



Audit Process for All Managers

V1.3

Document Audit Process for All Managers

Purpose A step by step guide for each audit task on Caredirector

Version V1.3

Owner ICT Business Transformation Team / Adults System Support

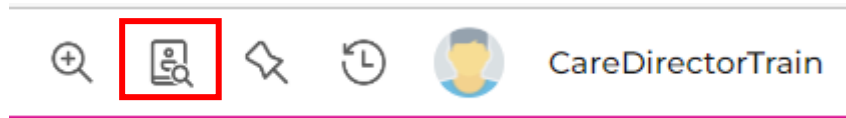
Last Updated 21/08/2023

Contents

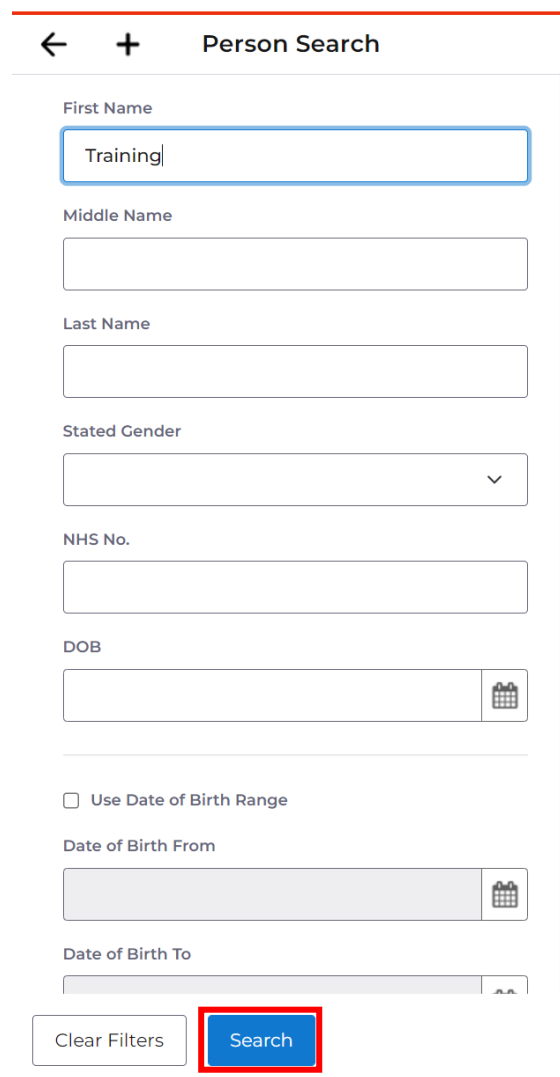
How to find a Person Record (Service User).....	3
Difference between Contact/ Case / Person Record.....	7
Case Audit Process.....	11
How to find a Form.....	15
How to find Activities.....	19
How to find Address/ Telephone Details.....	22
Advocate Details.....	24
Carers Details.....	25
How to find Case Notes.....	28
Continuing Health Care Checklist.....	29
COP / Deputy & Estates referral form.....	30
Deprivation of Liberty Safeguards.....	31
Employment and Accommodation Status.....	32
Financial Assessment.....	33
Section 117 Completed.....	34
Financial Representatives.....	35
Mental Capacity Act Assessment(s).....	36
Dolic Completed.....	37
NHS Number.....	37
PIC Considered (within attachments).....	37
Privacy notice explained and shared.....	39
How to locate relationships.....	40
Resource Allocation (Indicative Budget).....	42
Risk Assessment field appropriate and up to date.....	43
SALT fields.....	44
Version Control.....	45

How to find a Person Record (Service User)

1. Select the **Person Search** icon on the **Navigation Menu**



2. This will show different fields that you can search for a **Service User** with. An example is if you type **Training** into the **First Name** field then select **Search** or press Enter on your keyboard.



- This will show a list on the right-hand side of all available **Service Users** with their first name being **Training**.

<input type="checkbox"/>	Hazard/Risk	Id	First Name ↕	Last Name ↕	Preferred Name	DOB	Stated Gender	Age	NHS No.
<input type="checkbox"/>	No	444344	Training	Five		06/05/1991	Female	31	
<input type="checkbox"/>	No	444343	Training	Four		06/01/1979	Male	43	
<input type="checkbox"/>	No	444340	Training	One		09/07/1949	Female	73	
<input type="checkbox"/>	No	444345	Training	Six		15/03/1972	Female	50	
<input type="checkbox"/>	No	444342	Training	Three		15/08/1956	Female	66	
<input type="checkbox"/>	No	444341	Training	Two		24/12/1982	Male	39	

- You can also search via a wildcard - **First Name** to **Tra***. Then select **Search** or **Enter** on your keyboard.

←
+
Person Search

First Name

Middle Name

Last Name

Stated Gender

▼

NHS No.

DOB

📅

Use Date of Birth Range

Date of Birth From

📅

Date of Birth To

📅

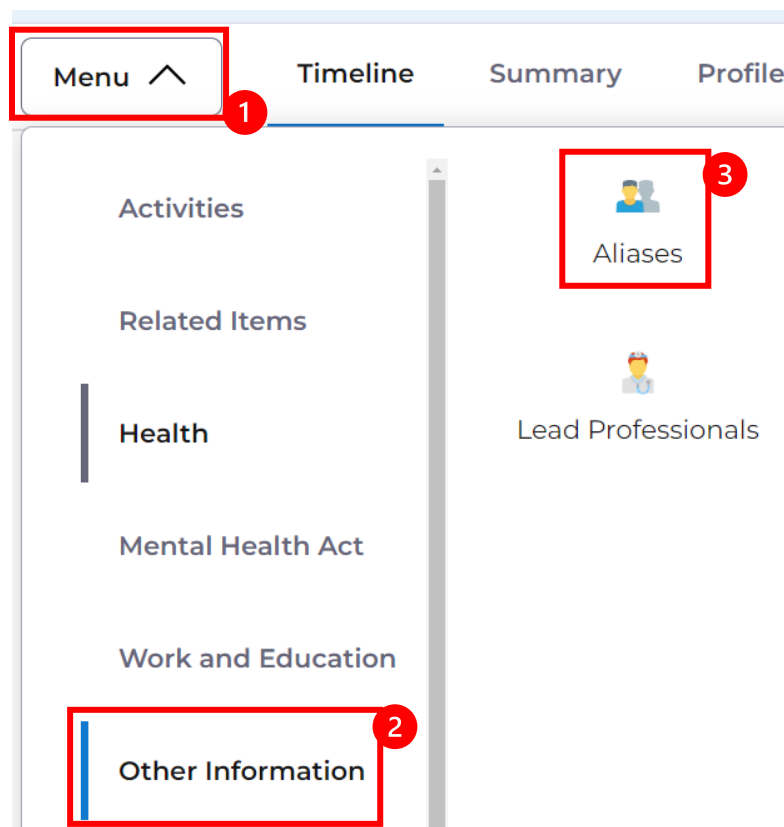
Clear Filters

Search

5. This will bring up all **first names** beginning with **Tra** then the * fills in the rest with potential results. Such as **Tracey** or **Travis**. This is called a wildcard and can be placed at any location of the word.

<input type="checkbox"/>	<u>Hazard/Risk</u>	<u>Id</u>	<u>First Name</u> ⌵	<u>Last</u>
<input type="checkbox"/>	No	344560	Tracey	Adar
<input type="checkbox"/>	No	346593	Tracey	Adey
<input type="checkbox"/>	No	236165	Tracey	Akro
<input type="checkbox"/>	No	243350	Tracey	Allan
<input type="checkbox"/>	No	267010	Tracey	Allin
<input type="checkbox"/>	No	421186	Tracey	Anas
<input type="checkbox"/>	No	217711	Tracy	Ancil
<input type="checkbox"/>	No	245949	Michelle	Ande
<input type="checkbox"/>	No	268768	Tracey	Ande
<input type="checkbox"/>	No	247617	Rita	Ande
<input type="checkbox"/>	No	441973	Tracey	Angu

6. Something you may have noticed is this **Tra*** search result has brought back names such as **Rita** or **Michelle**. This is because their **Alias** or **Preferred name** is set to something beginning with **Tra**. This can be found either in the **Preferred Name** column on that screen or within their **Person Record > Menu > Other Information > Aliases**.



- Another feature is **Use Sounds Like** button. This will allow you to search for the name of the person, but it will show names that sounds like the name written. If you type **Tracy** into the **First Name** field and then scroll down to **Use Sounds Like** and checkbox it, then select **Search** or enter on your keyboard.

- It will bring back search results that sound like Tracy.

