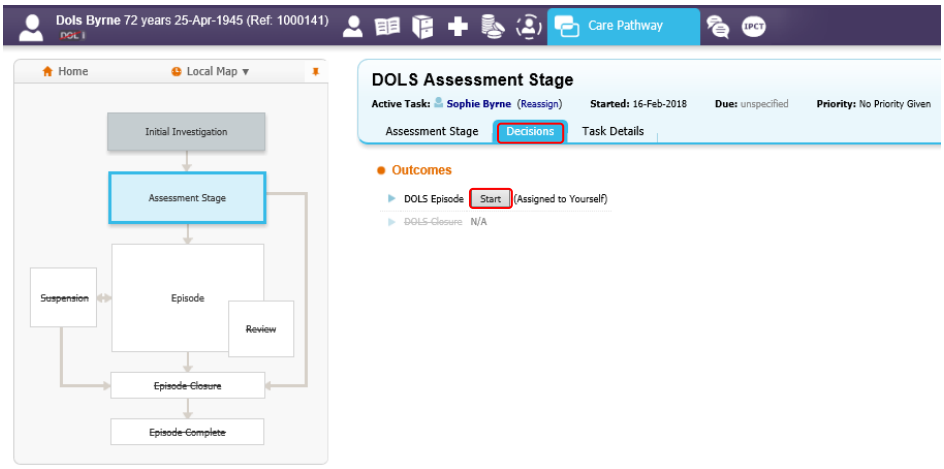
Once the Outcome Details and the Form 5 have been recorded, if the outcome is to progress to a full DoLS Episode, the Form 3/3A/3B Authoriser needs to move the case in to a full DoLS Episode.

How to Progress from Assessment Stage to DoLs Episode

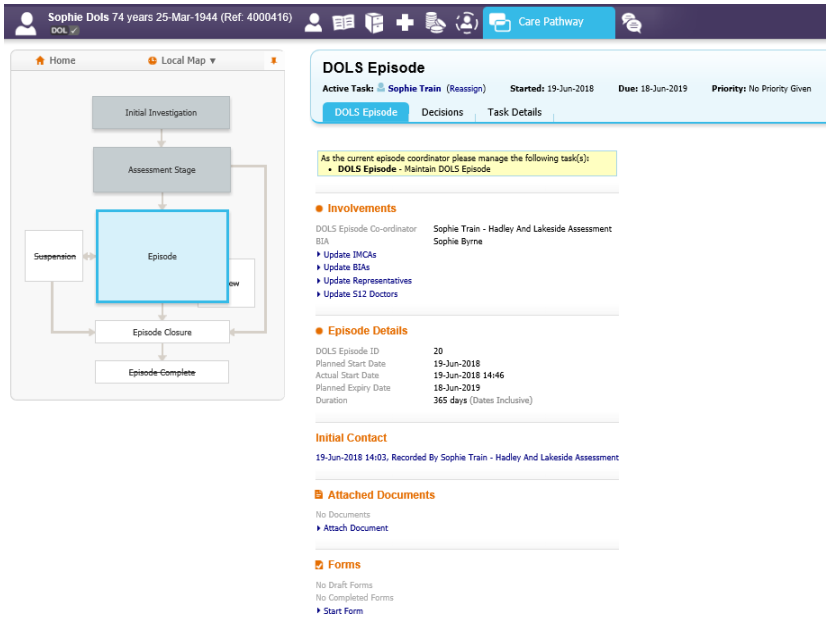
1. Click on 'Pickup'



2. Go to the 'Decisions' tab and click 'Start' next to DOLS Episode



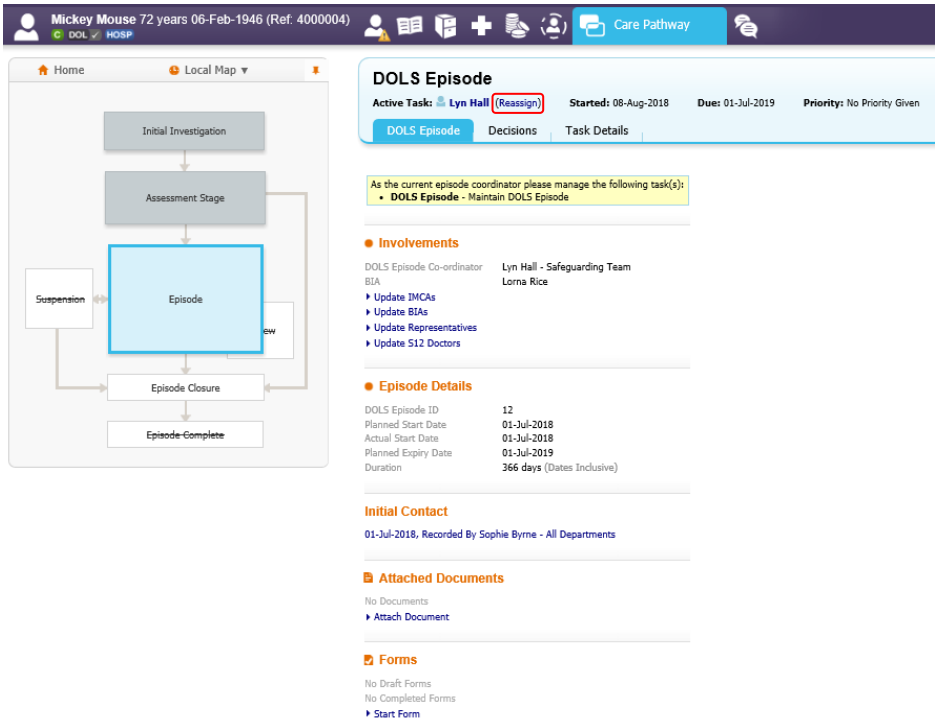
3. This will create a 'DoLS Episode'.



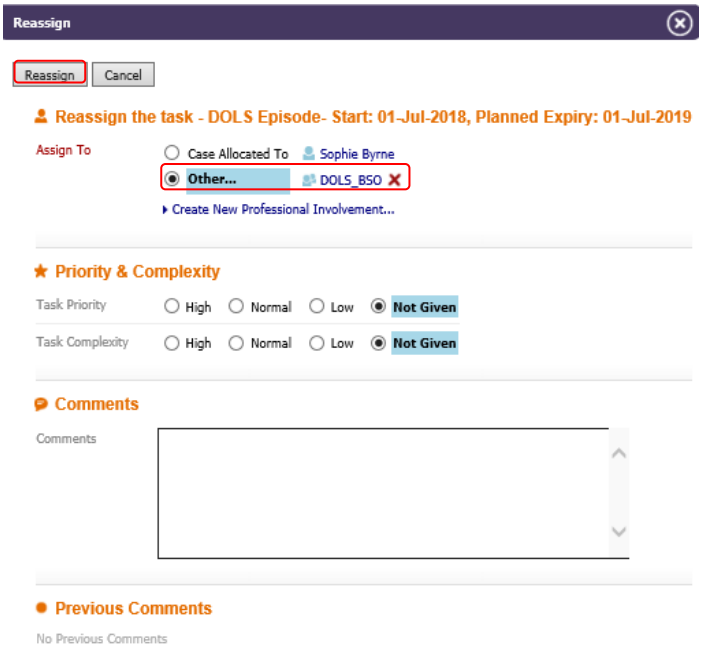
The DoLS Episode needs to be reassigned to the DoLS BSO worktray, to enable the BSO's to complete their tasks i.e. send forms and letters.

<u>How to Reassign the DoLS Episode to the DoLS BSO Worktray</u>

1. Click 'Reassign'



2. Type in 'DOLS BSO' in to the 'Other' field and select it from the list, then click 'Reassign'



Legal Status, Form 11, Letters, Involvements

(to be completed by BSO)

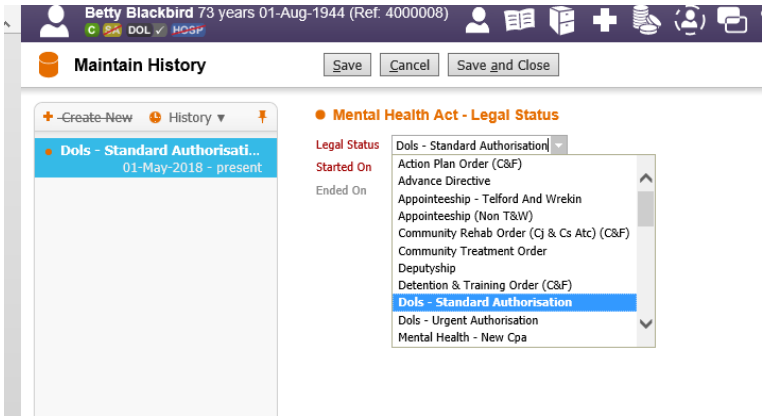
When the DoLS Episode has been reassigned to the DoLS BSO worktray, a BSO needs to view the Form 5 and complete the following tasks (if required) before reassigning the Episode to the DoLS Granted worktray:

- Record a Legal Status
- Complete a Form 11 (if required)
- Send and upload the granted letters to client/provider/IMCA (if required)
- Update Involvements (IMCA/Rep/S12 – if not already recorded)

How to record Legal Status (if not already recorded)

1. From the 'Additional' tab on the clients demographics click on 'Update Legal Status'

2. From the drop down list select as approporiate DoLs Standard Authorisation or DoLs Urgent Authorisation



Enter start date and end date and click Save and Close

Form 11

If there is a requirement for an IMCA following DoLS being granted please follow the earlier guidance on pages 22-23.

Granted Letters to Client/Provider/IMCA (if relevant)

Involvements (IMCA/Rep/S12 if not already recorded)

Please refer to guidance on Page 15.

How to reassign to DOLS Granted Worktray

Once the BSO has completed their work they reassign using the steps above the Episode to this to the 'DoLs Granted' worktray until the review time.

