

LAS

Good Conversation

Record

Version 1 – Sept 2020

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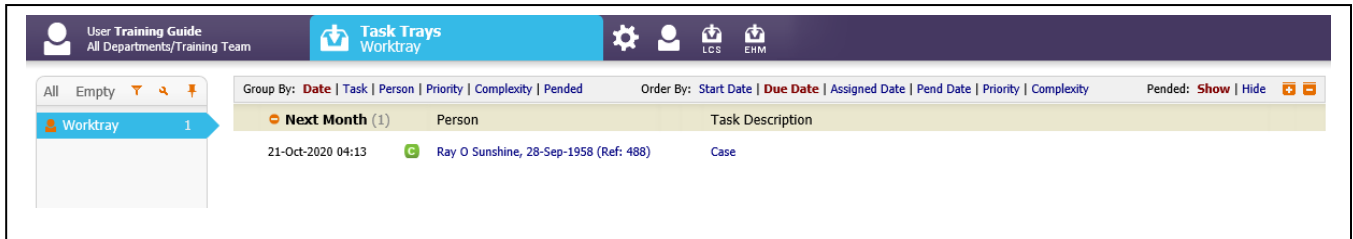
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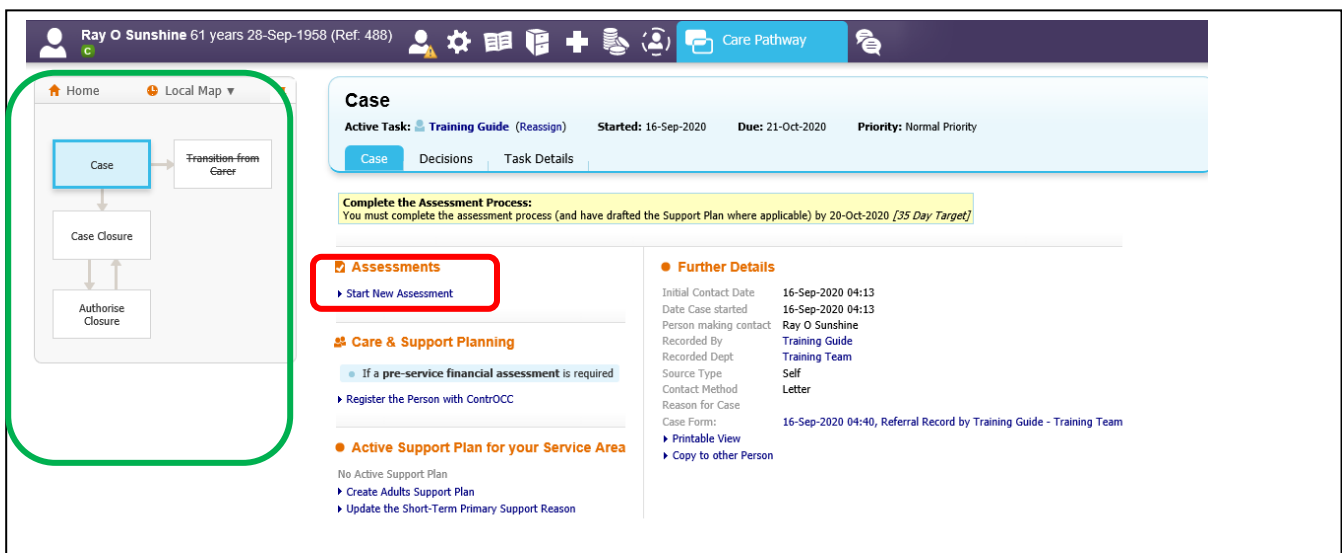
Finding the Good conversation record

You should pick up this up either from the Group tray, or if it has been assigned to you directly, from your own worktray.

If it is in the Group tray, you will need to use the pickup at the far right to assign it to yourself.



Click on the Task description to take you to the Care Pathway.



Notice that on this page, there are a number of different processes you could initiate here, assessments, support planning, or registering the person with ContrOCC

Green area map.

In the Care pathway screen, you will usually find a map to the left. The maps change depending on what area you are working on, but they give you an idea what stage in the process it is at. Currently this is the Case map.

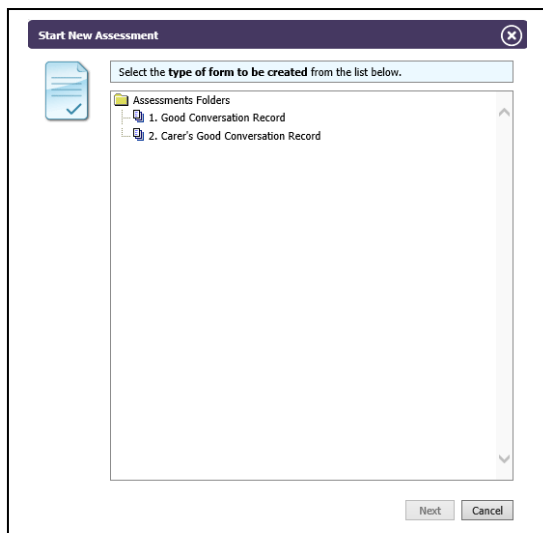
The blue stages are completed

The grey stages have not been started.

