Referral Closure Quick Guide

Liquidlogic Children's Systems (LCS)

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Date: 29.06.2016

DOCUMENT HISTORY

Date	Produced By	Document Version	Comments
29.06.2016	S. O'Connor	1.0	Initial Version
05.07.2016	S. O'Connor B. Campbell	1.1	Removal of "Case" to "Child" and format changes
01.03.2022	S. Webb	1.2	Redesign
04.03.2022	S. Hogan	1.3	Update

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1.   Referral Closure Introduction

The following Quick Guide is to assist in the closing of a Referral once all work relevant to the Record has been completed. This task will initiate when No Further Action is selected from one of the following:

- Child In Need
- Child Looked After (if not stepped down to CIN)
- Child Protection (if not stepped down to CIN)
- Child and Familiy Assessment
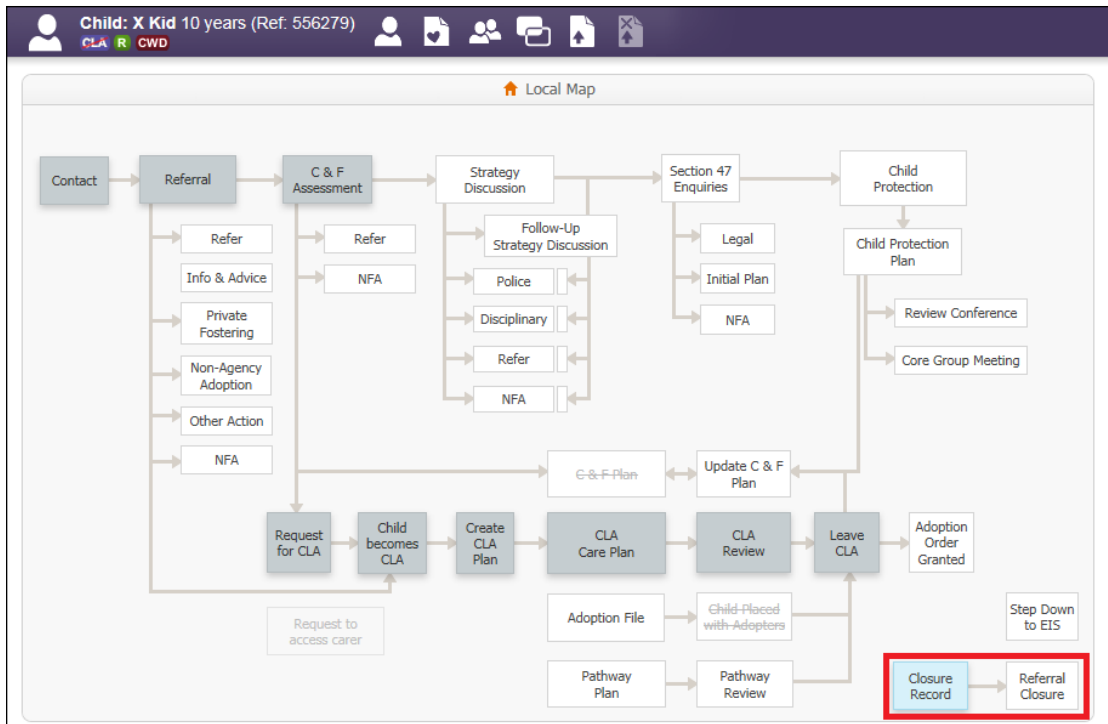- Strategy Discussion
- Section 47 enquiry

From these Outcomes you can initiate the Referral Closure Process

2.   Starting a Referral Closure

- To begin a Referral Closure, please navigate to the Full Map
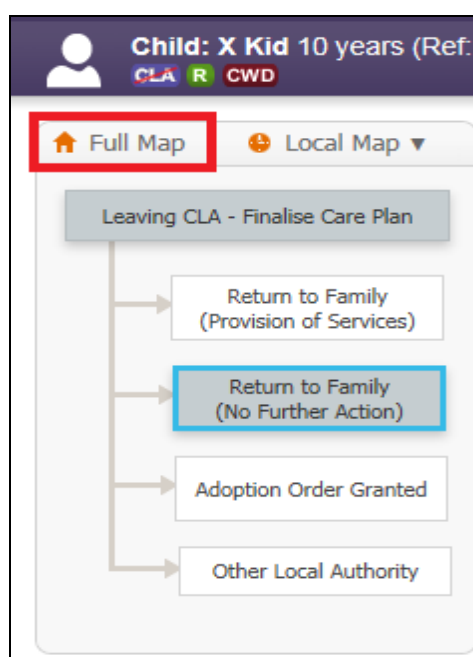
- From the Full Map, please select Closure Record

- This will open the Referral Closure Record task. Please select Create Closure Record.