Closure during DoLS Episode

Please refer to DOLS Closure section

DoLS Review

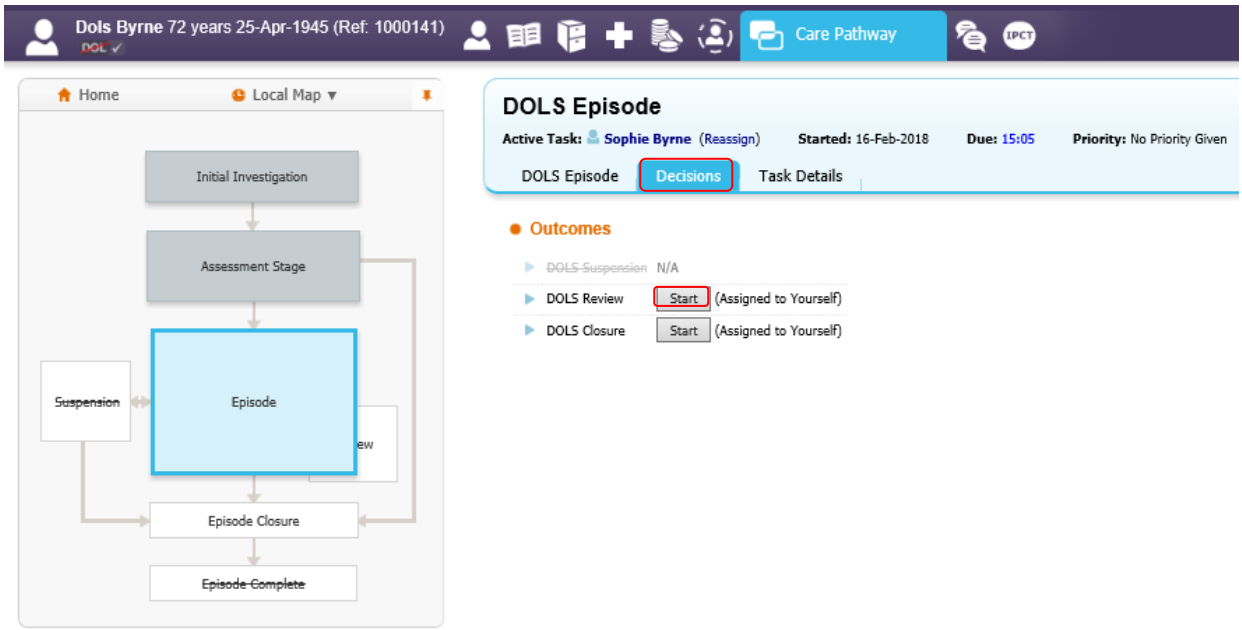
Once the review has become due or there is a need to complete a review before the scheduled date this needs to be triggered within the episode.

Generating a DoLS Review (to be completed by a BSO)

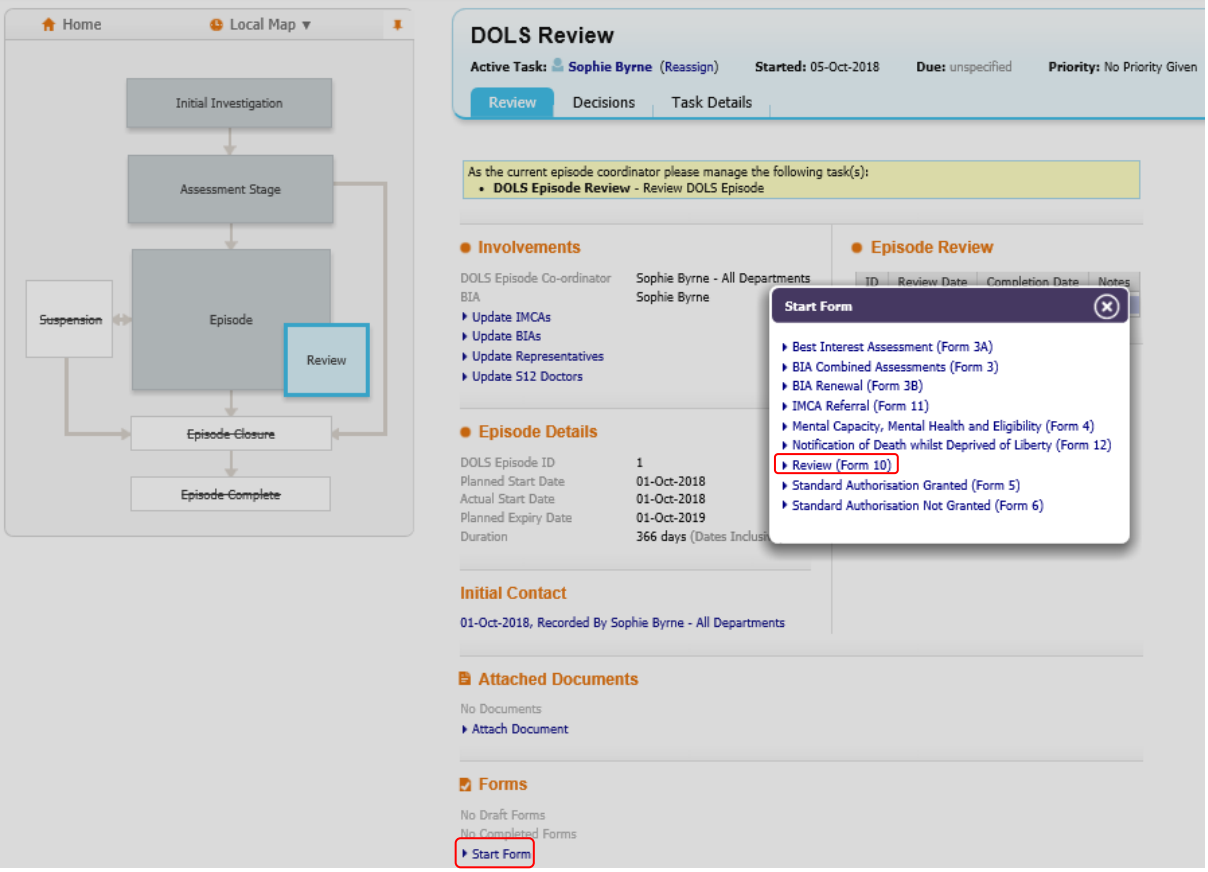
1. Pick up the case from the DOLS Granted tray or Reassign the case to yourself to ensure to access the episode

2. From within the DoLs episode attach a 'Form 10' either as document or form and complete the document.

3. Click on the 'Decisions' tab and click 'Start' next to DOLS Review



4. From the DOLS Review start a Form 10 and reassign it to the BIA



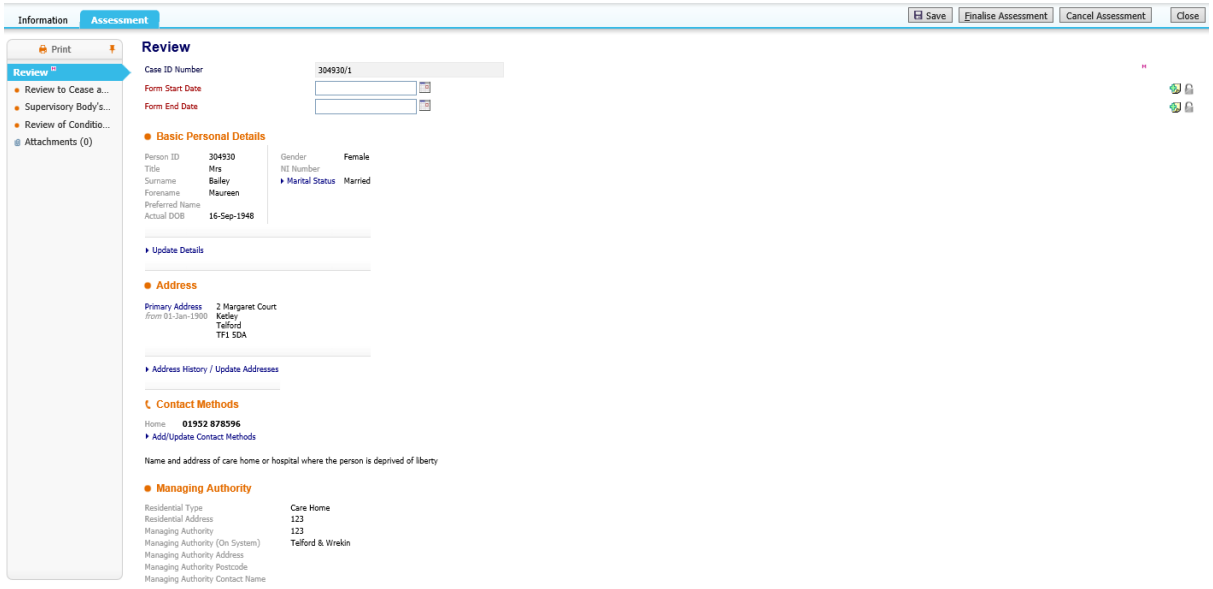
Completing a DoLS Review (to be completed by a BIA)

When the Form 10 has been received and uploaded to the DoLS Episode, and a BSO has kicked off a DoLS Review you will receive the Form 10 in your tray to complete. Once you completed the Form 10 you will need to record the Outcome of Review

How to complete a Form 10:

1. Click in to the task from your tray

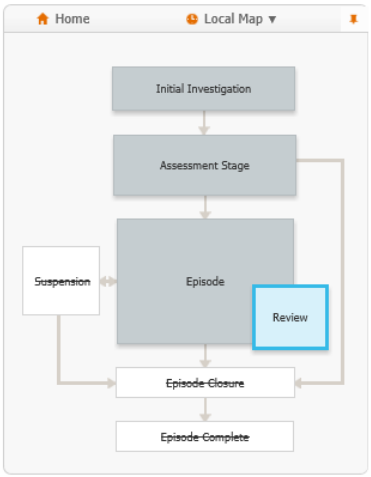
2. The form will open up for completion. Work your way through ensuring you go through all the tabs on the left hand side and complete all mandatory fields (in red).