Starting the Good Conversation Record

Click on the **Start New Assessment** Link. This will give you a reminder about the financial assessment. You can clear this by clicking on OK, there are other chances to start this off, but clearly this process will be needed if the person is to have commissioned services.

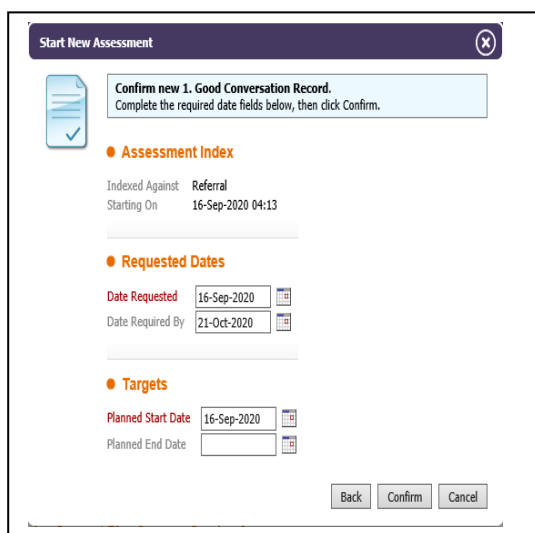
A pop-up wizard will appear, to help you get started



Choose either the Good Conversation record, or the carer's good conversation record.

You will only have the option to do Follow-up conversation records once the first assessment is completed.

Click on Next

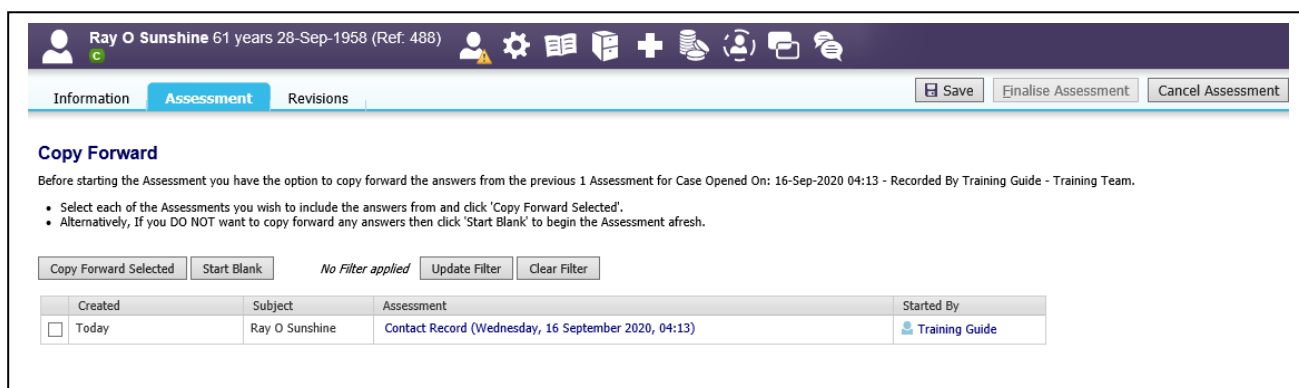


Ensure the dates are correct. Click confirm

Please note it is important that you get in the habit of filling in this information as you go along rather than trying to do this at the end

LAS is very sensitive about things being done in the correct order. For example, it will NOT let you start an assessment before the contact. If you were trying to backdate this, and got in a tangle trying to "fix" dates, it is difficult to fix in the background.

This may result in any work completed out of order needing to be deleted so you could start again.



Copy forward allows you to copy information either from the contact or previous assessments directly into your own assessment. This can save you a lot of time re-typing information, but you are responsible for your assessment, including any content you copy-forward.

To copy the information, use the select box to the left, to choose what you want to copy, and click the **copy forward selected** button.

If you don't want to copy forward, or there is nothing to copy, click on the **Start blank** button.

