



Referral Closure Quick Guide

Liquidlogic Children's Systems (LCS)

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DOCUMENT HISTORY

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1. Referral Closure Introduction

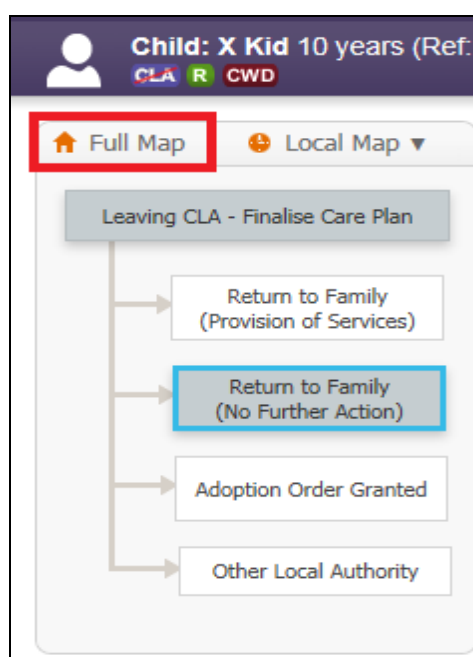
The following Quick Guide is to assist in the closing of a Referral once all work relevant to the Record has been completed. This task will initiate when No Further Action is selected from one of the following:

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

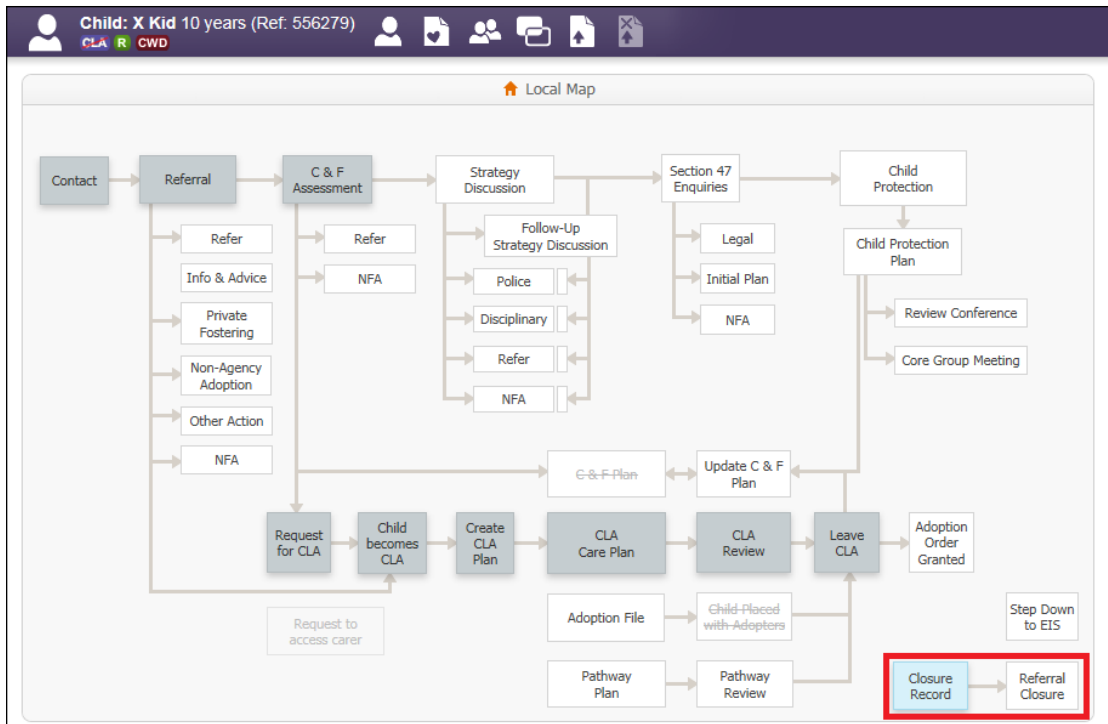
From these Outcomes you can initiate the Referral Closure Process

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.