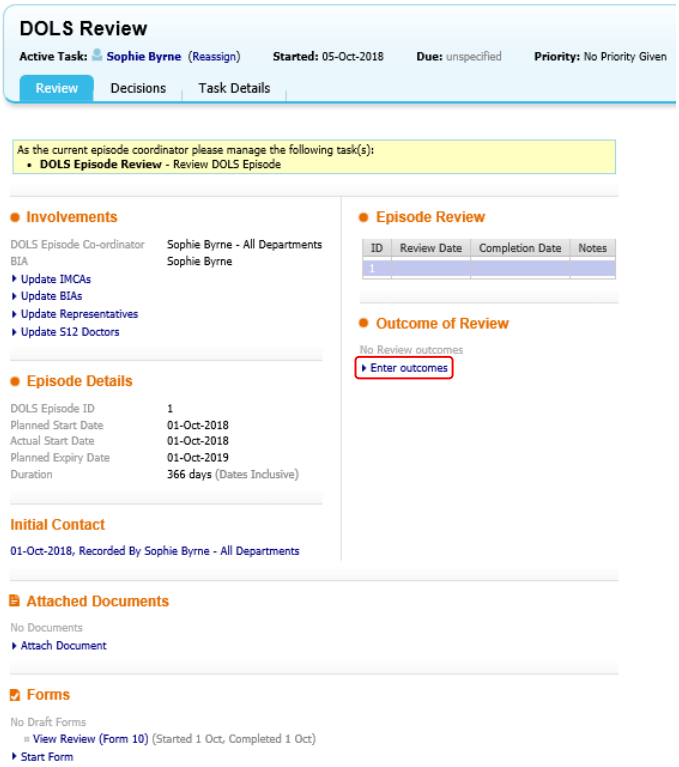


3. Once for form is complete click on 'Finalise Assessment'

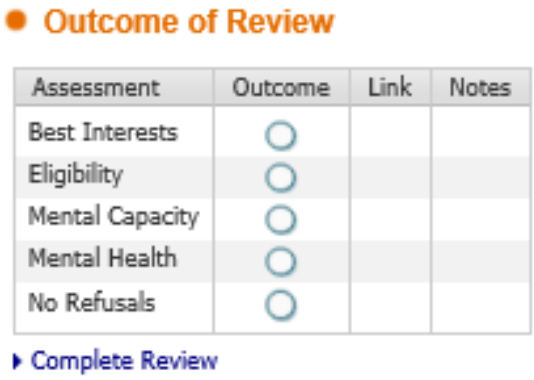
How to record Outcome of Review

1. Click on 'Enter outcomes' under the 'Outcome of Review' section

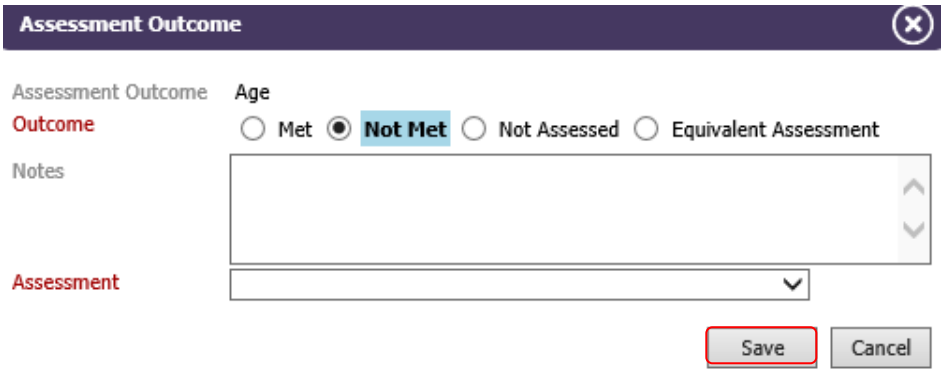




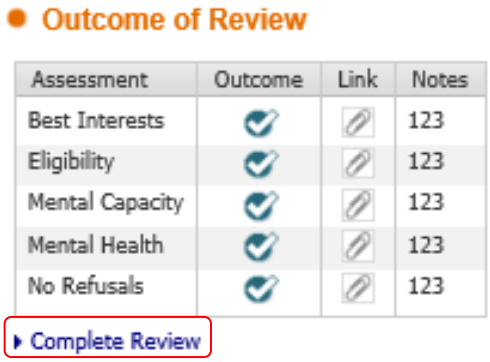
2. Click on each row of the ‘Outcome of Review’ table



3. Record if each Outcome has been Met/Not Met/Not Assessed/Equivalent Assessment; add any relevant notes and record the Assessment it links to (if applicable) and click ‘Save’

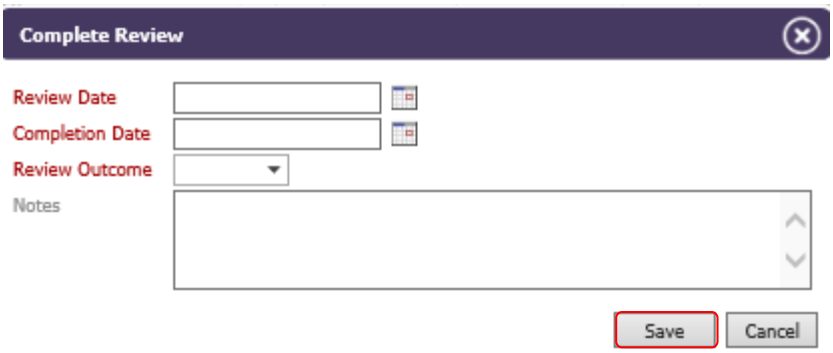


4. When complete click on ‘Complete Review’ underneath the table

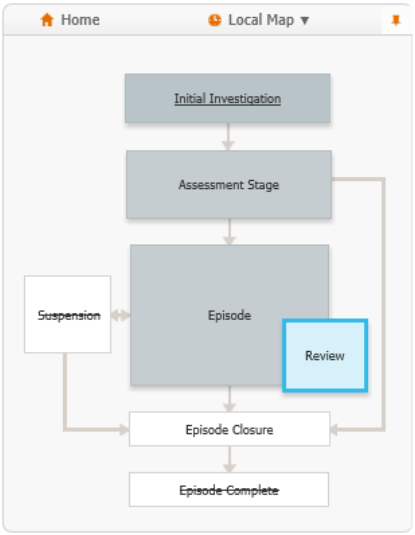


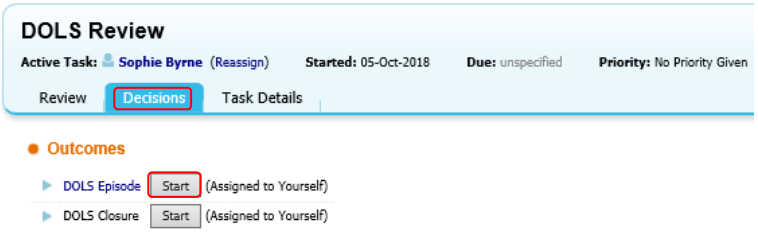
Note: You are only able to continue DoLS following a review if all of the outcomes has been met.

5. Complete the boxes in the pop up and click ‘Save’

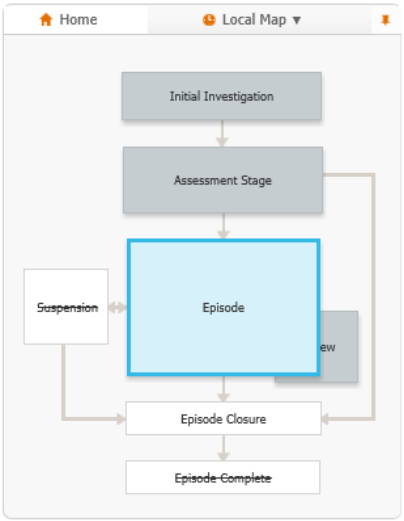


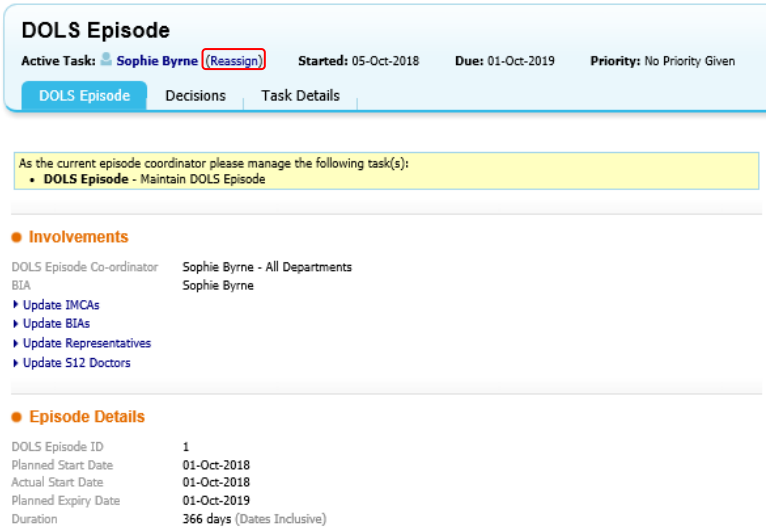
6. Go to the ‘Decisions’ tab and click ‘Start’ next to DOLS Episode



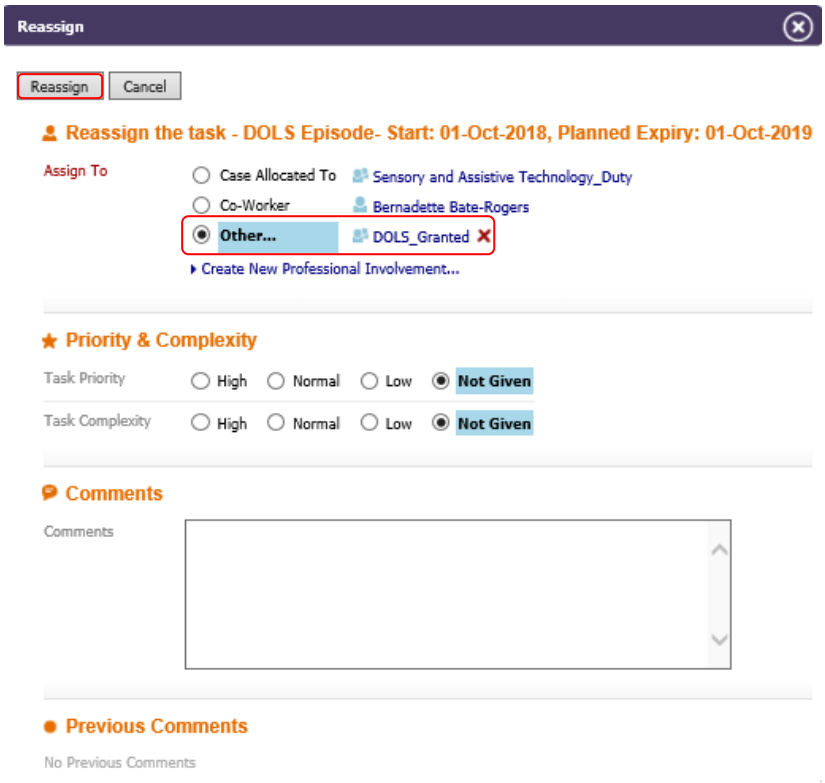


7. The ‘DoLS Episode’ will become active again. The DoLS Episode needs to be reassigned to the DoLS Granted worktray. Click ‘Reassign’





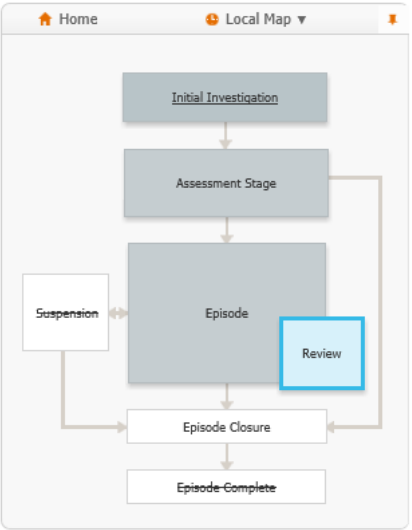
8. Type in ‘DOLS Granted’ in to the ‘Other’ field and select it from the list, then click ‘Reassign’

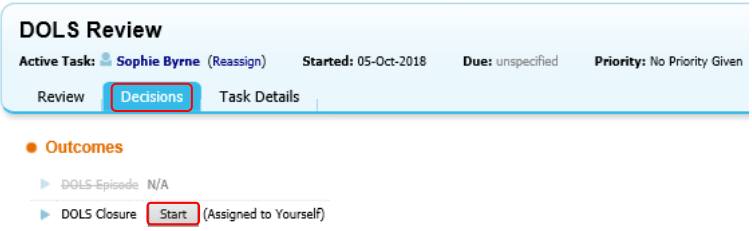


Closure following DoLS Review

You are only able to close DoLS following a review if at least one of the outcomes has not been met.