The Good Conversation Record


The screenshot shows a web application interface for a 'Good Conversation Record'. At the top, a header bar displays the user's name 'Ray O Sunshine', age '61 years', and date of birth '28-Sep-1958' (Ref: 488). Below the header is a navigation menu with tabs for 'Information', 'Assessment' (selected), 'Delegate', and 'Revisions'. Action buttons for 'Save', 'Finalise Assessment', and 'Cancel Assessment' are visible. A left-hand sidebar contains a 'Print' button and a list of navigation options: 'Good Conversation...', 'Details of the Conv...', 'Assessment Check...', 'Outcomes and Well...', 'Attachments (0)', and 'Export document'. The main content area is titled 'Good Conversation Record' and features a 'Client details' section. A red dot next to 'Client details' indicates a mandatory field. Below this, a message states: 'Please check basic personal details below, and update where necessary using the links provided:'. The 'Basic Personal Details' section includes a table of information: Person ID (488), Title (blank), Surname (Sunshine), Forename (Ray O), Preferred Name (blank), Actual DOB (28-Sep-1958), Gender (Male), and NI Number (blank). A red dot is next to the NI Number field. A 'Marital Status' link is also present. Below the table is an 'Update Details' link. The 'Address' section shows the 'Primary Address' as '131 Farley Road, South Croydon, CR2 7NL', with a note 'from 28-Sep-1958'. A red dot is next to the address. An 'Address History / Update Addresses' link is provided at the bottom.


General points


Anything in red writing is mandatory and you will need to record something against it or it will not let you finalise the record.

If it's not mandatory, but you know the answer, fill it in. If it's not relevant and not mandatory, it can be left blank.

You will see some icons to the right of some questions

 This icon means that a comment can be added to this area, if there is something that you want to say about the section

 These are security icons. Usually you would not need to worry about these.

 These indicate that there are guidance notes linked to the question.

It has a spell-check function and will high-light any miss-spellings. If you right-click on the word, it will suggest correct spellings.

The main assessment pages

On the left of the screen, you have a short menu, listing the different pages of the assessment. More pages may be added, depending on what you select from the dropdown lists.

Good conversation record page– this is largely about checking that the client’s details are correct. If anything is wrong, click into the “Update details” hyperlinks underneath the section. Anything that you change here will automatically update the client record without you needing to find the section in personal demographics

Details of the conversation page - this is probably the page that you will spend the most time on, explaining the where, how and when the conversation happened, and then getting into the real content about the situation and what needs to happen.

● Outcome of the Conversation
Tick all that apply. Note selection of the Adult Social Care Services (My Plan) outcome with display the Care Act domains.

Advice and Guidance Connected to Community / Voluntary Health & Wellbeing Referred to other Council Services **Adult Social Care Services (My Plan)**

If you click on Adult social Care Services (My Plan) as the final outcome on this page, this brings up more questions, including around eligibility and gives you the chance to start a RAS. Once you start choosing items on the eligibility, more pages will appear. Some of these have been grouped together, e.g. the personal care page covers being appropriately clothed, and managing toilet needs. Don’t panic if you don’t have a fresh page for each item.

The Indicative budget will appear if you have filled out the RAS page and clicked on save.

Assessment checklist page – this page encourages you to think about other areas alongside your assessment, e.g. financial assessments, CHC or for a fire safety visit.

Getting your assessment authorised

If you have missed out any mandatory fields, it will not allow you to complete the assessment. When you click on Finalise Assessment, it will automatically take you to the first of these unfinished mandatory fields.

Once these are all done, click on the Finalise Assessment button.

Ray O Sunshine 61 years 28-Sep-1958 (Ref. 488)

Home Local Map

Assessment Process Approve Assessment

Assessment Data

Active Task: Training Guide (Reassign) Started: 16-Sep-2020 Due: 21-Oct-2020 Priority: No Priority Given

Assessment Data Task Details

Enter Assessment Completion Data: Please enter the data below.

Complete The Assessment Amend The Assessment

Assessment Details

Actual Start Date: 16-Sep-2020 06:44

Assessor: Training Guide X

Completion Details

Actual End Date: [Empty]

Completion Notes: [Empty]

Reason For Delay

Reason For Delay: [Empty]

Enter the actual end date that you finished the assessment. The actual end date must be after the start date. As the start date has a time, if you are starting and ending it on the same date, the end time must be later than the start time. Considering typing “now” into the end date field.

Click on **Complete the Assessment**. This will take you to the review approval page

Ray O Sunshine 61 years 28-Sep-1958 (Ref. 488)

Home Local Map

Assessment Process Approve Assessment

Assessment Data

Active Task: Training Guide (Reassign) Started: 16-Sep-2020 Due: 21-Oct-2020 Priority: No Priority Given

Assessment Data Task Details

Review and Approval:
Below is a summary of Needs:
Please select the user to approve this assessment after reviewing.

16-Sep-2020 06:44, 1. Good Conversation Record by Training Guide - Training Team (Completed) [Print]

Amend Assessment Data

Social Worker Miss Caroline Dawson-Jones

Other... [Search Field]

Create New Professional Involvement...

Your Comments: [Text Area]

Previous Comments: List is empty

Choose your approver. Your manager should appear here and you can select them in the radio button. Alternatively, use the search field next to “Other” and then click on Send for Approval. This should now appear on your manager’s task list.