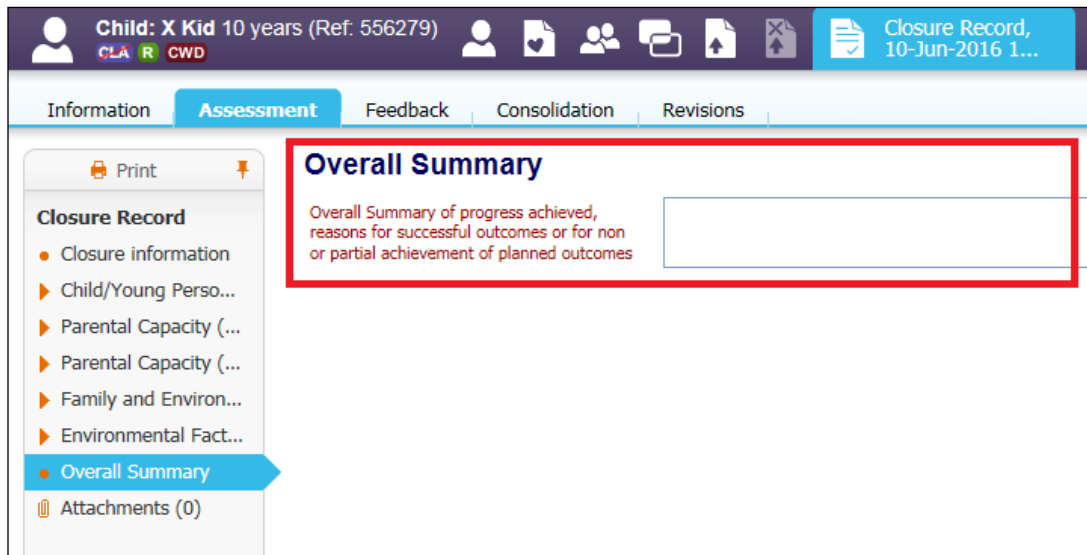
3.1. Closure Information (Allocated Worker)

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

The screenshot shows the 'Closure information' form in a web application. At the top, there is a header with a user profile icon, the text 'Child: X Kid 10 years (Ref: 556279)', and status indicators 'CLA R CWD'. To the right of the header is a document icon and the text 'Closure Record, 10-Jun-2016 1...'. Below the header is a navigation bar with tabs: 'Information', 'Assessment' (selected), 'Feedback', 'Consolidation', and 'Revisions'. On the left side, there is a 'Print' button and a 'Closure Record' menu. The menu items are: 'Closure information' (highlighted with a blue arrow), 'Child/Young Perso...', 'Parental Capacity (...)', 'Parental Capacity (...)', 'Family and Environ...', 'Environmental Fact...', and 'Overall Summary'. Below the menu is an 'Attachments (0)' section. The main content area is titled 'Closure information' and contains a 'Date Case Closed (Closure Record)' field with a calendar icon, and a text area for 'Summary of reason(s) for social services involvement since date of most recent referral'.

This screenshot is identical to the one above, but with a red box highlighting the 'Date Case Closed (Closure Record)' field and the text area for 'Summary of reason(s) for social services involvement since date of most recent referral'.

- 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

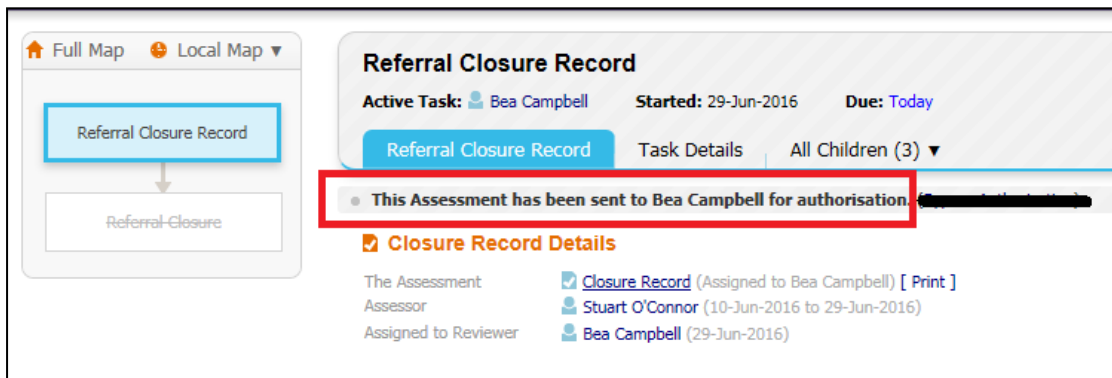


The Overall Summary is a record of the progress achieved, reasons for successful outcomes or for non or partial achievement of planned outcomes. This is a mandatory field and is the final record of progress for the Child's journey.