1. Click in to the ‘Decisions’ tab and then ‘Start’ next to DOLS Closure’





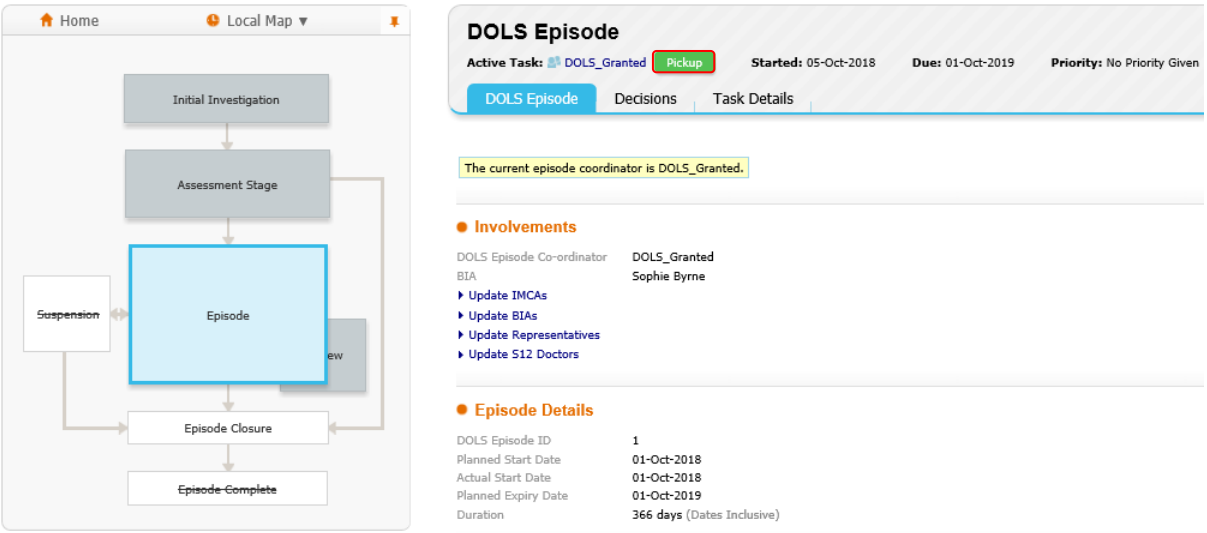
DoLS Suspension

(to be completed by BSO)

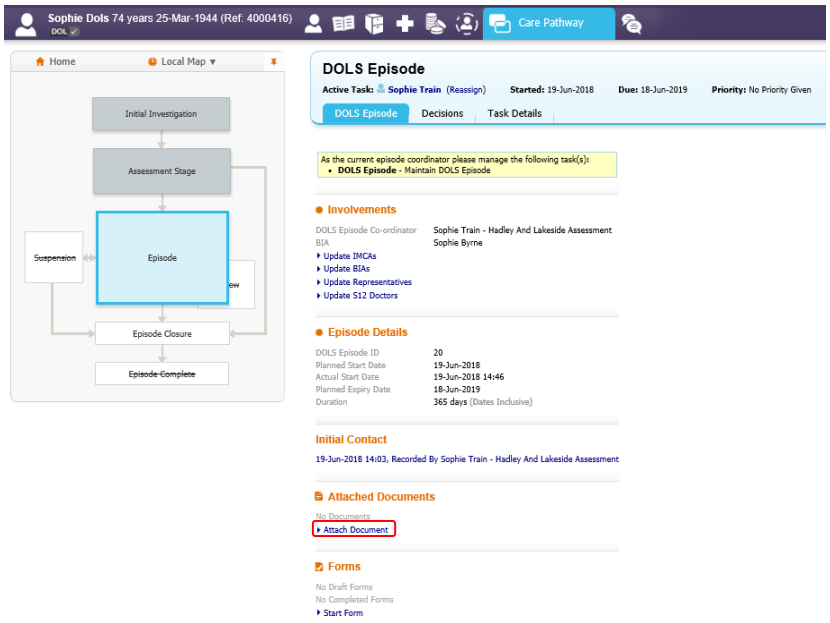
If there is a requirement to suspend a DoLS for a short period of time this should be recorded within the DoLS episode.
Note: Multiple suspensions can be recorded once DoLS has been granted, however, only one suspension can be active at a time.

How to record a Suspension:

1. Navigate to the DoLS Episode and 'Pickup'

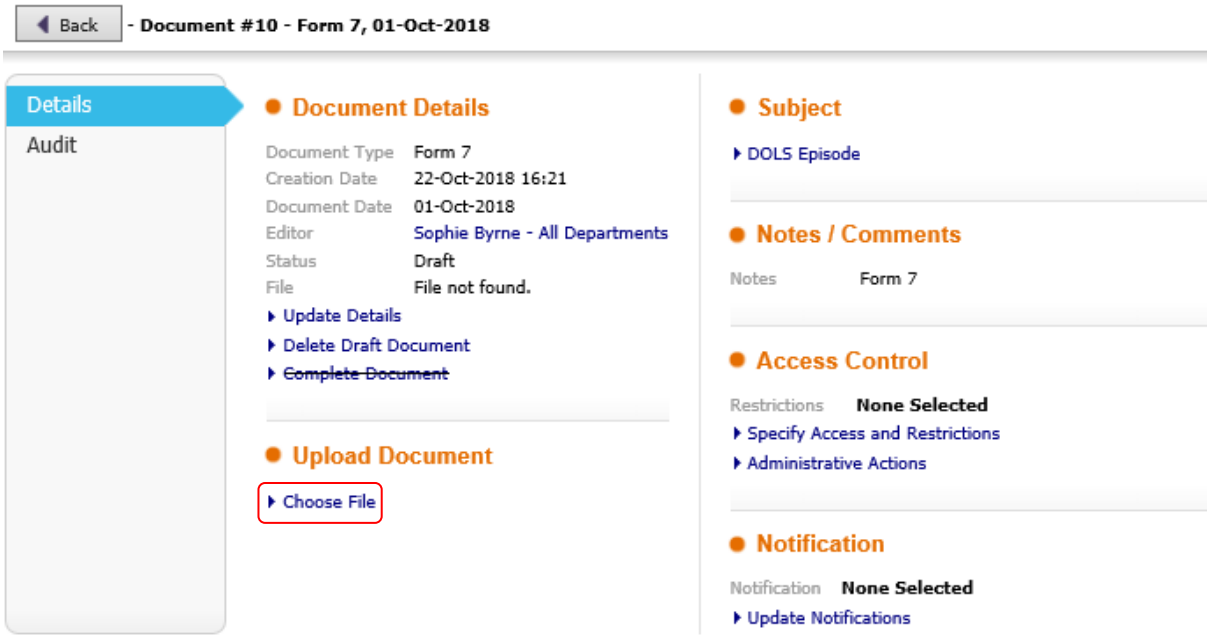


2. Click on 'Attach Document'

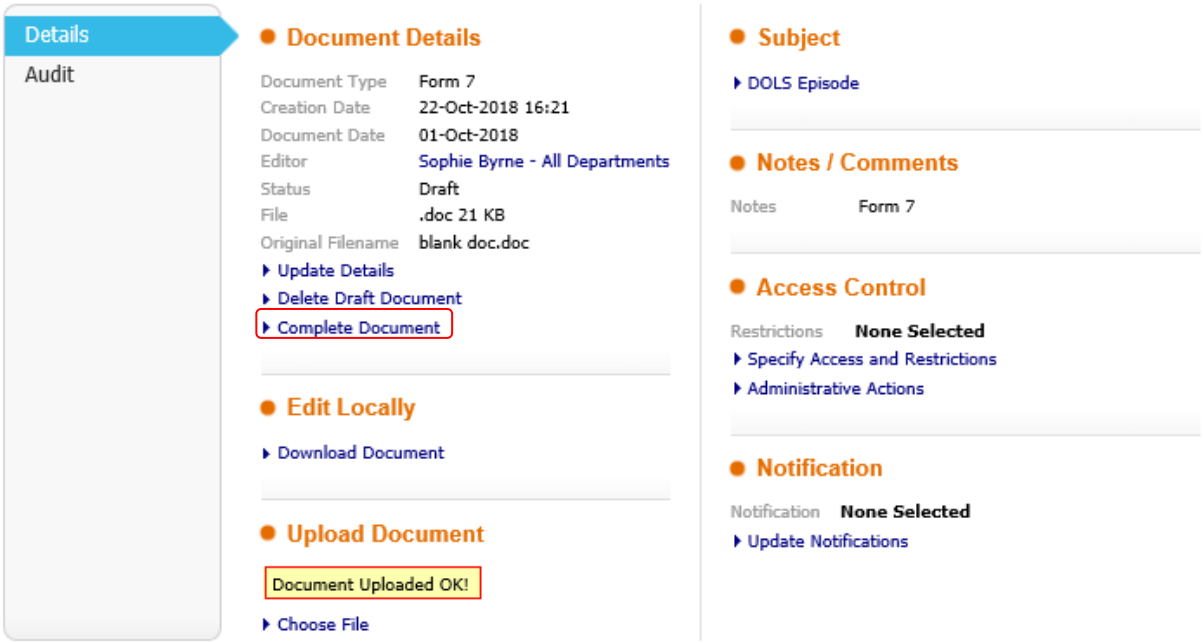


3. Enter the ‘Document Date’ and select ‘Form 7’ from the options and click ‘Create’

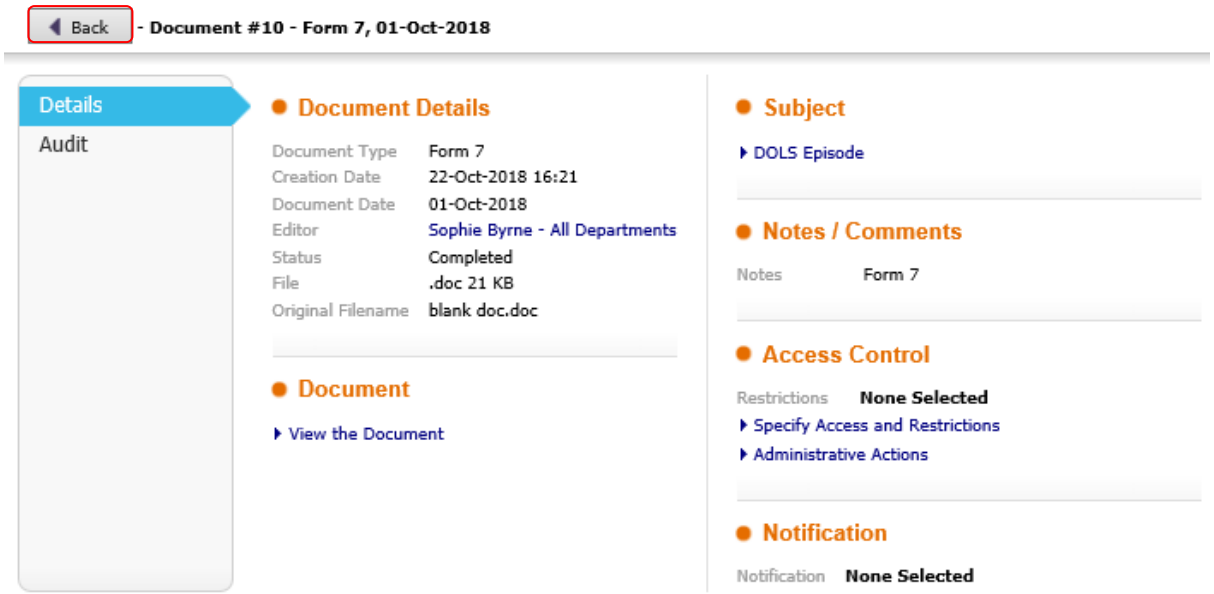
4. This will take you to the screen where you can upload the file. Click on ‘Choose File’ and navigate to the location where the document is saved.



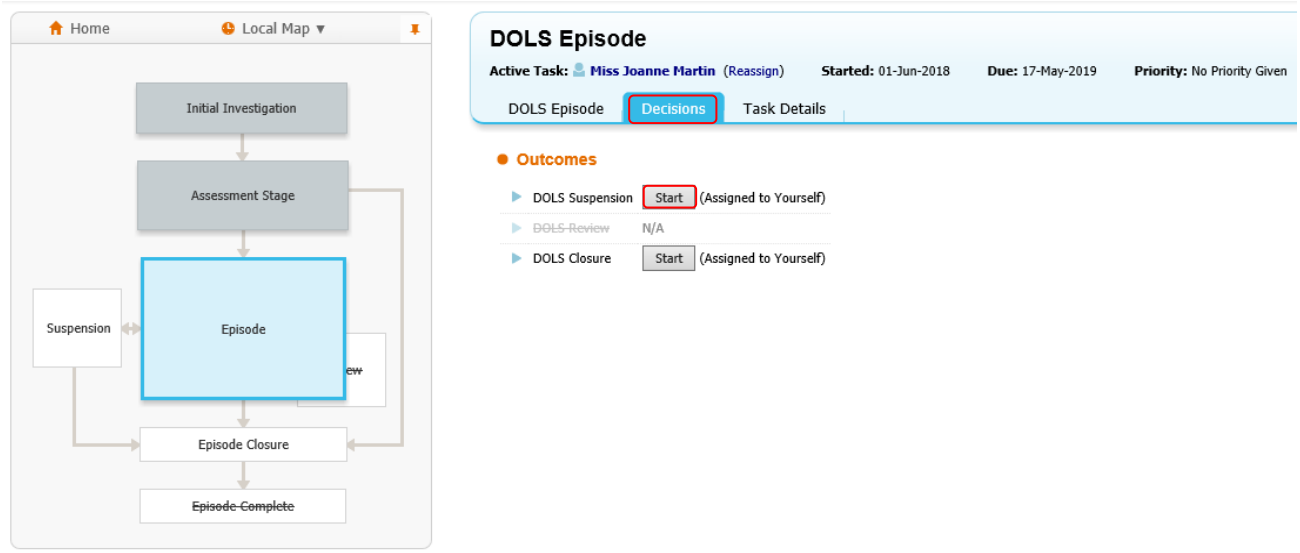
5. Click ‘Complete Document’ which will commit the document to the episode.



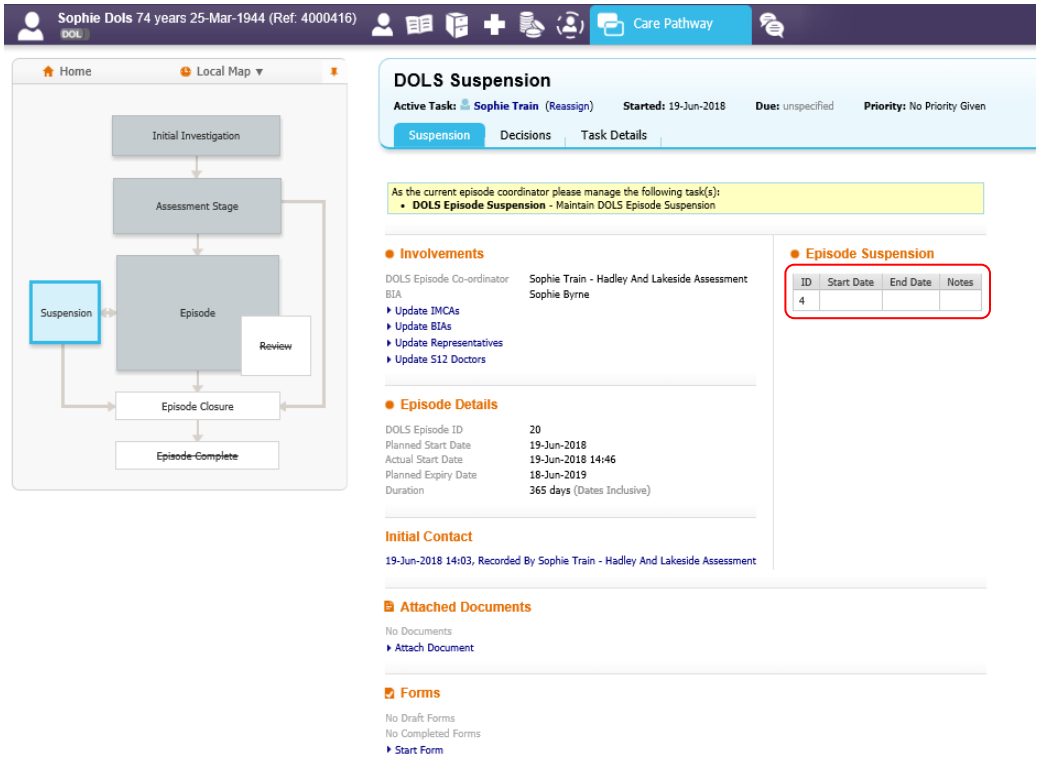
6. Click ‘Back’ to return to the DoLS Episode.



7. When the Form 7 has been uploaded click on the ‘Decisions’ tab and click ‘Start’ next to ‘DOLS Suspension’

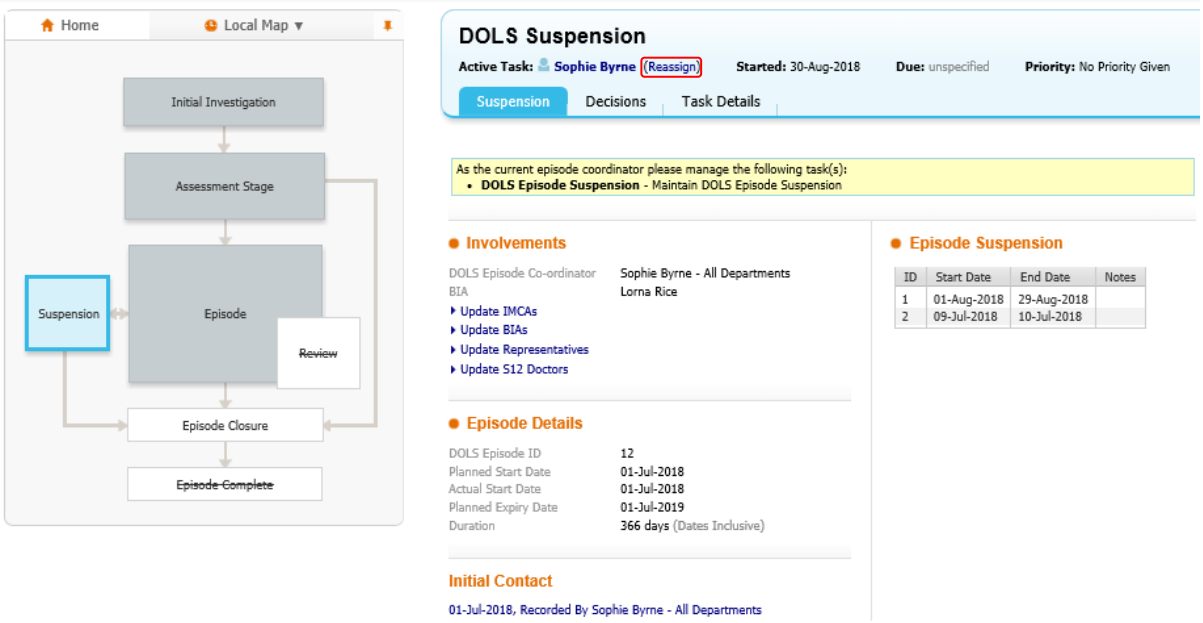


8. The DoLS pathway will take you to the Suspension Stage. Click in to the Episode Suspension table

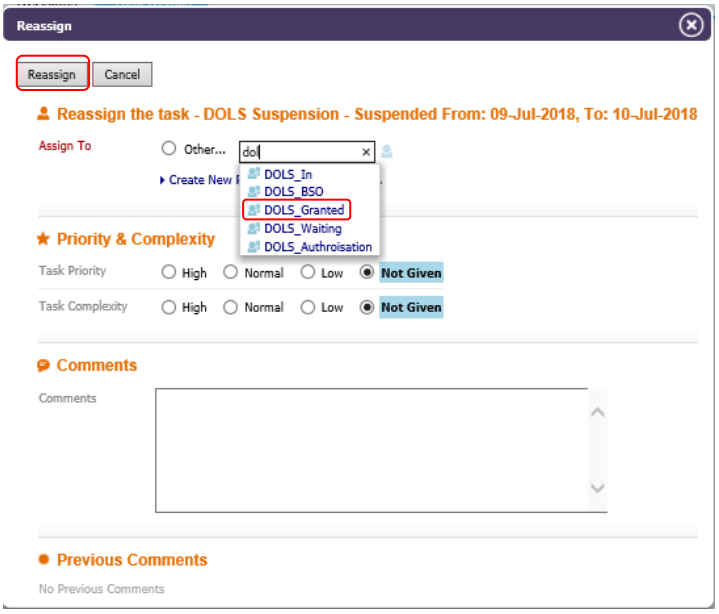


9. Record the Start Date and click ‘Save’

10. Reassign the DoLS Suspension back to the DoLs Granted worktray by clicking on ‘Reassign’



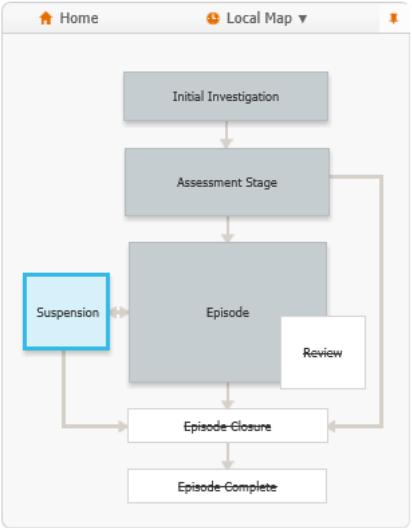
11. Type in ‘DOLS Granted’ in to the ‘Other’ field and select it from the list, then click ‘Reassign’