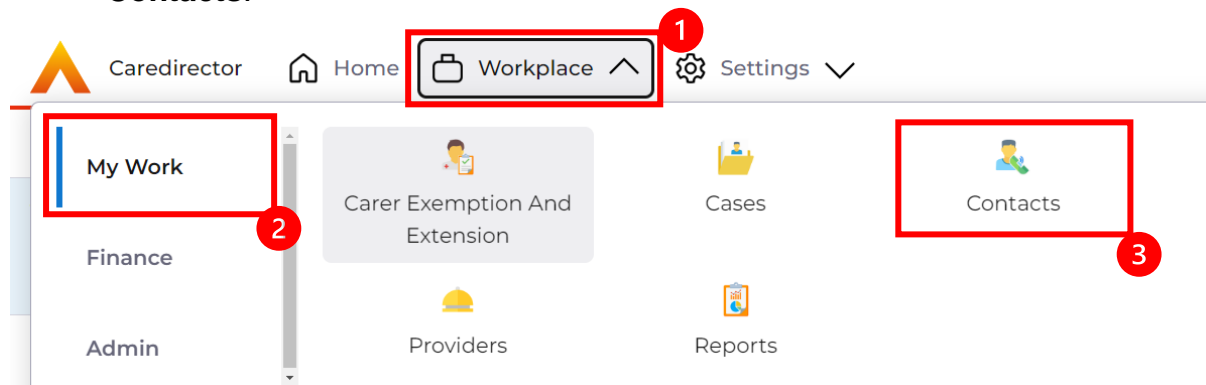
<input type="checkbox"/>	<u>Hazard/Risk</u>	<u>Id</u>	<u>First Name</u> ⌵
<input type="checkbox"/>	No	344560	Tracey
<input type="checkbox"/>	No	346593	Tracey
<input type="checkbox"/>	No	263494	Theresa
<input type="checkbox"/>	No	12123	Tariq
<input type="checkbox"/>	No	33845	Teresa

- Select from the list on the right-hand side. This will open their **Person Record**.

- This is how you search for a **Person Record**.

Difference between Contact/ Case / Person Record

1. The main difference between these three constructs of Caredirector is the process in which Wakefield Council utilises them in their process.
2. A **Contact** is the first initial contact between Wakefield Council and a Service Users referral. This is dealt with by Customer Services/ Adults Triage but a few teams such as Hospital Social Work team can deal with this initial contact too.
3. This Contact is inputted into the system via **Workplace > My Work > Contacts**.



4. Once selected it will show a list view of all Contacts with different Status. These Status's define the triage decision, of if this needs to be escalated to a Case and given a responsible user/ worker by the council or if it is not eligible and has been dealt with then without the need of a Case.

Caredirector Home Workplace Settings

Search icons: CareDirectorTest

Contact: Initial contact for Matthew TESTLamming received 09/12/2022 referred by Family member or friend

TESTLAMMING, Matthew (id: 444316) **Person Record** Born: 13/07/1989 (33 Years) Gender: Male NHS No: [dropdown]

Menu Details

Contact Information

Contact Id*

Responsible Team*

Regarding

Responsible User

Date/Time Contact Received*

Contact Type*

Contact Source

Contact Source*

Contact Made By (Free text)

Contact Made By

Is the Person/Group aware of the Contact?*

Does Person/Group agree/support this Contact?*

Is Parent(s)/Carer(s) aware of this Contact

Is N.O.K./Carer aware of this Contact?

Contact Details

Contact Reason*

Presenting Need*

Presenting Priority*

Additional Information

Contact Status and Outcomes

Contact Status*

Route of Access

Contact Outcome

Other Actions

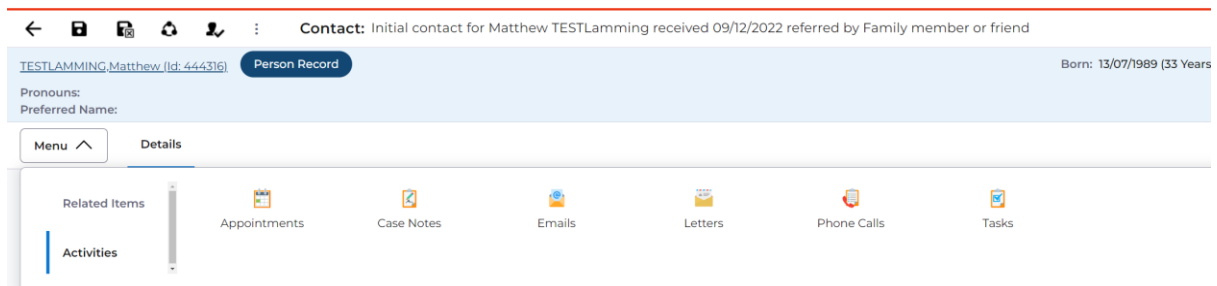
Priority Of Referral

Date/Time Contact Assigned

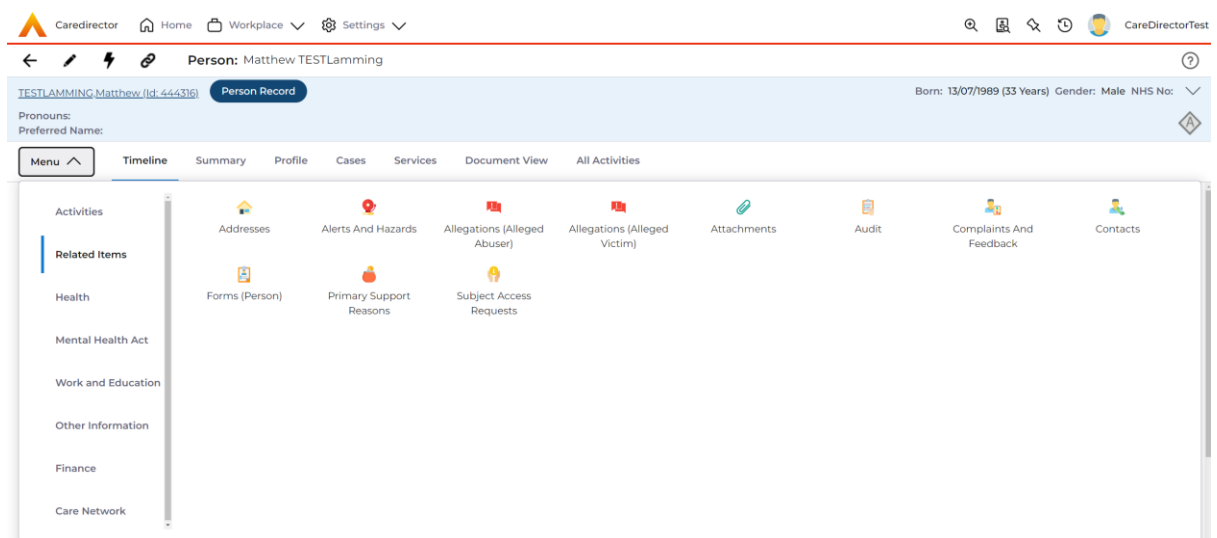
Contact Summary

5. In the Contact stage, there is no Person Record or Case Record created for this individual. There may be situations where the Person Record is already available on Caredirector as they have had a prior Case with us. Which we can put in the Regarding field, but no Case information has been created.

6. Inside of the Contact, there is limited information about the person and what the referral is about. Activities can be made and dealt with via the **Menu > Activities** on a Contact but a Contact is the first stage.



7. After the Contact, if it is triaged and a Case is created for it. This requires a Person Record to be created and a Case record relating to this contact. A Person record is considered the centralised hub for all information regarding the service user. It will have the person's information, any service provisions, financial assessment and more – this is far more extensive than a contact or case. Once a contact has been triaged into a case, the contact then becomes a part of the Person Record.



8. Whereas the Case, holds information regarding what is required for the case. Any forms that have any packages of care assigned to them or what the detail of the referral is.

CAREDIRECTOR AUDIT PROCESS FOR ALL MANAGERS

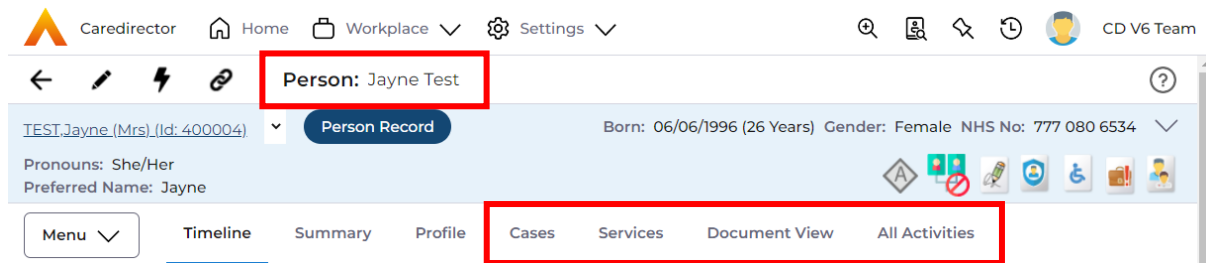
The screenshot displays the CareDirector interface for a 'Person Record'. The top navigation bar includes 'Caredirector', 'Home', 'Workplace', and 'Settings'. The user is logged in as 'CareDirectorTest'. The main header shows the case name 'Case: Tom, TEST - (21/06/2022) [CAS-000001-0087]' and the person's birth date 'Born: 21/06/2022 (29 Weeks, 3 Days) Gender: Male NHS No:'. Below this, there are tabs for 'Menu', 'Timeline', and 'Details'. The 'Details' tab is active, showing a 'Contact Details' form with the following fields:

- Case No*:** CAS-000001-0087
- Person*:** TEST Tom
- Case Date/Time*:** 20/09/2022, 09:20
- Initial Contact:** (empty)
- Date/Time Contact Received*:** 20/09/2022, 10:25
- Contact Received By*:** Shannon Hey
- Contact Reason*:** A - AMHP Assessment
- Presenting Priority:** (empty)
- Referral Reason:** (empty)
- Additional Information:** (empty)

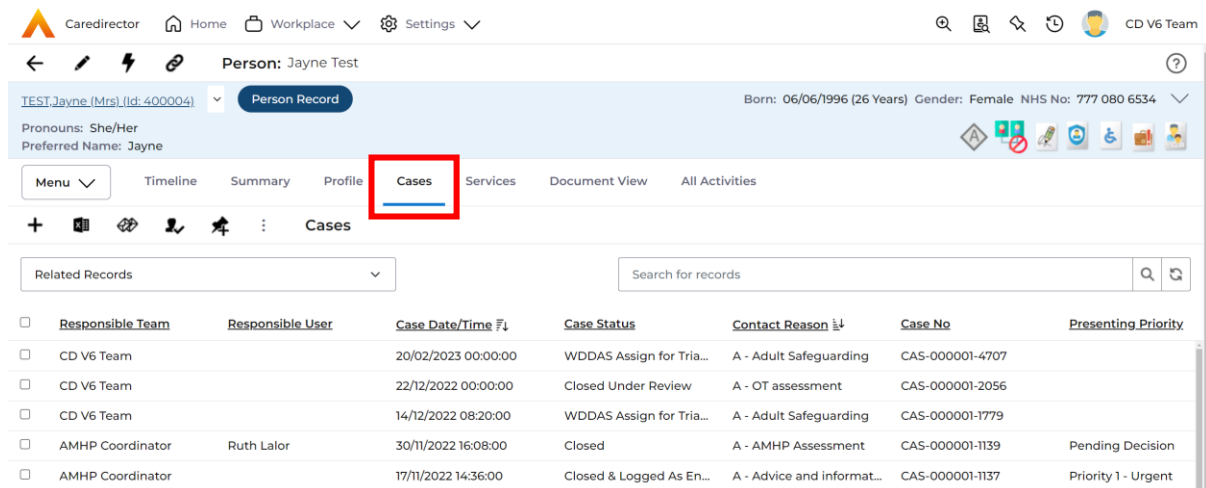
9. This is the main difference between the three. How it is used within the process and how much and what information each holds.

Case Audit Process

1. Caredirector has a person record, a case record and service provision records available. These can be checked individually for forms, activities, attachments, or it can be viewed together. The way you do, is completely up to you and I have included how to find these specifics later in the guide. However, this has been shown to be helpful when collating together all information together.
2. Find the person record, then from this record it will have the tabs **Case, Services, Document View, and All Activities.**



- a. **Cases** will show each individual case that this person has been allocated with. This can be selected and looked through separately.



- b. **Services** will show each individual service provision that person has been allocated with. This can be selected and looked through separately and is the only way to see the details of the service provision of these four tabs.

	Person	Status	Planned St...	Planned End...	Actual Star...	Actual End D...	Service Element 1	Service Element 2	Finance Clie...	Pr
<input type="checkbox"/>	1... Jayne Test	Cancelled			12/03/2018	19/03/2018	Adult Residential Care	Respite for Client	Older People	A
<input type="checkbox"/>	2... Jayne Test	Booking Request			21/08/2022		SDS - Managed Acco...	Day Care		
<input type="checkbox"/>	2... Jayne Test	Draft			26/10/2022		SDS - Managed Acco...	Home Care		Ir
<input type="checkbox"/>	2... Jayne Test	Cancelled			15/12/2022		Advocacy	Advocacy		A

- c. **Document View** will show all **Forms, Attachments, and Letters** that has been linked to this person. For example, if there are 5 cases available – rather than selecting each case to look at each form separately. Document view will show all forms that all 5 cases have in one collective space.

Common Filters

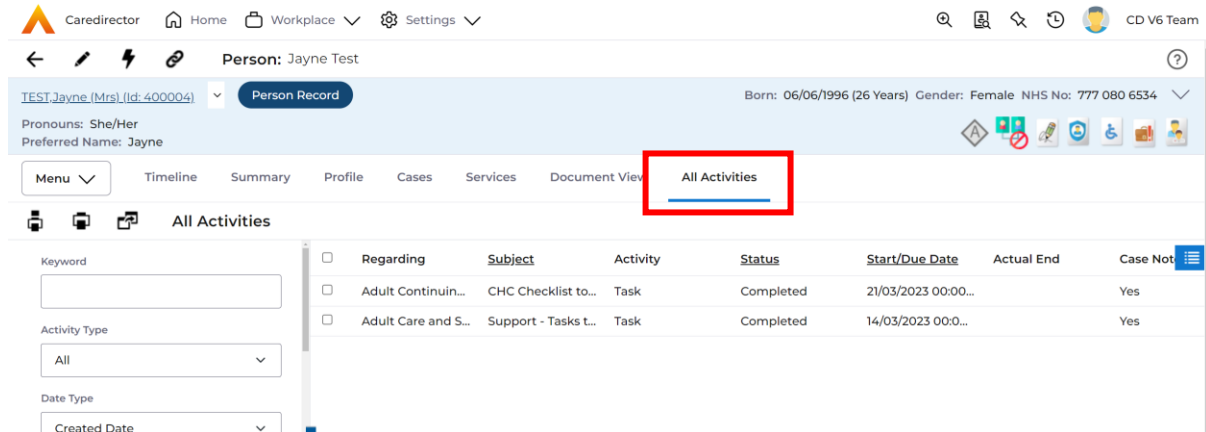
Date From: 04/02/2023

Date To: 04/04/2023

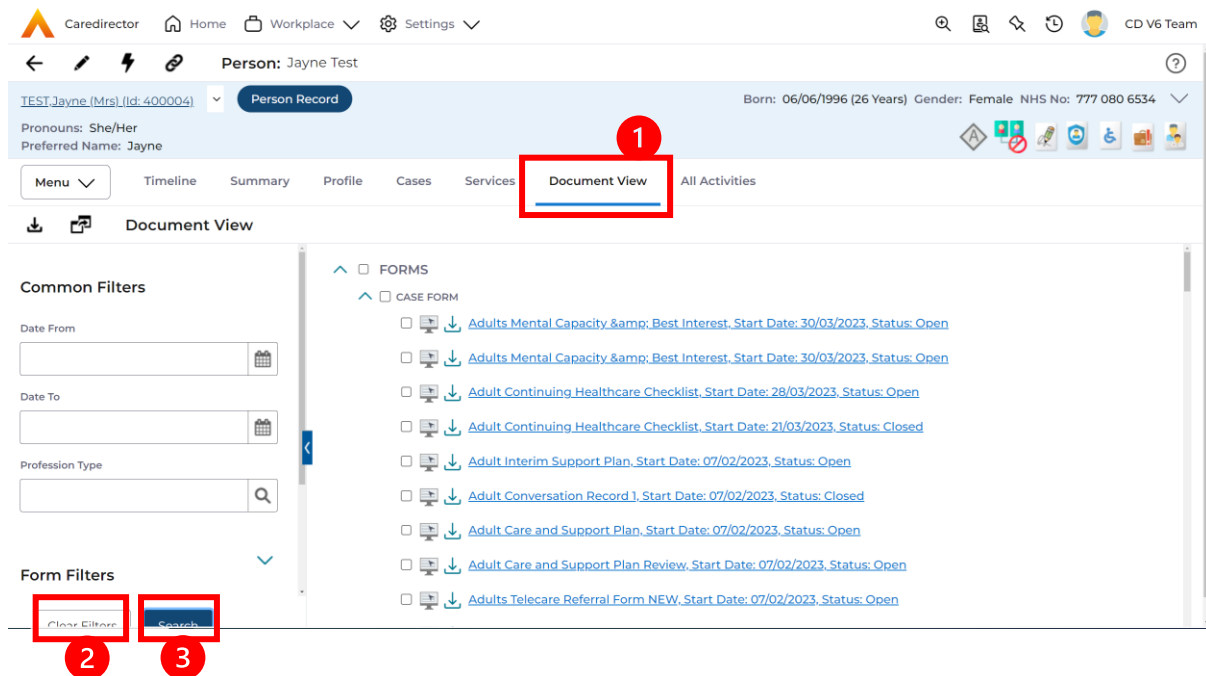
Profession Type: [Search]

- FORMS
 - CASE FORM
 - [Adults Mental Capacity & Best Interest, Start Date: 30/03/2023, Status: Open](#)
 - [Adults Mental Capacity & Best Interest, Start Date: 30/03/2023, Status: Open](#)
 - [Adult Continuing Healthcare Checklist, Start Date: 28/03/2023, Status: Open](#)
 - [Adult Continuing Healthcare Checklist, Start Date: 21/03/2023, Status: Closed](#)
 - [Adult Interim Support Plan, Start Date: 07/02/2023, Status: Open](#)
 - [Adult Conversation Record 1, Start Date: 07/02/2023, Status: Closed](#)

d. **All Activities** works the same way document view does except for all types of activities available.