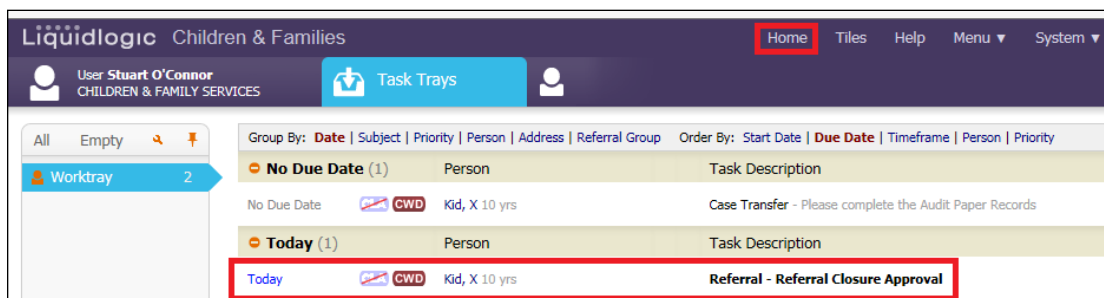
- Finalise the record once completed and this will be sent to your Manager's Worktray to be checked, finalised and authorised.

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.

The screenshot shows the 'Referral Closure Record' interface for a child named 'X Kid 10 years (Ref: 556279)'. The active task is 'Stuart O'Connor (Reassign)' with a start date of 29-Jun-2016 and a due date of 29-Jun-2016. The 'Decisions' tab is selected. Under the 'Outcomes' section, the 'Referral Closure Final' option is highlighted with a red box, with a 'Start' button and the text '(Assigned to Yourself)'. Other options include 'Cancel Closure Leave case open' with a 'Start' button and '(Completes Automatically)'. The 'Date of Initiation or Completion' is set to 20-Jun-2016, and the 'Reason for Decision' is '(reset)'. A navigation menu on the left shows 'Referral Closure Record' and 'Referral Closure'.

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

This screenshot is identical to the previous one, but the 'Cancel Closure Leave case open' option is highlighted with a red box instead of 'Referral Closure Final'. The 'Start' button and '(Completes Automatically)' text are visible for this option.

- 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

This screenshot shows the confirmation step after selecting 'Cancel Closure Leave case open'. The 'Confirm' and 'Cancel' buttons are highlighted with a red box. A yellow warning message states: 'Cancel Closure Leave case open - You must confirm the following Date & Reason are correct before continuing with this action.' Below this, the 'Cancel Closure Leave case open' option is checked, and the 'Date of Initiation or Completion' is 20-Jun-2016. The 'Reason for Decision' is '(reset)'. The navigation menu on the left remains the same.

- 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

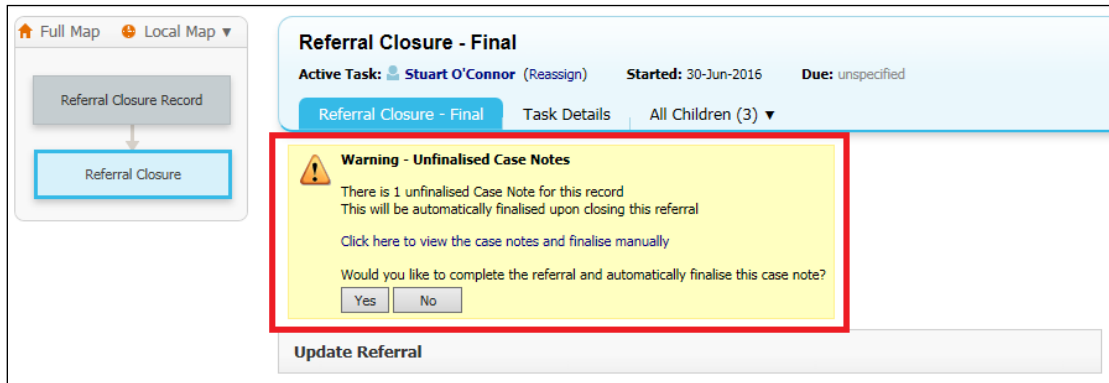
You will now have a task in your Worktray to complete labelled Referral – Referral Closure

- 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