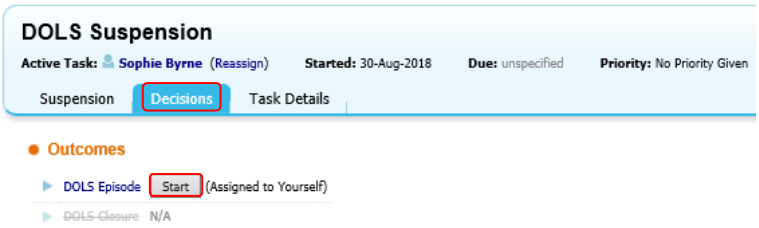


How to end a Suspension:

If suspension is lifted within 28 days:

1. Navigate to the Suspension Stage and 'pickup'
2. Click on 'Attach Document'
3. Enter the document date and select 'Form 7' from the options and click 'Create'
4. This will take you to the screen where you can upload the file. Click on 'Choose File' and navigate to location where the document is saved.
5. Click 'Complete Document' which will commit the document to the episode.
6. Click 'Back' to return to the Suspension Stage
7. Click in to the Episode Suspension table
8. Record the End Date and click 'Save'
9. From the Decisions Tab select 'DOLS Episode'

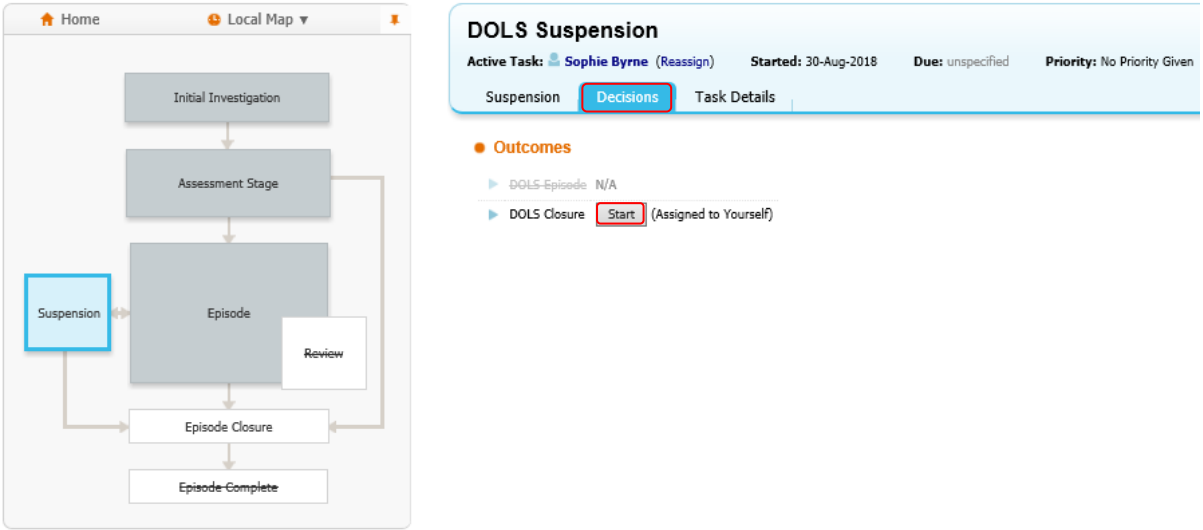




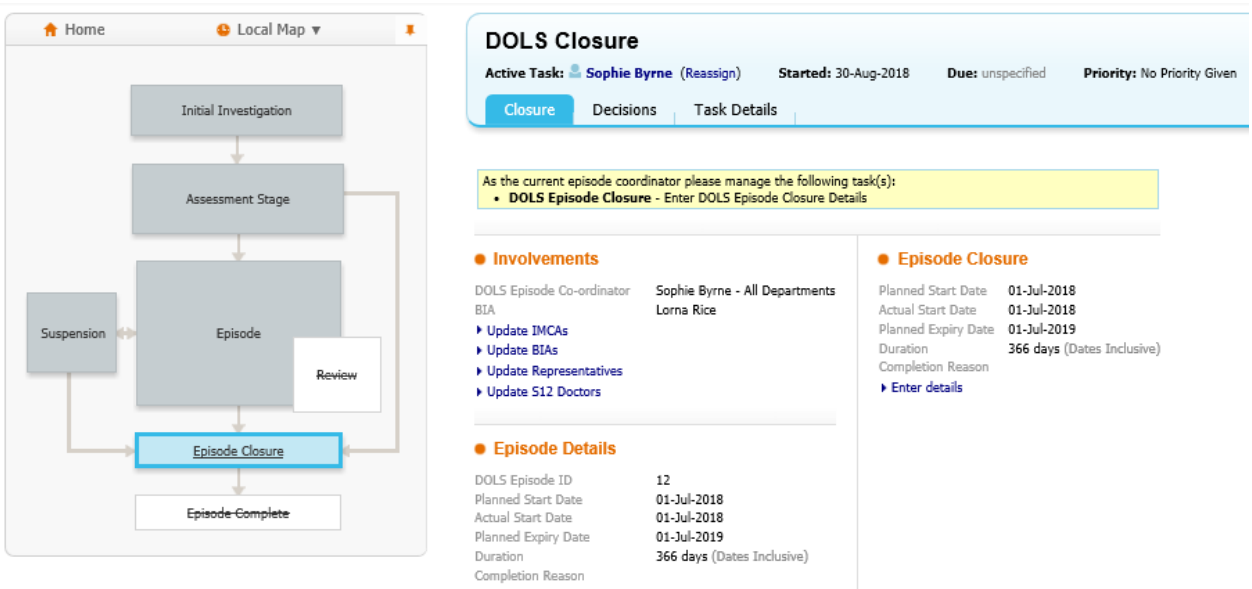
10. Reassign the DoLS Episode back to the DoLs Granted worktray by clicking on 'Reassign'
11. Type in 'DOLS Granted' in to the 'Other' field and select it from the list, then click 'Reassign'

If DoLS is suspended for longer than 28 days or the client is no longer eligible:

1. Navigate to the Suspension Stage and 'pickup'
2. From the Decisions Tab select 'DOLS Closure'



3. You will be taken to the Episode Closure section of the DoLS Pathway. See section on how to complete the DoLS Closure.



Case Notes

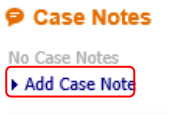
Throughout the DoLS pathway case notes can be recorded and should be used to record any additonal information e.g. telephone calls, emails, messages left.

For the following case note types please ensure that notifications are:- form 4, form 11.

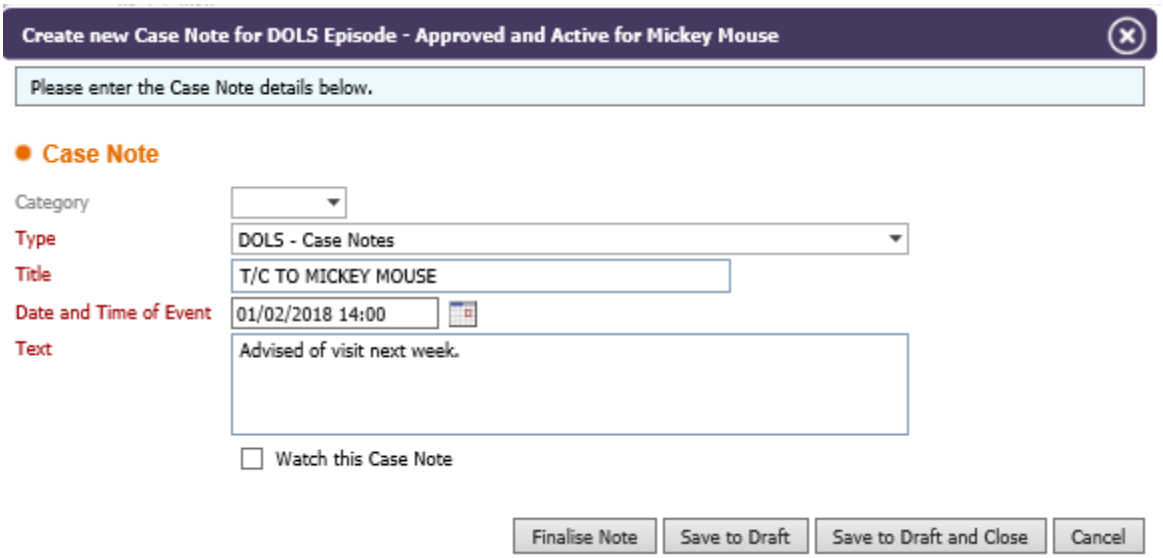
Case notes are not to be used to record assessment information.

