Case Closure Policy

Cases may be closed in the following circumstances:

- Social work objectives / goals/outcomes based on assessment or review have been achieved and no further input is required.
- The client requires ongoing support but there is no role for Social Care
- Client (with capacity) declines further support and there is no statutory reason (e.g. safeguarding concerns, eligible unmet needs) for work to continue
- The client/ family moves permanently to another area and there is no reason for continued involvement by us or there has been a transfer to the new local authority area

Audit Process

The Case Audit Tool tasks check list and case closure checks procedure explains what is required in order to process the closure of a client's case/record on LAS. It should be used before every case closure, either in supervision or in a dedicated session.

Good quality endings of social work /other intervention and closing of cases is equally as important as the way in which relationships are built at the beginning of any intervention. If a case is closed in a planned manner then this lays a good base for if there needs to be any involvement in the future.

The allocated Social Worker/allocated worker will notify the Team Manager that the client's record (referral) is ready for closure. A closure discussion will take place and will be recorded in case notes by the Team Manager. The Team Manager will record the discussion and decision of whether the closure is agreed or whether further actions are required.

The Team Manager will check that there is evidence on the client's record that the Social Worker/allocated worker has completed the actions above.

Case Closure Checklist

Person ID LAS No.

Date

Worker

Manager/Supervisor sign off

Target	**Description**	**Supervisor check note/date of record**
	Person's Personal Details	
1.	• Is the person's ethnicity correctly recorded – did the worker ask?	
2.	• Does the person's record include details of all appropriate contacts, including other professionals (must include GP, Schools for any children in the household etc.) involved in the person's care and is this accurate/up to date • Is there a keysafe-is the number recorded?	
	Carer/Assessment/Review	
3.	• Has the carer's good conversation/follow up conversation record completed and has this been shared with the carer? In the absence of a carer's assessment, was one offered and declined by the carer?	
4.	• Are the carer's details correctly recorded on LAS and linked to the cared for person?	
	Good Conversation/MCA/Review/S42/DOLS assessment etc.	
5.	Is there an up to date signed copy of the consent to share information on file?	
6.	• Does the LAS record show that a relevant assessment or review of the appropriate type has been carried out, for example, Good Conversation, Mental Capacity Assessment	
7.	• Is it evidenced that the assessment or review of the appropriate type has been sent to the person and stakeholders as appropriate?	
8.	• Has assessment or review of the appropriate type been authorised?	
	Support Planning/Best Interest Outcome/Safeguarding Vulnerable Adult (SVA) Protection Plan/ Deprivation of Liberty Safeguards (DoLS) authorisation etc.	

9.	• Is there a clear record of the outcome: • Where appropriate, have the Best Interest Notes been agreed and uploaded to client's documents? • Has the DoLs request been authorised/not authorised and managing authority notified of outcome? • Where appropriate, is there a protection plan in place and has this been shared as appropriate? • Has the safeguarding episode been closed off on LAS if all steps have been completed? • Has the support plan been completed and sent to brokerage, placement team or Direct Payment set up? • Has all old services ended?	
10.	• Are case notes up to date, appropriate and complete	
11.	• Is there an assessment or review of the appropriate type on file and has the person, carer, and stakeholders been sent a copy as appropriate.	
	Finance – if appropriate	
12.	• Has the financial process been discussed with the person and carer/family, is this conversation been clearly documented in the case note?	
13.	• Has the person been referred for a financial assessment and has this been carried out?	
14.	• Has the case been to Challenge Panel and outcome clearly recorded and document uploaded to client's record? • Has funding been authorised on the system and the service provision set up?	
15.	• If service has ended has the service provision ended on LAS?	
	Best Practice	
16.	• Has the client been physically seen by the social worker immediately prior to proposed closure. If not, when were they last seen? Please note why final face to face visit not needed. • Please note, if the client has never physically been seen, Service Manager or Head of Service agreement is required before closure.	
	Risk	
17.	• Is there evidence of effective risk management strategies incorporated into the client's assessment and Care and Support Plan? • In safeguarding cases: is there an up to date protection plan detailing risk and protective factors? • For high risk, complex, self-neglect and cases where there are issues with engagement, has the client been seen face to face? If no, escalate to relevant Head of Service	

	• Was the case recommended for any of the following and has this been completed, outcomes recorded and actions completed? ➢ Safeguarding Consultation ➢ SC1 Risk and Wellbeing ➢ RVMP ➢ MARAC ➢ MAPPA ➢ MASH • For clients with domestic abuse situations: Has a DAASH been completed? Has Family Justice Centre been considered • Have all onward referrals to help managed risk been completed, for example, OT, Staying Put, Careline,	
	Supervision	
18	• Is there recorded evidence of supervision on the client's record? • If not, please ensure supervision dates, summary of discussion, actions/decisions, relevant to this case, are recorded prior to case closure.	

Deborah Howard Service Manager South of the Borough ASC Health & Wellbeing Adults

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Amended Jan/Feb 2022 by Tim Gray and Natesha Yanguba