3. Referral Closure Record

The Closure record is the final step before closing the Child's Record. Please review the Summary of interventions and actual outcomes from date of most recent referral and provide a summary of reasons for social services involvement and closure.
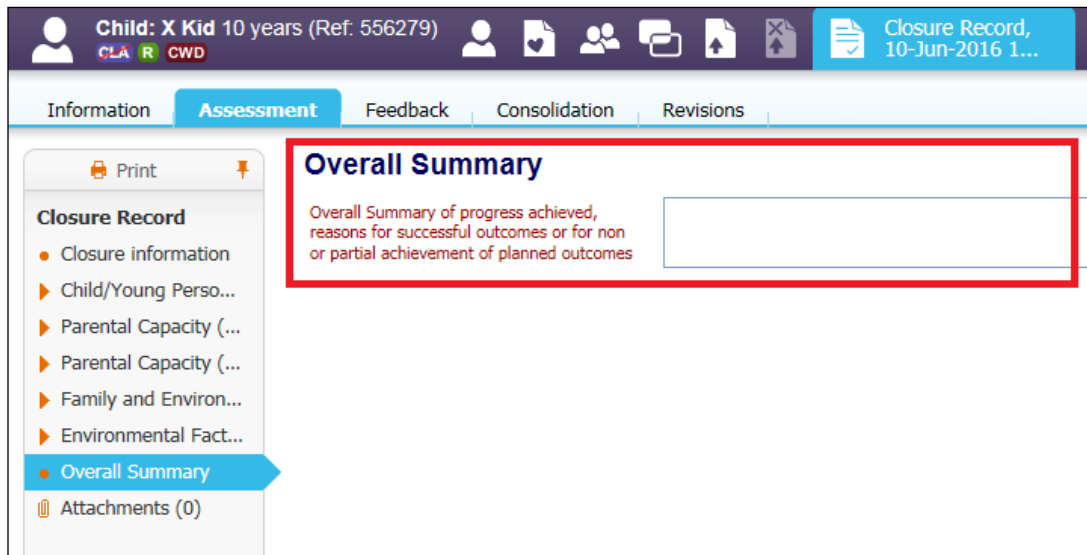
3.1. Closure Information (Allocated Worker)

In this section, you will be asked to complete the Date Case Closed and to finalise the Child's Plan

- Please enter a Summary of the reason for the initial Social Services Involvement and the Closure Date.

- Once this is completed, you can enter information onto the Child's Plan if necessary.

- Please navigate to Overall Summary

The Overall Summary is a record of the progress achieved, reasons for successful outcomes or for non or partial achievement of planned outcomes. This is a mandatory field and is the final record of progress for the Child's journey.

- Finalise the record once completed and this will be sent to your Manager's Worktray to be checked, finalised and authorised.