3. **Document View** will show results from the past two months – this is shown on the left-hand side via the filters. This can be changed to what you would like to show. However, to see an overview select **Document View**, select **Clear Filters** then **Search**. From there, select whatever form you would like to see from the right-hand side.



4. **All Activities** will show results from the past one month by default – this is shown on the left-hand side via the filters. This can be changed to what you would like to show, and it can be filtered to which type of activity and who is the responsible user for example. However, to see an overview select **All Activities**, select **Clear Filters** then **Search**. Under the regarding field, it will show which case (it could be on the person record – this is only done if there were no case records when the activity was placed) it is linked to. Select whichever activity you would like to view from the list on the right.

Person: Jayne Test

TEST, Jayne (Mrs) (Id: 400004) Person Record Born: 06/06/1996 (26 Years) Gender: Female NHS No: 777 080 6534

Pronouns: She/Her Preferred Name: Jayne

Menu Timeline Summary Profile Cases Services Document View **All Activities**

All Activities

Regarding	Subject	Activity	Status	Start/Due Date	Actual End	Case Note
<input type="checkbox"/>	Adult Continuin...	CHC Checklist to...	Task	Completed	21/03/2023 00:00...	Yes
<input type="checkbox"/>	Adult Care and S...	Support - Tasks t...	Task	Completed	14/03/2023 00:0...	Yes
<input type="checkbox"/>	Test, Jayne - (06/...	Test SLT creatin...	Task	Open	27/02/2023 08:4...	No
<input type="checkbox"/>	Jayne Test \ Attl...	Service provisio...	Task	Completed	24/02/2023 00:0...	Yes
<input type="checkbox"/>	Adult Conversati...	Support - tasks t...	Task	Open	22/02/2023 00:0...	Yes
<input type="checkbox"/>	Adult Conversati...	Support - tasks t...	Task	Open	22/02/2023 00:0...	Yes
<input type="checkbox"/>	Adult Conversati...	Support - tasks t...	Task	Open	22/02/2023 00:0...	Yes
<input type="checkbox"/>	Adult Conversati...	Support - tasks t...	Task	Open	22/02/2023 00:0...	Yes
<input type="checkbox"/>	Adult Conversati...	SD Support - tas...	Task	Completed	22/02/2023 00:0...	Yes
<input type="checkbox"/>	Adult Conversati...	Support - tasks t...	Task	Completed	22/02/2023 00:0...	Yes
<input type="checkbox"/>	Test, Jayne - (06/...	New Occupation...	Task	Completed	22/02/2023 00:0...	Yes

Clear Filters Search

5. Together, brings forward a chronological picture of the cases and service provisions that this person has had a journey with. Beyond in this guide will show individual areas of the Case if required.

How to find a Form

1. There are two types of Forms available on Caredirector:
 - a. Form (Person)
 - b. Form (Case)
2. (Person) being a Form located on the Person Record (Service User).
3. Locate the relevant Person Record and then **Menu > Related Items > Forms (Person)**.

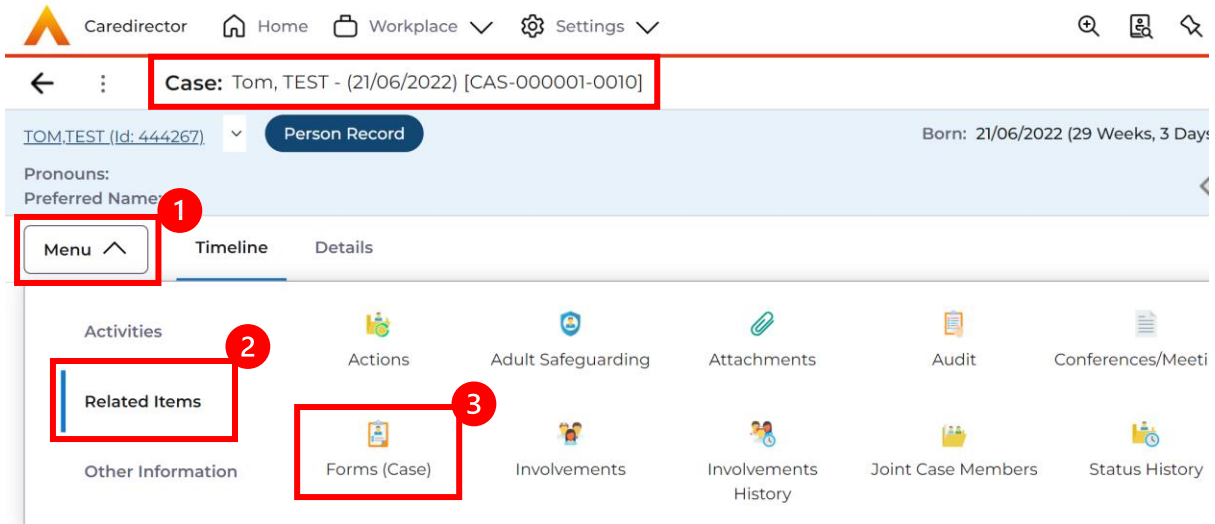
The screenshot shows the Caredirector user interface. At the top, there is a navigation bar with 'Caredirector', 'Home', 'Workplace', and 'Settings'. Below this, a breadcrumb trail shows 'Person: TEST Tom'. The main content area displays the profile for 'TOM.TEST (Id: 444267)' with a 'Person Record' label and birth information. A horizontal menu is visible with 'Menu' highlighted by a red box and a circled '1'. Below the menu, a vertical sidebar on the left contains 'Activities', 'Related Items' (highlighted with a red box and a circled '2'), 'Health', and 'Mental Health Act'. The main content area features several cards: 'Addresses', 'Alerts And Hazards', 'Allegations (Alleged Abuser)', 'Allegations (Alleged Victim)', 'Audit', 'Complaints And Feedback', 'Contacts', and 'Forms (Person)' (highlighted with a red box and a circled '3').

4. Once selected, it will open a list view of all existing Forms linked to a person record.

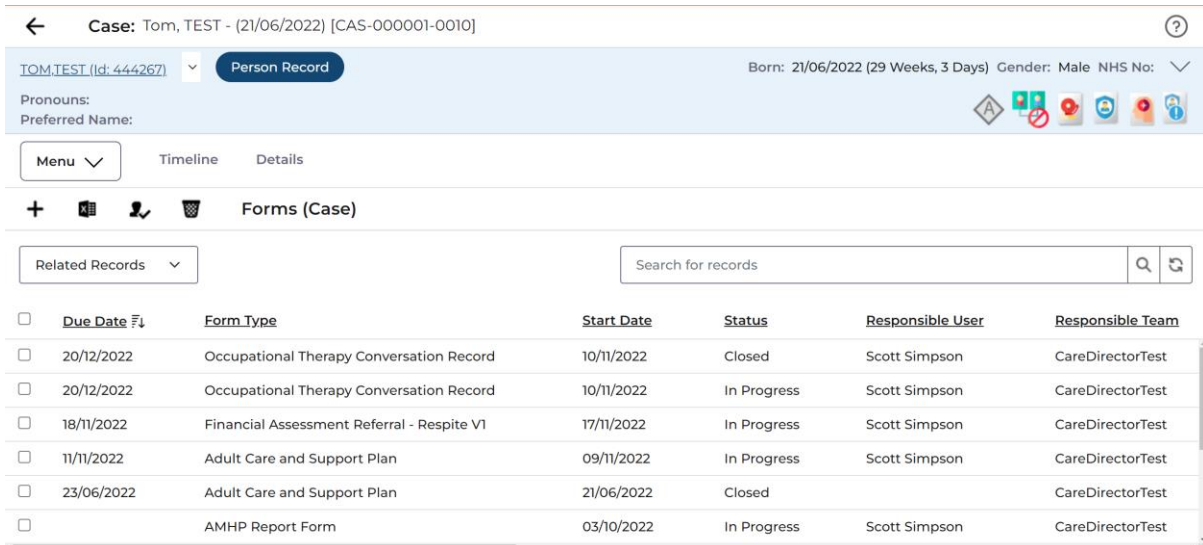
The screenshot shows the 'Forms (Person)' list view. At the top, there is a navigation bar with 'Menu', 'Timeline', 'Summary', 'Profile', 'Cases', 'Services', 'Document View', and 'All Activities'. Below this, there is a search bar and a table with the following columns: 'Due Date', 'Form Type', 'Start Date', 'Status', 'Responsible User', 'Responsible Tea...', 'Created By', and 'Created'. The table is currently empty, and a message in the center reads 'NO RECORDS' with the subtext 'No results were found for this screen.'

5. The primary location to find Forms linked to a Case is via the Form (Case) option.

6. Locate the relevant Case Record and then **Menu > Related Items > Forms (Case)**.



7. When selected, it will show all Forms linked to that selected Case.



8. With both lists, select the appropriate row containing the desired form, this will navigate you to the Form details section. This section is the instructional step of “instructing” Caredirector which form you want the system to open. This area shows SALT Details, the Status in which the form is in and who is the responsible worker/ team but not the contents.