How to add a case note:

1. Click 'Add New Note'



2. Select an appropriate option from the 'Type' picklist
   Enter a Title for your Case Note. **Note:** This needs to be something that will allow you to identify the note later
   Enter the Date and Time of Event **Note:** time needs to be in a 24 hour format
   Enter the details of the Case Note into the Text field

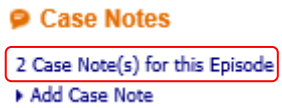


3. You now have a few different options of what you can do with your case note:

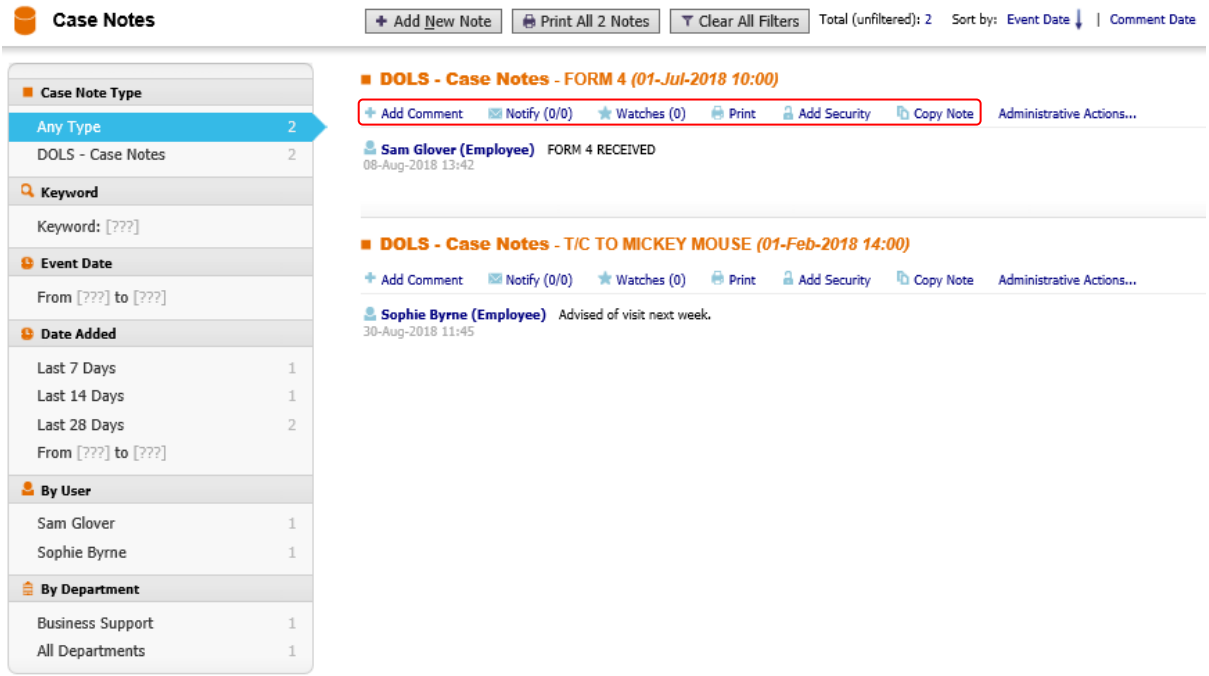
   a. <u>Finalise Note</u> will complete the case note and make it Read Only, preventing further editing
   b. <u>Save to Draft</u> will save the information entered

c. Save to Draft and Close will save the information entered and take you back to the Case Notes screen; you will be able to come back to the Case Note later to edit
d. Cancel will not save your Case Note and will take you back to the Case Notes screen

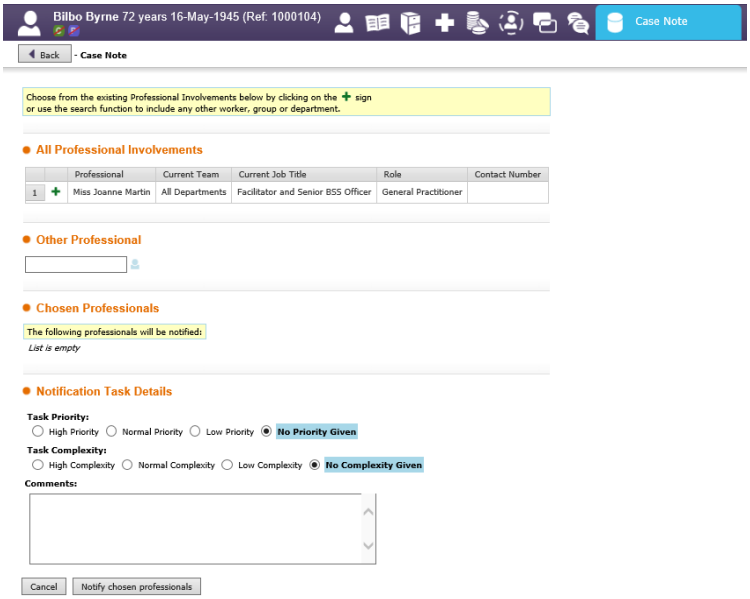
4. Your case note has been created and you will be taken back to the DoLS pathway. Click the link to read case notes:



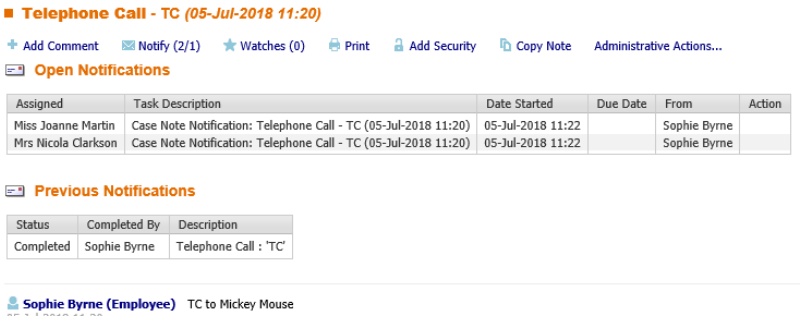
5. There are multiple options on this screen with what you can do with your case notes:



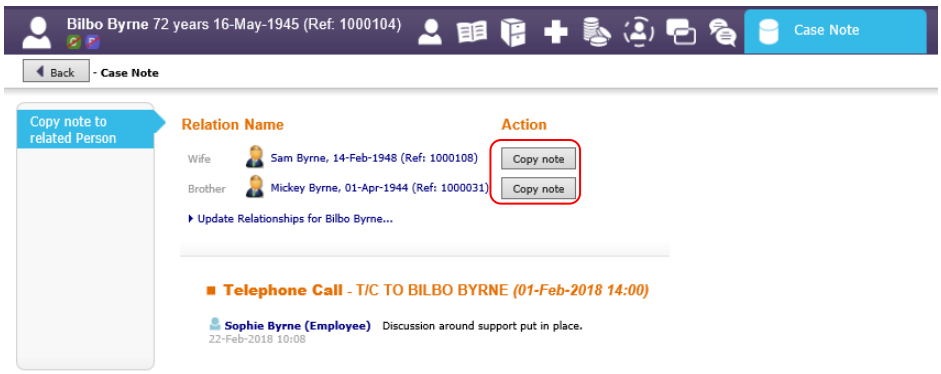
a. Add Comment – we will not be using this functionality
b. Notify – this allows you to send an alert to peoples worktrays to make them aware of the case note you have added



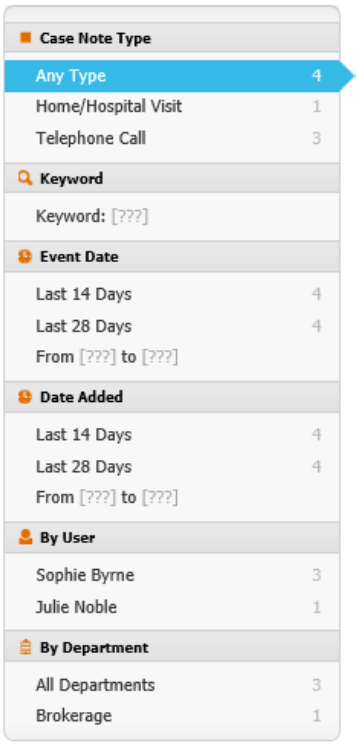
Note: Once you have sent an alert you can track who has acknowledged the alert/case note by clicking on the numbers next to the 'Notify' button. This will display a tables of all those whom still have open notifications (i.e. have not been acknowledged) and all those whom have completed their notification.



c. Watches – we will not be using this functionality
d. Print – this allows you to print out a case note, and/or save a case note as a PDF document
e. Add Security – we will not be using this functionality
f. Copy Note – this allows you to put the case note on to records of those related to the selected client, simply click 'Copy note' next to their name



Case Note Filters

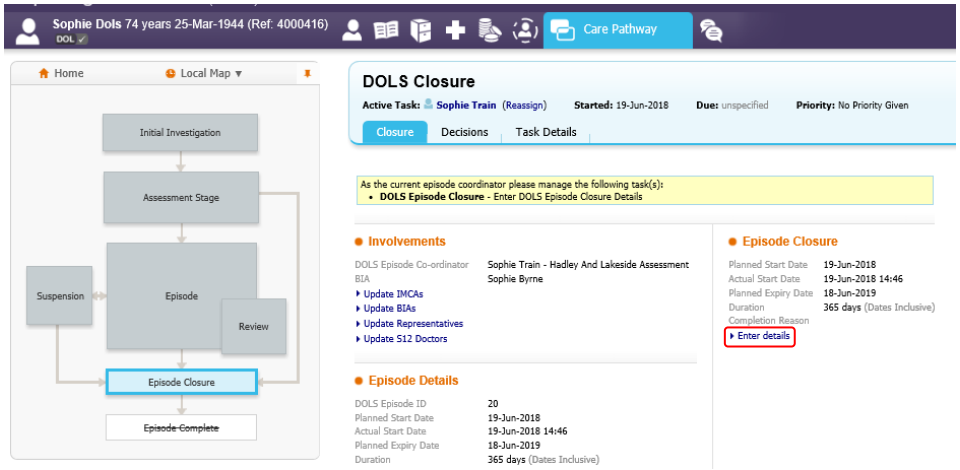


All of the case notes on a record will automatically display, however, you do have the option to filter your case notes using the filters on the left side of the screen.

