

Referral Closure Quick Guide

Liquidlogic Children's Systems (LCS)

Author: Stuart O'Connor

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TABLE OF CONTENTS

1.	REFERRAL CLOSURE INTRODUCTION	1
2.	STARTING A REFERRAL CLOSURE	1
3.	REFERRAL CLOSURE RECORD	3
3.1. 3.2.	Closure Information (Allocated Worker) Authorising the Plan (Manager)	3 4
4.	REFERRAL CLOSURE – FINAL	6

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



		📌 Local Map		
ntact Referral Refer Info & Advic Private Fostering Non-Agency Adoption Other Action	C & F Assessment Refer	Strategy Discussion Follow-Up Strategy Discussion Police Disciplinary Refer	Section 47 Enquiries Legal Initial Plan NFA	Child Protection Child Protection Plan Review Conference Core Group Meeting
NFA	Request for CLA Child becomes CLA	Create CLA Plan Care Plan	CLA Review	Leave CLA Adoption Order Granted

• From the Full Map, please select Closure Record

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

Child: X Kid 10 years (R	tef: 556279) 🚨 🛃 🕰 🔁 💦 🕻
★ Full Map Local Map ▼ Referral Closure Record	Referral Closure Record Active Task: Stuart O'Connor (Reassign) Started: 10-Jun-2016
Referral Closure	Referral Closure Record Task Details All Children (3) ▼ The Closure Record has not been started. 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

Child: X Kid 10 y	ears (Ref: 556279) 🚨 🕞 🕰 🔂 📄 🕻 📄 Closure Record, 10-Jun-2016 1
Information Assess	ment Feedback Consolidation Revisions
🖶 Print 👎	Closure information
Closure Record	Date Case Closed (Closure Record)
Closure information	Summary of reason(s) for social services
Child/Young Perso	referral
Parental Capacity (
Parental Capacity (
Family and Environ	
Environmental Fact	
Overall Summary	
Attachments (0)	

Child: X Kid 10 years (Ref. 556279) 🚨 🕞 🕰 🔂 🔂 📑 Closure Record, 🗈 🕅					
Information Assessme	Information Assessment Feedback Consolidation Revisions				
🔒 Print 👎	Closure information				
Closure Record	Date Case Closed (Closure Record)				
Closure information	Summary of reason(s) for social services				
Child/Young Perso	referral				
Parental Capacity (
Parental Capacity (
Family and Environ					
Environmental Fact					
Overall Summary					
Attachments (0)					

- 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

Full Map	Referral Closure Record Active Task: Bea Campbell Started: 29-Jun-2016 Due: Today Referral Closure Record Task Details All Children (3) V				
Referral Closure	• This Assessment has been sent to Bea Campbell for authorisation.				
	Closure Record Details				
	The Assessment Closure Record (Assigned to Bea Campbell) [Print] Assessor Stuart O'Connor (10-Jun-2016 to 29-Jun-2016) Assigned to Reviewer Bea Campbell (29-Jun-2016)				

- 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.

Li	Liquidlogic Children & Families					Home	Tiles	Help	Menu 🔻	System 🔻		
Ľ		lser Stua i HILDREN	rt O'C & Fan	onnor 1ILY SE	RVICES	Task Tr	ays					
A	I E	Empty	a,	Ŧ	Group By:	Date Subject Price	ority Person Address Referral Group	Order By: Start Date)ue Date	Timefram	ne Person F	Priority
	Work	dray		2	No Due	Date (1)	Person	Task Description	i			
					No Due Date	CWD	Kid, X 10 yrs	Case Transfer - Ple	ase compl	lete the Aud	lit Paper Reco	rds
					• Today	(1)	Person	Task Description	i			
					Today	🚧 CWD	Kid, X 10 yrs	Referral - Referra	al Closur	e Approva		

• If you are happy with the information and the Overall Summary, please select to start Referral Closure Final.