CAREDIRECTOR AUDIT PROCESS FOR ALL MANAGERS

Caredirector Home Workplace Settings

CareDirectorTest

Form (Case): Adult Care and Support Plan for Tom, TEST - (21/06/2022) [CAS-000001-0010] Starting 09/11/2022 created by Scott Simpson

TOM TEST (id: 444267) Person Record
Born: 21/06/2022 (29 Weeks, 3 Days) Gender: Male NHS No:

Pronouns:

Preferred Name:

Menu ▼
Details

General

Case*

Responsible Team*

Form Type*

Responsible User

Status*

Due Date

Start Date*

Review Date

Preceding Form

Additional Information

Separate Assessment

Yes

No

Combined Carer Assessment

Yes

No

Carer Declined Assessment

Yes

No

Joint Carer

Delay Reason

New Person?

Yes

No

Target Start Date

Terminated Date

Trigger Date

Actions/Outcomes

+ 📄 👤 🗑️ Form Actions/Outcomes

Actions/Outcom...	Actions/Outcom...	Responsible Tea...	Created By	Created On	Modified By	Modified On
<div style="font-size: 1.2em; font-weight: bold; margin: 0;">NO RECORDS</div> <p style="font-size: 0.8em; margin: 0;">No results were found for this screen.</p>						

⏪ Page 1 ⏩
0 - 0

Cloning Information

Is Cloned?

Yes

No

Cloned From

SALT Details

SALT Activity Type

Sequel to ST-Max

Route of Access

Date Sequel to ST-Max Known

Sequel to Request for Support

SALT Reason for Review

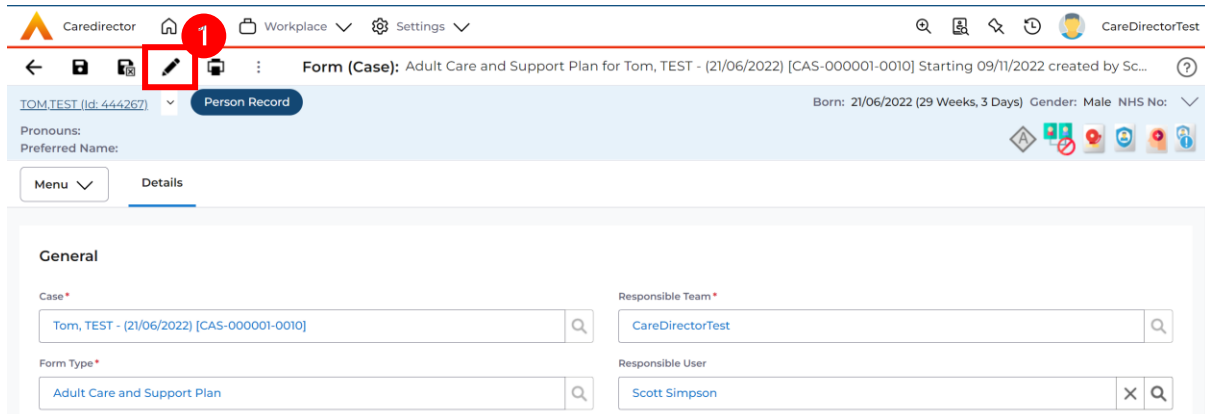
Date Sequel to Request for Support Known

SALT Sequel to Review

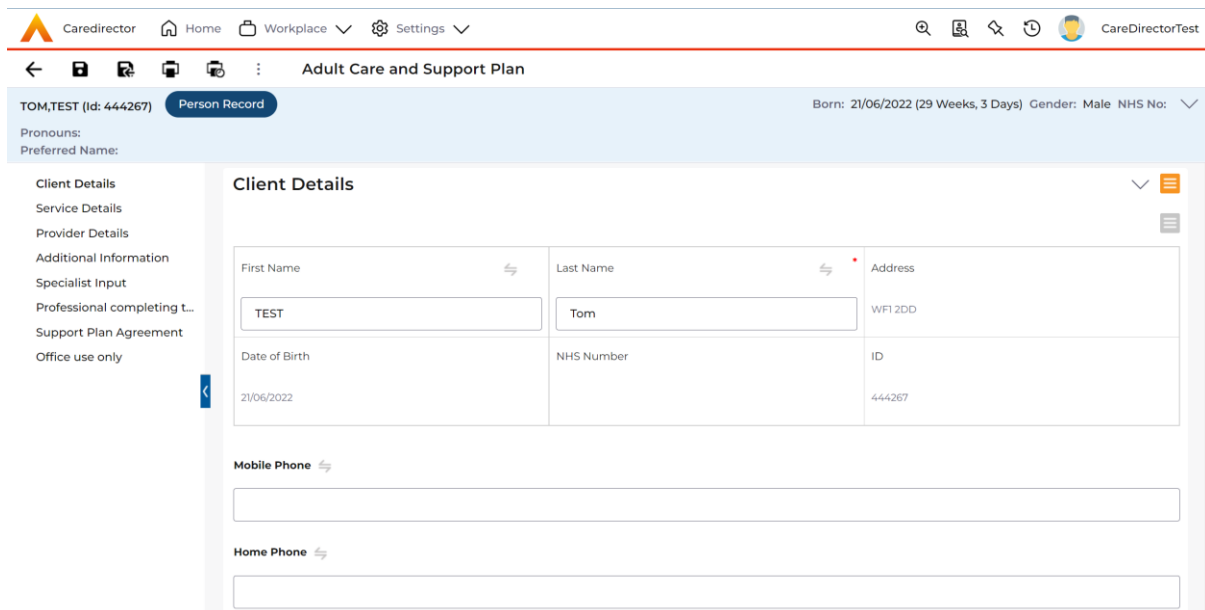
SALT Date Sequel to Review Known

SALT Date Sequel to Review Known

9. To locate the contents of the form, select the pencil (edit) icon from the toolbar. This is the same for Form (Person) and Form (Case).



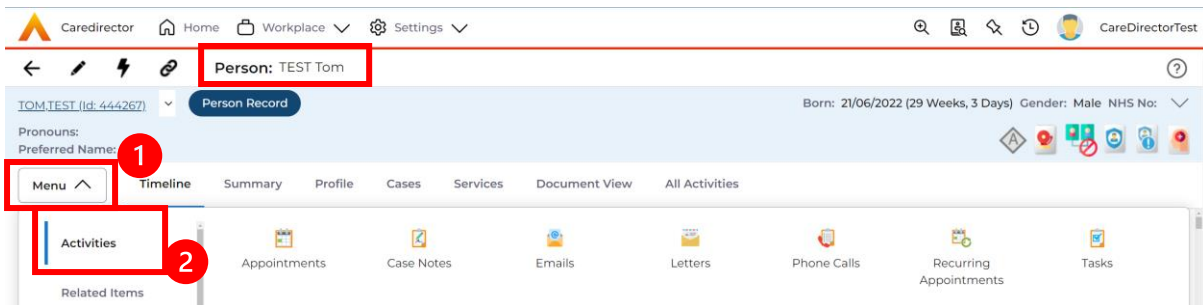
10. Once selected, you will see the contents of the form.



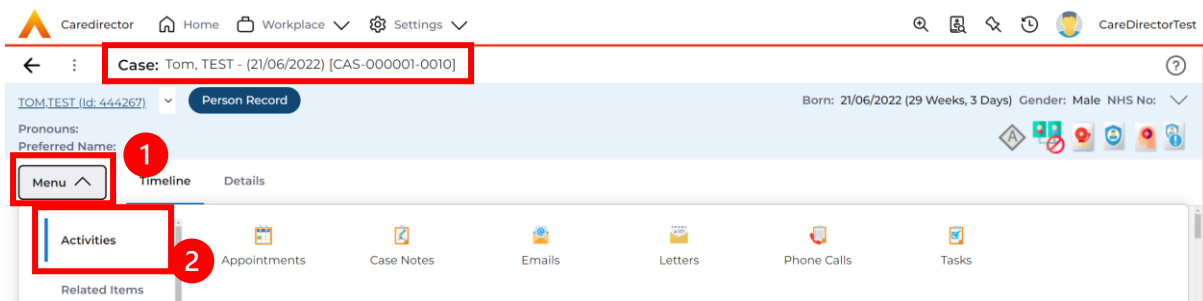
11. That is how you locate and read a Form.

How to find Activities

1. Like Forms, Activities also have a section within the Person Record and on the Case Record.
2. Activities located on the person record can be found via opening the relevant Person Record and then **Menu > Activities** and selecting the appropriate activity type.



3. Activities located on the Case Record are linked to the Case in question, this can be done via locating the relevant Case Record and then **Menu > Activities** and selecting the appropriate activity type.



4. For both, when the appropriate Activity type has been selected, they will show a list of each activity that is linked to the section. For this example, you can see there are 3 Tasks linked to the Case via the Regarding column.

Subject	Due	Status	Regarding	Reason	Responsible Team	Responsible User
Test subject P&A fdjndf	11/11/2022 14:00:00	Completed	Tom, TEST - (21/06/2022)...		CareDirector/Test	Scott Simpson
dfsdf	10/11/2022 00:00:00	Completed	Tom, TEST - (21/06/2022)...		CareDirector/Test	Scott Simpson
Test	31/10/2022 00:00:00	Open	Tom, TEST - (21/06/2022)...		CareDirector/Test	

5. From this list, select the appropriate row and it will open the activity details.

6. Alternatively, you can find Activities found on both a Person Record and all Cases combined via the All Activities on the Person Record. Locate the relevant Person Record and select the **All Activities** tab.