3.2. Authorising the Plan (Manager)

Once a Referral Closure has been finalised, the Authorisation task will be in the Line Manager's Worktray
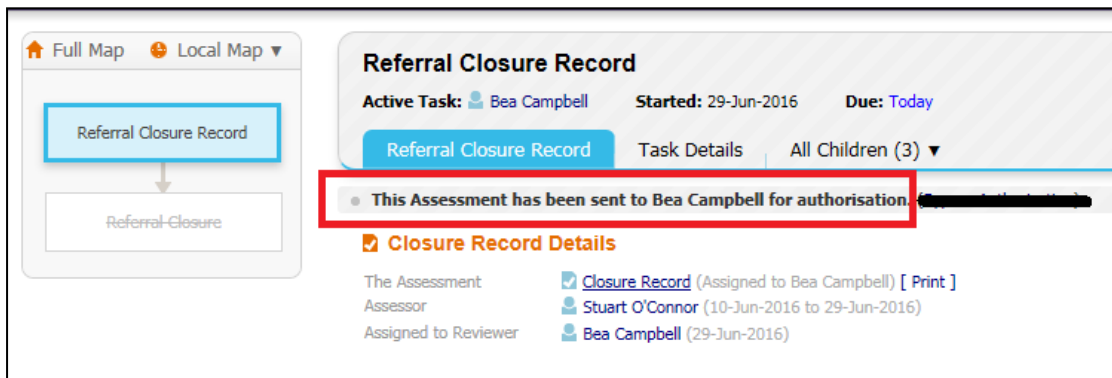
- To go straight to the Task, please click on the Task Description link (Referral – Referral Closure Record.)
- If you need to check that the Child's information (such as Demographics) are correct, please click the Child's name to be taken to Demographics.
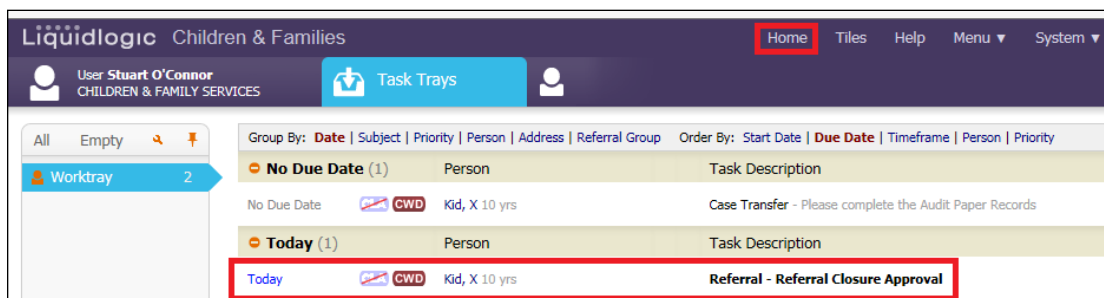
- If you are happy with the information and the Overall Summary, please select to start Referral Closure Final.

- If the Referral does not yet need to be closed then please select Cancel Closure

- Choosing this option will cancel the Referral Closure and return you to the last open task on the Case Pathway.

- Please select Confirm if this is the intended outcome, if you selected to Cancel in error, select Cancel to return to the Outcomes

- If you selected to Start Referral Closure Final, please click Confirm to Close, or Cancel to return to the Outcomes

- You can also enter a reason for the decision in the free text box if required.
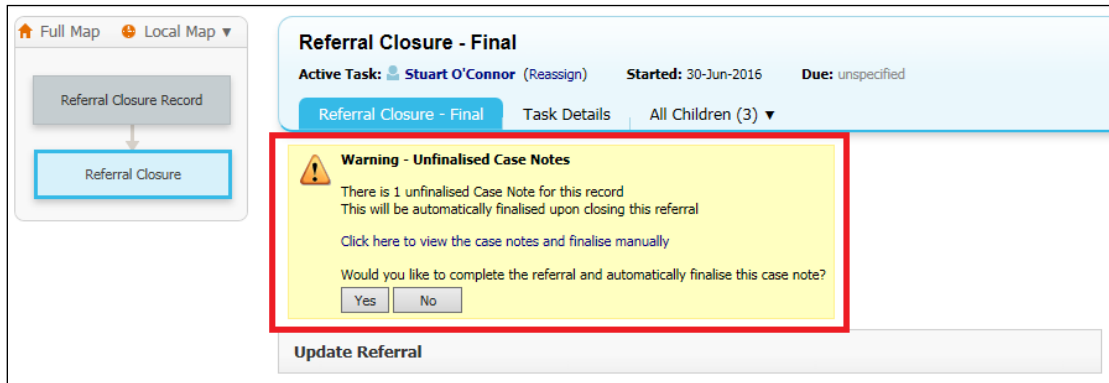
4. Referral Closure – Final

You will now have a task in your Worktray to complete labelled Referral – Referral Closure

- When you click the link you will be taken to a final page to enter the End Reason

- Please enter the Reason for Initial Referral and the End Reason. Click Close Referral to Finalise.

PLEASE NOTE, ONCE FINALISED NO CASE NOTES CAN BE ADDED. PLEASE UPDATE YOUR CASE SUMMARY BEFORE COMPLETING THIS STEP

- If Unfinalised Case Notes remain on the Record, you will be prompted to Finalise them before the Referral will close

- Selecting Yes will automatically close any open Case Notes. Select No to go back and check the Case Notes are completed correctly

You have now finished the Referral Closure Process

The Referral Flag will be crossed out and the Referral Closure boxes greyed out