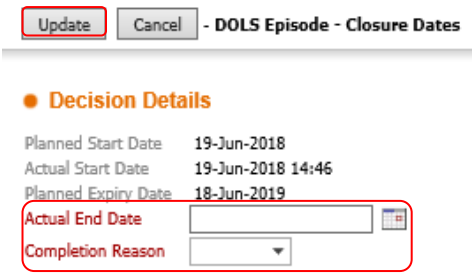
DoLS Closure

Closure Details & Form 9 (to be completed by BSO):

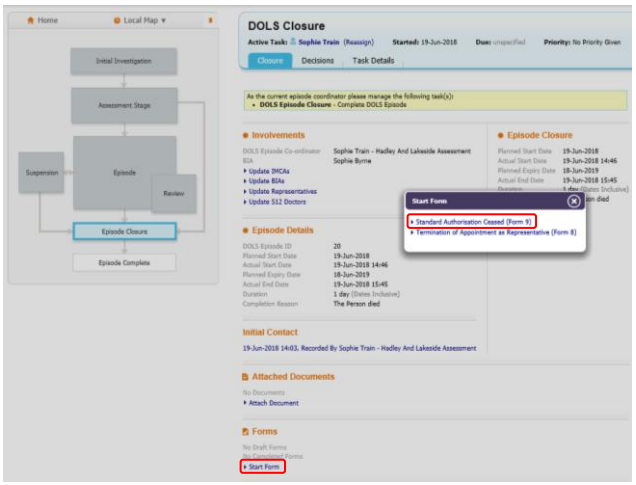
1. Within the Episode Closure click ‘Enter Details’



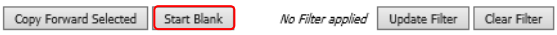
2. Enter the Actual End Date and Completion Reason and click ‘Update’



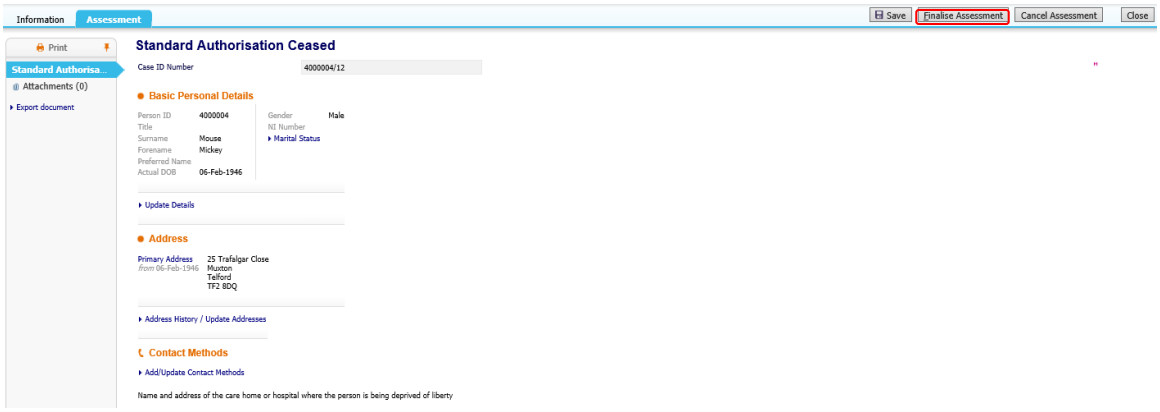
3. Click ‘Start Form’ and select ‘Standard Authorisation Ceased (Form 9)’



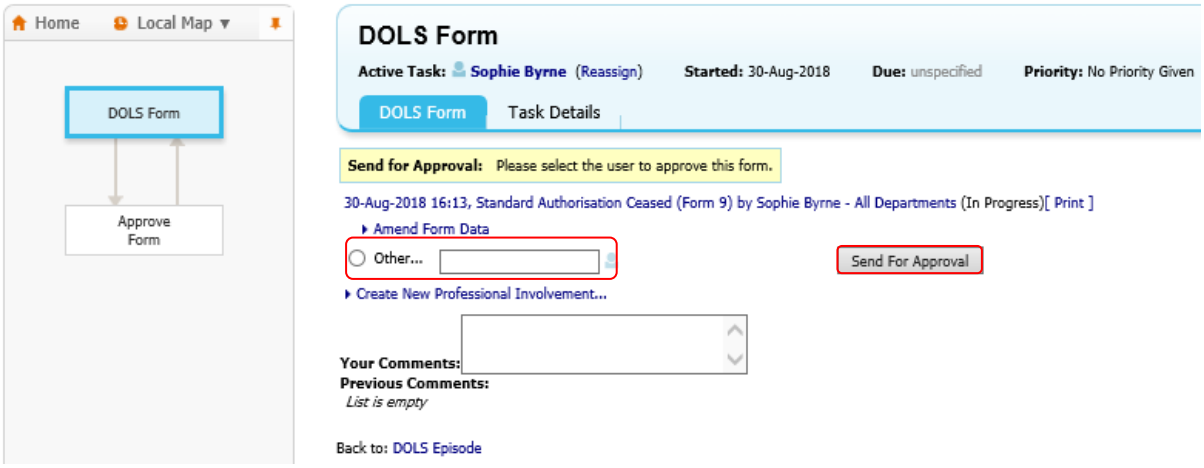
4. Click ‘Start Blank’



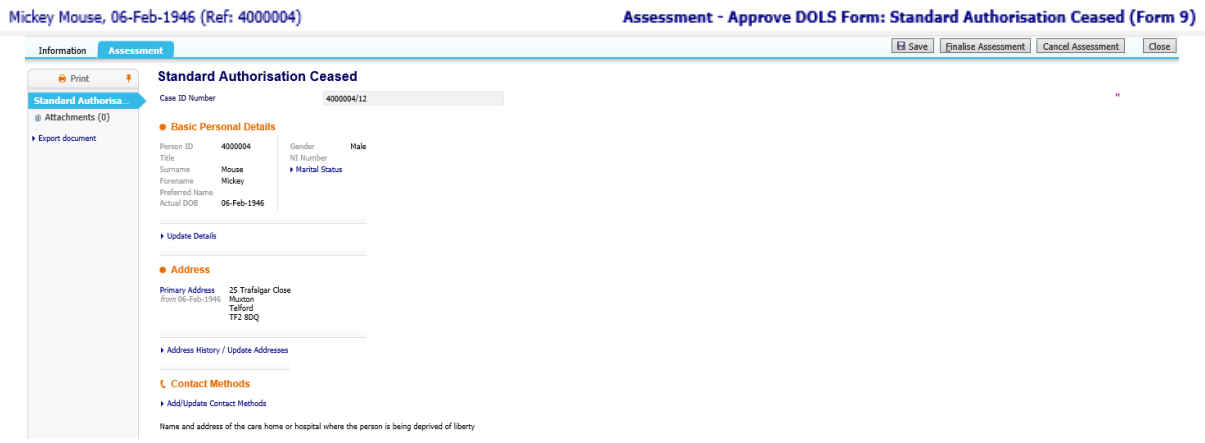
5. The form should already be populated with information recorded in the DoLS Epsiode. Click ‘Finalise Assessment’



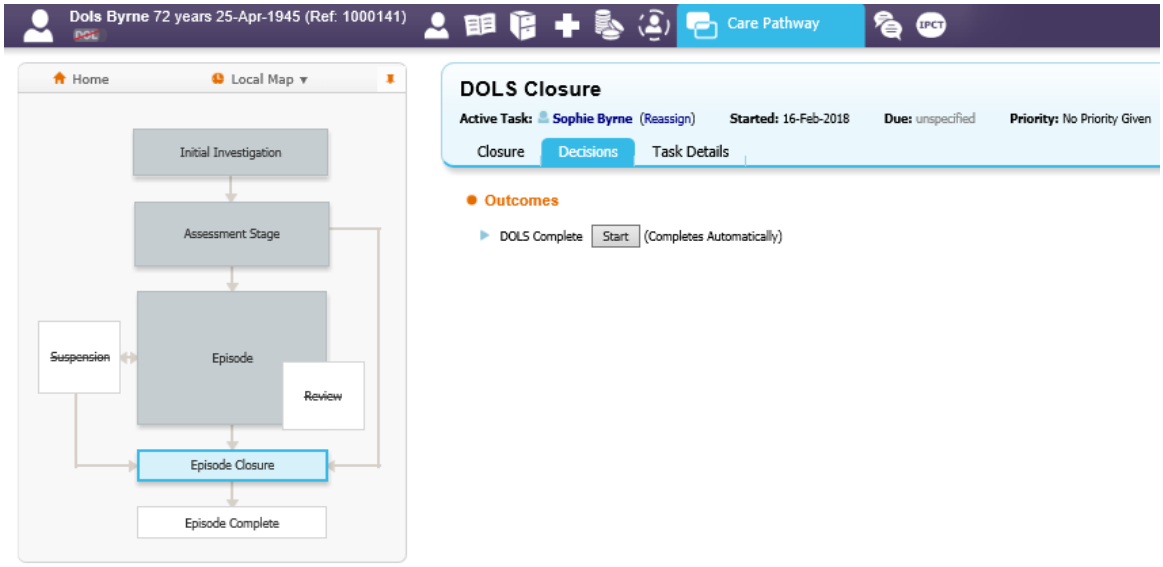
6. Type in the name of whom needs to authorise the DoLS Closure in to the ‘Other’ field and select them from the list, then click ‘Send For Approval’



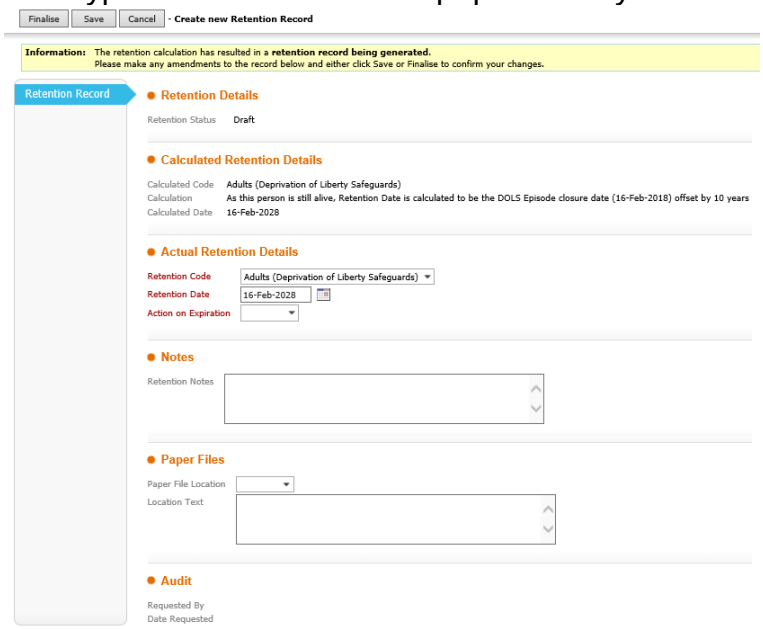
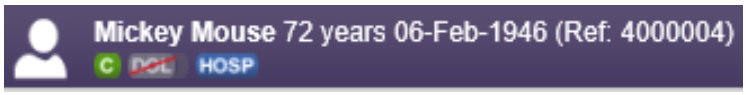
Authorising Form 9/DoLS Closure (to be completed by Authoriser)



Navigate back to the Episode Closure and click on the ‘Decisions’ tab, and click ‘Start’ next to DOLS Complete.



Select the Retention type and the date should populate for you and click finalise



DoLS episode is now closed and the DoLS icon on the client record will be faded and have a red line through it.