7. Delete the **From** field contents and then select **Search**. This will show all activities available for this person regardless of it is located on the person or case record since the beginning. Utilise the other filters on the left to further narrow your search.

8. That is how you find activities on Caredirector.

How to find Address/ Telephone Details

1. Locate the relevant Person Record and select either the **Person Banner** dropdown option or the **Profile** tab. This will show the current main address for the service user.

Person: Tom MullenTest

MULLENTTEST, Tom (Id: 444264) Person Record

Born: 03/05/1955 (67 Years) Gender: Male

Pronouns:
Preferred Name:

Address (Home) Phone and Email
Gateway Home:
1 Street Work:
Wakefield Mobile:
WF6 2EE Email:

Menu Timeline Summary Profile Cases Services Document View All Activities

Demographics Risk Care Network Health Work Consent

Nationality Ethnicity Religion Marital Status Active Case All Phone & Email
-- White British -- -- Yes Additional Information
Full Address Settled Lives Alone Employment Status
Gateway, 1 Street, Wakefield, WF6 2EE Not Known -- Details Of Death
Emergency Contact Next Of Kin Primary Carer GP Surgery External Identifiers
-- -- -- -- -- Finance Details
Communication Support

PREFERRED LANGUAGE INTERPRETER REQUIRED? PREFERRED CONTACT METHOD PREFERRED DAY PREFERRED TIME DOCUMENT FORMAT

2. To see all addresses this person has lived or moved to, select **Menu > Related Items > Addresses**.

Person: Tom MullenTest

MULLENTTEST, Tom (Id: 444264) Person Record

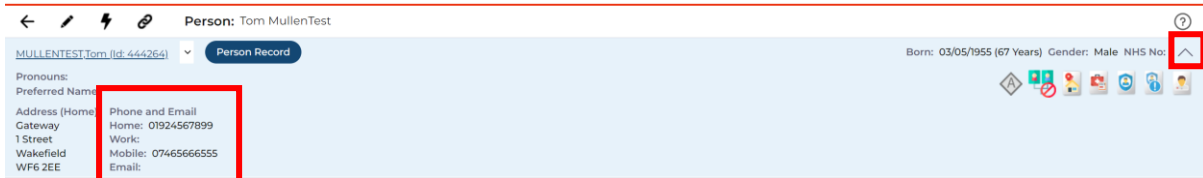
Pronouns:
Preferred Name:

Address (Home) Phone and Email
Gateway Home:
1 Street Work:
Wakefield Mobile:
WF6 2EE Email:

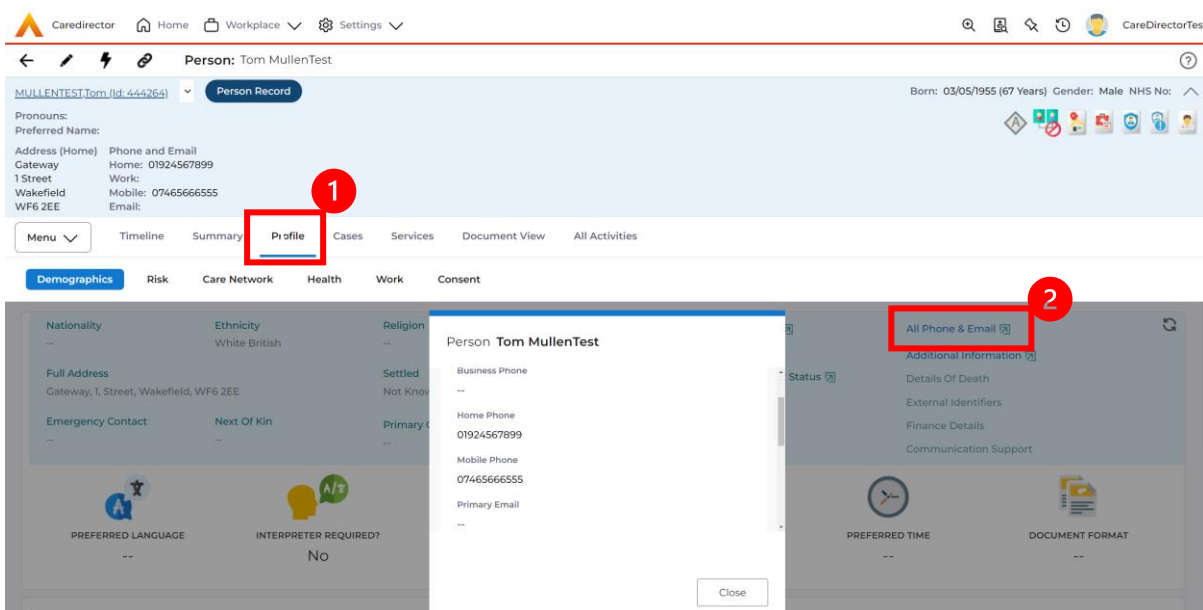
Menu Timeline Summary Profile Cases

Activities
Related Items
Addresses Alerts

- To see contact information, select the person banner icon to expand the banner.



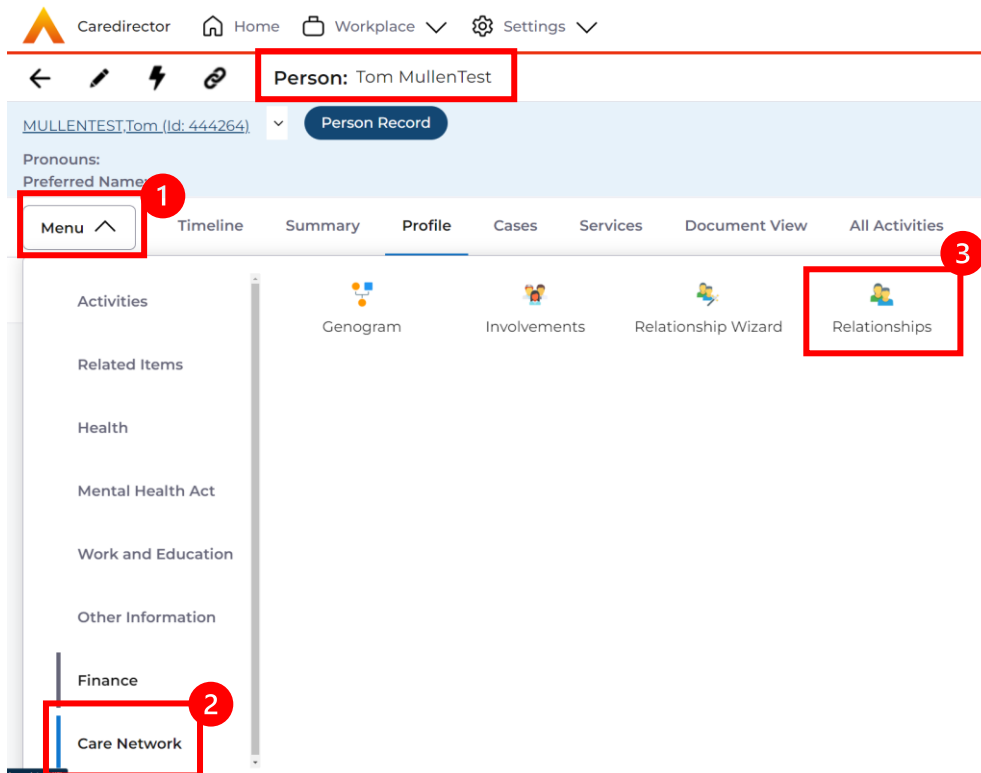
- Alternatively, select **Profile > All Phone & Email** hyperlink.



- This is how you find address and phone information.