Child: X Kid 10 years (R	ef: 556279) 🚨 🛃 🐣 🔁 👗	
★ Full Map	Referral Closure Record Active Task: Stuart O'Connor (Reassign) Referral Closure Record Decisions	Started: 29-Jun-2016 Due: 29-Jun-2016 Task Details All Children (3) ▼
Referral Closure	Outcomes Referral Closure Start (Assigned to Yourse Cancel Closure Cance	Date of Initiation or Completion: 20-Jun-2016 - Reason for Decision: (reset)
	Leave case open (Completes Automa	tically)

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

🕈 Full Map 😫 Local Map 🔻	Referral Closure Record Active Task: Stuart O'Connor (Reassign) Started: 29-Jun-2016 Due: 29-Jun-2016
Referral Closure Record	Referral Closure Record Decisions Task Details All Children (3) 🔻
Referral Closure	Outcomes Date of Initiation or Completion: 20-Jun-2016 Start (Assigned to Yourself) Reaction for Decision: (coset)
	Cancel Closure Leave case open Start (Completes Automatically)

- 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

★ Full Map	Referral Closure Record Active Task: Stuart O'Connor (Reassign) Started: 29-Jun-2016 Due: 29-Jun-2016 Referral Closure Record Decisions Task Details All Children (3) ▼
Referral Closure	Confirm Cancel
	Solution Cancel Closure Leave case open (Completes Automatically) Date of Initiation or Completion: 20-Jun-2016 Reason for Decision: (reset)
	\sim

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

🕈 Full Map 🛛 😫 Local Map 🔻	Referral Closure Record
Referral Closure Record	Active Task: Start O Connor (Reassign) Started: 29-Jun-2016 Due: 29-Jun-2016 Referral Closure Record Decisions Task Details All Children (3) ▼
Referral Closure	Confirm Cancel
	Referral Closure Final - You must confirm the following Date & Reason are correct before continuing with this action.
	☑ ≗ X Kid Final (Assigned to Yourself)
	Date of Initiation or Completion:
	20-Jun-2016
	Reason for Decision: (reset)
	^
	~

• 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

User Stuart O'Connor CHILDREN & FAMILY SER	vices Task Tr	ays 🚨	
All Empty 🍳 🖡	Group By: Date Subject Price	ority Person Address Referral Group	Order By: Start Date Due Date
Se Worktray 1	• No Due Date (1)	Person	Task Description
	No Due Date 🛛 🔀 🕬	Kid, X 10 yrs	Referral - Referral Closure

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

A Full Map Local Map ▼ Referral Closure Record	Referral Closure - Final Active Task: Stuart O'Connor (Reassign) Started: 30-Jun-2016 Due: unspecified Referral Closure - Final Task Details All Children (3) •	
Referral Closure	Close Referral Reset Cancel Update Referral	
	Referral Details Referral Started Category of Need for Referral Ne ReReferral No End Reason	
	Referral Closed 20-Jun-2016 End Reason NO FURTHER WORK REQUIRED V	
	Reason for Referral	
E	ack to: Referral Closure Record	

• 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

 ★ Full Map ♦ Local Map Referral Closure Record Referral Closure 	Referral Closure - Final Active Task: Stuart O'Connor (Reassign) Started: 30-Jun-2016 Due: unspecified Referral Closure - Final Task Details All Children (3) V		
	Warning - Unfinalised Case Notes There is 1 unfinalised Case Note for this record This will be automatically finalised upon closing this referral Click here to view the case notes and finalise manually Would you like to complete the referral and automatically finalise this case note? Yes No		
Update Referral			

• 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

Child: X Kid 10 years (Re	ef: 556279) 🚨 📑 🐣	- 🔁 💫 🛗		
🛉 Full Map 🛭 😫 Local Map 🔻	Referral Closure - Fin	al		
	Initiator: Stuart O'Connor	Started: 20-Jun-2016 Completed: 30-Jun-2016		
Referral Closure Record				
	Referral Closure - Final	History All Children (3) ▼		
Referral Closure Referral • New Referral Details				
	Referral Started	14-Mar-2012		
	Referral Closed	20-Jun-2016		
		Is the parent/carer aware of the referral?		
		Is the child/young person aware of the referral?		
		Have parents consented to information being shared with Social Services?		
		Have parents consented to agency checks being made?		
	ReReferral	NO		
		In res, did the original referral rall to address the client's needs?		
	Reason for Referral / Request for Services			
	Category of Need for Referral N4 FAMILY IN ACUTE STRESS			
	End Reason			
	Closed By	Stuart O'Connor		
	Details of the Referrer			
		□ Is referral being made by a professional or agency?		
	Person Name	Dr No		
	Source Type	Individual - Acquaintance (neighbour/childminder)		
	Relationship to Cl	vild		
		Does the referrer wish to remain anonymous?		
	Recorded By	Penelope Baker		
	Recorded Dept	CHILDREN & FAMILY SERVICES		
	 Printable/Archiv 	ved View		
	Back to: Referral Closure Record			
L				