Information Systems Development Team

How to Complete and Manage Record of Social Work Visit

How to Add a Care Plan in CareFirst 6 v.0.1

Version History

Date	Status	Version	Change Description
03/09/18	Draft	0.1	First Draft

Important Notes:

1. *You should contact the CBS ICT Helpdesk if you forget your Password, or if you experience a fault*
2. *You must **not** allow anyone else to use CareFirst using your own login Username and Password*
3. *Keep your Password safe and secure at all times*
4. *Do not divulge information in the CareFirst system to **any** unauthorised person*
5. *Do not go away and leave your PC unattended showing client information*
6. *It is forbidden to 'browse' the system for any purpose other than for purely authorised operational purposes.*

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Generic Visit Assessment Document

There is now an assessment document which should be added to a client record for all types of social work visits to Children & Young People. Within the document there are options to select what type of case the visit refers to e.g. a CIN/LAC/CP/Disabled Child and what type of visit is being undertaken e.g. Announced or Unannounced, Statutory or Non Statutory.

The new document has 2 Observation questions a child seen observation question and details of visit observation question – if these are populated with any text, they will appear in the observations screen when the document is finished and saved with a date that matches the start date of the document. This means that adding the visit document and finishing and saving it will update the observations screen automatically, making it easier for anyone looking in observations to see when a child was last seen and what occurred at the last visit. For groups of siblings, the document can be duplicated however it is important that if a child was not seen at that visit that the observation child seen question is **NOT** populated for that child (otherwise it will pull into the observations screen for that child).

 There are 2 outcomes for the document, one to indicate a visit was carried out, and another to indicate the visit failed.

The new document allows for the setting up of the Activity to remind workers when the next visit is due as this is no longer to be added by Business Support. It is not a requirement for the Activity to be created, performance management will run a report to identify cases without a visit document and to indicate when the next statutory visit is next due based on the date of the last statutory visit document and the status of the case. Should workers prefer to create the Activity the process is as follows: -

1. The first question in the 'Contact/Visit Activity' section relates to the existing Activity referring to the visit just undertaken and the reason this particular Record of Social Work Visit is being completed.
2. If a previous Activity has been created this will populate in the Existing Answers.
3. The Activity needs to be completed with the date of visit (corresponding to the start date of the assessment document).
4. By clicking the **edit** button, the Activity dates will appear in relevant fields and allow an end date to be added along with the change of status from *Newly Generated* to *Completed*.
5. By clicking [Confirm Edit] the updated information will appear in the answer and update the Activity when the assesment is finished & saved.

 As shown below: -

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2.1.1: Statutory Contact/Visit Activity
Please complete the 'Newly Generated' activity with the date the Contact/Visit was carried out

Existing Answers

Assigned To	Status	Status Date	Requested Date	Required by Date	Child Seen	Child Alone	Priority	Details
E1206 : Mrs Lesley Hanson	Completed	29/08/2018	18/07/2018	29/08/2018				

Assigned To *: ● Person ○ Organisation
E1206   Name: Mrs Lesley Hanson
Status *: Completed
Requested Date *: 18/07/2018
Required by Date : 29/08/2018
Status Date *: 29/08/2018
Priority:

NB During the transition period when the previous Activity for CIN/CP or LAC Visits had been set up it will not be possible to pull this through as a new Activity has been created and linked to this question. Business Support will be closing those Activities.

6. To create the next Statutory Visit Activity the question as shown below needs to be answered as **YES** and the number of days from the *Statutory* visit just carried out until the next one is due entered in the required field e.g. if 3 weeks' time 15 days. The requested date will be the same as the assessment *end date* which should be the same date as the visit carried out.

2.1.2: Do you need to create a Contact/Visit Activity?
Create this activity as a reminder when the next Statutory Contact/Visit is due
When created the activity will appear in your case load and on your desktop from 21 days when Contact/Visit is due

Answer: ● Yes ○ No ○ Not Answered

If Yes, please complete the following information for the triggered Statutory Contact/Visit Activity:

Required Within (number of days): 15

Actions for the first visit

1. The first visit completed within the new process will need to be set up retrospectively - see below for example:

2. When this document is finished & saved the completed activity will be saved on the child/young person's record. The activity that has been created as a result of adding when the next Statutory visit is due will pull through into the answer of the next document created. If this is not a Statutory visit there is **no need** to update this as completed.