Advocate Details

1. These can be found within Relationships.
2. Select the relevant Person Record and then **Menu > Care Network > Relationships**

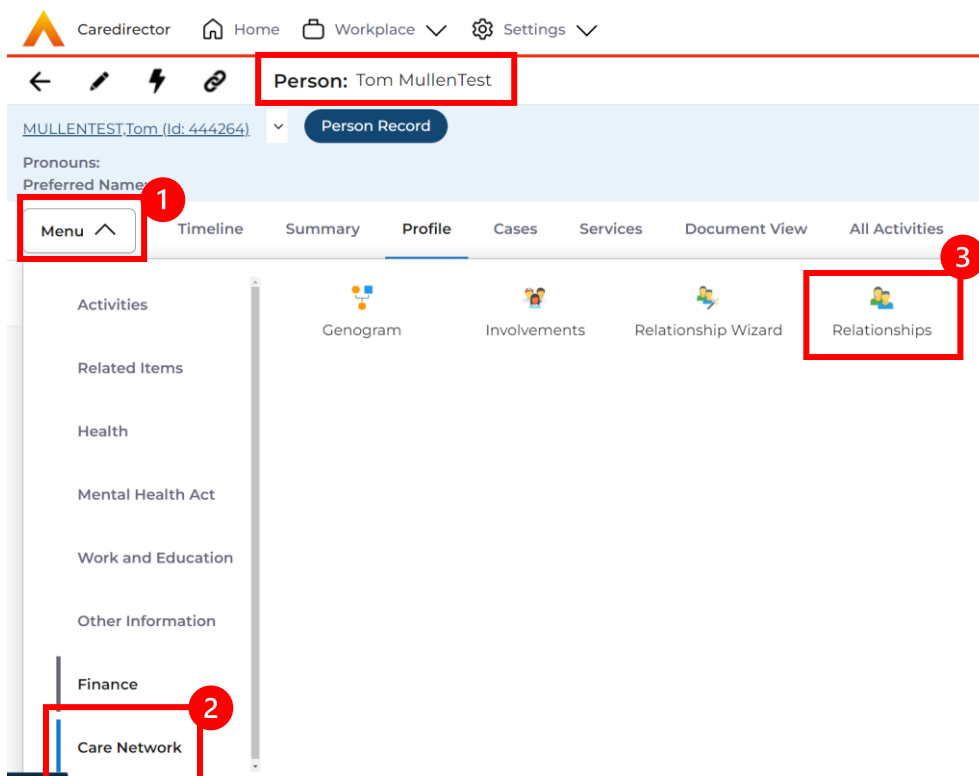


3. Once selected, you can see if there are any relationships with a type of **Advocate** linked via the **Relationship** column or you can create a new one.

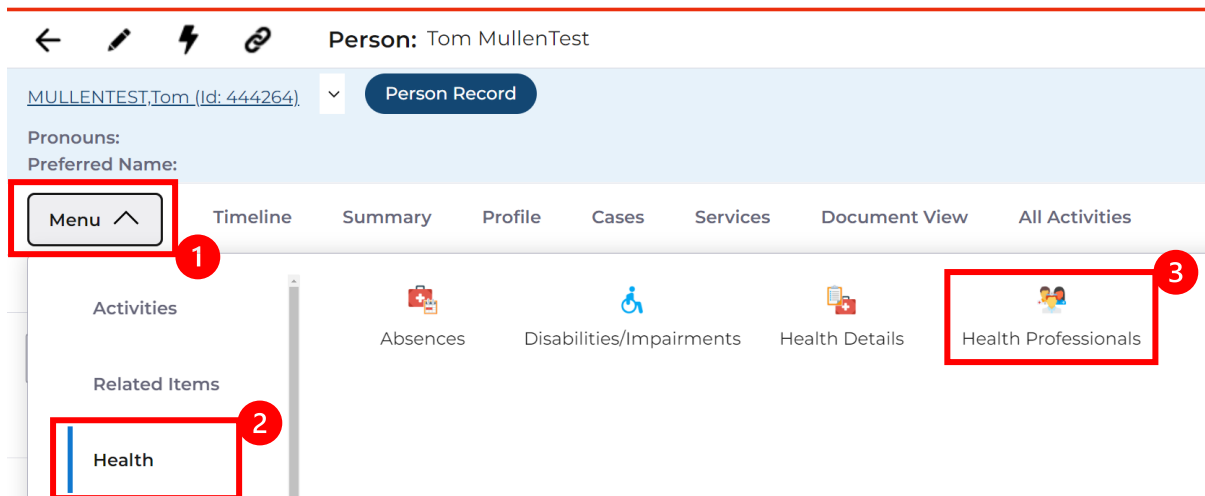
Person Relationship				
<u>Related Person</u>	<u>Relationship</u>	<u>Inside Household</u>	<u>Family Member</u>	<u>Primary Carer</u>
<input type="checkbox"/> TEST Tom	Brother	No	Yes	
<input type="checkbox"/> Test Yellow	Brother	No	Yes	
<input type="checkbox"/> TEST Tom	Brother	Yes	Yes	
<input type="checkbox"/> TEST Tom	Friends or Family Advo...			

Carers Details

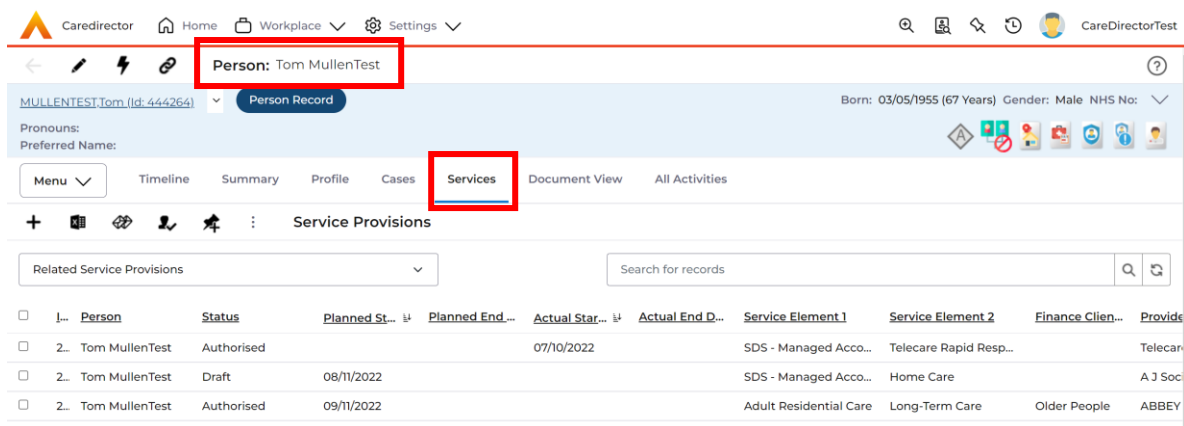
1. The location of the Carers details of a Service User, can be found in two locations. Depending on what type of carer they are and who they are contracted to, they will show in two different locations. Either on the Service Provision or the relationships of a person record.
2. First check the person's relationship via the relevant **Person Record > Menu > Care Network > Relationships**



3. Next, check the **Person Record > Menu > Health > Health Care Professionals**



4. If there are any carers linked, they will be listed here. However, they can be found on individual service provision records. Locate your relevant person record and select **Services** and select the appropriate one from the list.



5. Once selected, go to **details**, and scroll down to **Commissioning**. Under **Provider/Carer** will show who the **Carer** is.

CAREDIRECTOR AUDIT PROCESS FOR ALL MANAGERS

Caredirector Home Workplace Settings CareDirectorTest

Service Provision: TEST Tom \ 2 HILL CLOSE \ Adult Residential Care \ ACP Long Term Placement \ Spot \ 220081 \ 28 Sep 2...

TOM.TEST (Id: 444267) Person Record Born: 21/06/2022 (29 Weeks, 3 Days) Gender: Male NHS No:

Menu Timeline **Details** Rate Periods Costs Per Week Finance Transactions

Start Reason*
Admitted from Hospital

Commissioning

Purchasing Team
Hospital Team Network 1

Service Provided*
2 HILL CLOSE \ Adult Residential Care \ ACP Long Term Placement \ Spot

Rate Required*
 Yes
 No

Frequency in Weeks*
1

Provider/Carer*
2 HILL CLOSE

Cost Per Week
50.00

6. These will show who the carer is for the service user.

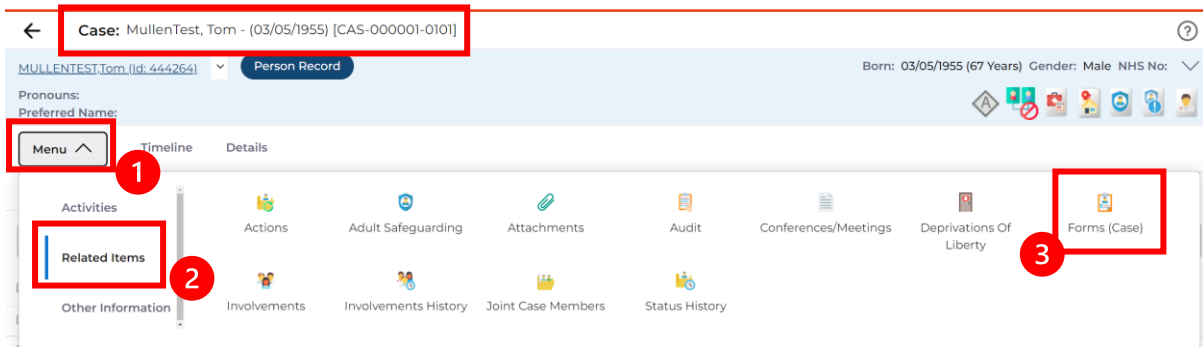
How to find Case Notes

1. **Case Note** is a type of **Activity** which can be found under the [How to find Activities](#) section.
2. Open the relevant **Case Record > Menu > Activities > Case Notes**.

The screenshot shows the CareDirector interface for a case record. At the top, there is a navigation bar with 'Caredirector', 'Home', 'Workplace', and 'Settings'. Below this, the case title 'Case: Test, Jayne - (06/06/1996) [CAS-000001-2056]' is displayed. The main content area shows 'TEST, Jayne (Id: 400004)' with a 'Person Record' button. Below this, there are three tabs: 'Menu', 'Timeline', and 'Details'. The 'Menu' tab is highlighted with a red box and a red circle containing the number '1'. Under the 'Menu' tab, there are three options: 'Activities', 'Related Items', and 'Other Information'. The 'Activities' option is highlighted with a red box and a red circle containing the number '2'. To the right of the 'Activities' option, there are three cards: 'Appointments', 'Case Notes', and 'Case Notes'. The 'Case Notes' card is highlighted with a red box and a red circle containing the number '3'.

Continuing Health Care Checklist

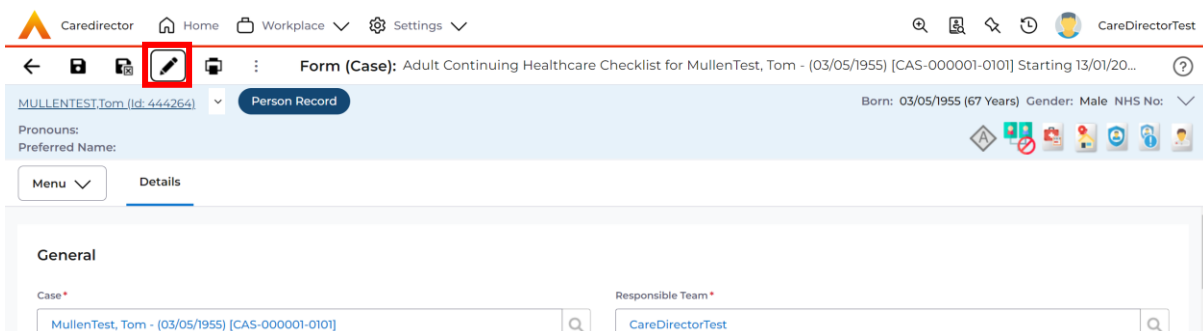
1. **Note: The process is currently not in use, however, below is how Caredirector is setup.**
2. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases).**



3. Within this section it will show if there are any **Forms** with the **Form Type “Adults Continuing Health Care Checklist”**. Select anywhere across the row to open.

Due Date	Form Type	Start Date	Status	Responsible User	Responsible Team	Completed B
20/01/2023	Adult Continuing Healthcare Checklist	13/01/2023	In Progress	Scott Simpson	CareDirectorTest	

4. Then select the pencil (edit) option from the toolbar to open the form.



COP / Deputy & Estates referral form

1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.

2. Within this section it will show if there are any **Forms with the Form Type “Deputy and Estates Team Referral Form”** Select anywhere across the row to open.

Due Date	Form Type	Start Date	Status	Responsible User	Responsible Team	Completed By
15/02/2023	Adult Conversation Record	06/01/2023	In Progress	Sarah Coupland-Jenkins	CD V6 Team	
10/02/2023	Adult Conversation Record	03/01/2023	Closed	Sarah Coupland-Jenkins	CD V6 Team	Sarah Coupland-Jen
20/01/2023	Deputy and Estates Team Referral Form	13/01/2023	In Progress	Scott Simpson	CD V6 Team	
14/01/2023	CoP - One Off Cash Request Form	13/01/2023	In Progress	Scott Simpson	CD V6 Team	

3. Then select the pencil (edit) option from the toolbar to open the form.

Deprivation of Liberty Safeguards

1. Locate the relevant Safeguarding Case by **Person Record > Cases**.

Person: TEST Tom

Person Record

Born: 21/06/2022 (29 Weeks, 3 Days) Gender: Male NHS No: [redacted]

Menu Timeline Summary Profile **Cases** Services Document View All Activities

Related Records

Responsible Team	Responsible User	Case Date/Time	Case Status	Contact Reason	Case No	Presenting Priority
Forensic Team	Shannon Hey	20/09/2022 09:20:00	Awaiting Allocation	A - AMHP Assessment	CAS-000001-0087	
CareDirectorTest		24/06/2022 00:00:00	Assign To Team	A - Assessment of needs	CAS-000001-0018	
Adult Safeguarding Tea...		21/06/2022 07:00:00	Assign To Team	A - Adult Safeguarding	CAS-000001-0010	

2. When selected, go to **Menu > Related Items > Deprivations Of Liberty**.

Case: Tom, TEST - (21/06/2022) [CAS-000001-0010]

Person Record

Born: 21/06/2022 (29 Weeks, 3 Days) Gender: Male NHS No: [redacted]

Menu Timeline Details

Activities Actions Adult Safeguarding Attachments Audit Conferences/Meetings **Deprivations Of Liberty** Forms (Case)

Other Information Involvements Involvements History Joint Case Members Status History

3. When selected, it will show any **Deprivations Of Liberty** linked to this Safeguarding Case.

Case: Tom, TEST - (21/06/2022) [CAS-000001-0010]

Person Record

Born: 21/06/2022 (29 Weeks, 3 Days) Gender: Male NHS No: [redacted]

Menu Timeline Details

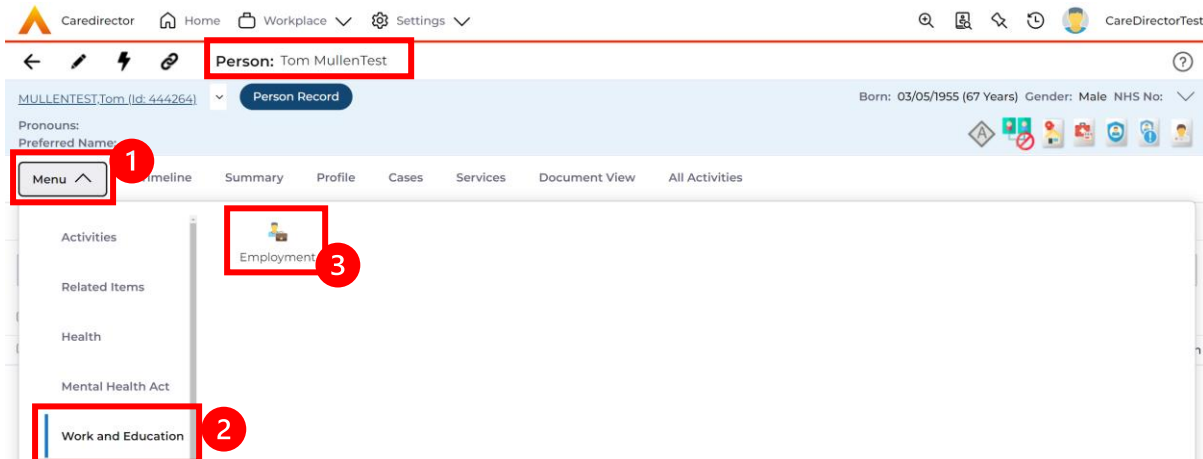
Deprivations of Liberty

All Deprivation of Liberty View

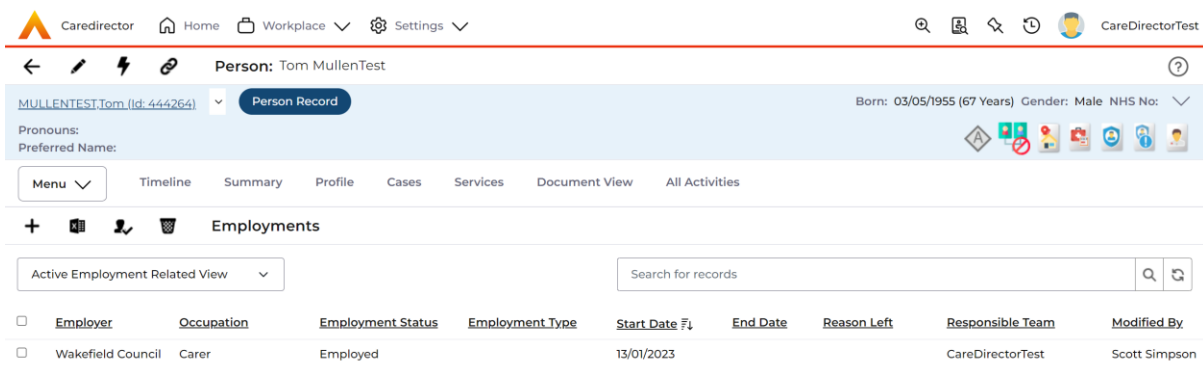
Date of Unauthorised Request	Date Authorisation Request Completed	Date of Completion for Full Requirement	Original Authorisation End Date	Authorisation S
13/01/2023				

Employment and Accommodation Status

1. Locate the relevant **Person Record > Menu > Work and Education > Employment.**



2. When selected, it will show a list of all employment and address of employment.



Financial Assessment

1. Locate the relevant **Person Record > Finance > Financial Assessment**.

The screenshot shows the Caredirector interface for a person record. At the top, there are navigation links: Caredirector, Home, Workplace, and Settings. Below this is a breadcrumb trail: Person: TEST Tom. A dropdown menu is open, showing 'Person Record' selected. Below the dropdown, there are tabs: Menu (highlighted with a red box and '1'), Timeline, Summary, Profile, Cases, Services, and Document View. The 'Finance' tab in the left sidebar is highlighted with a red box and '2'. In the main content area, the 'Financial Assessment' icon is highlighted with a red box and '3'.

2. When selected, will show any **Financial Assessments** linked to this person.

The screenshot shows the Caredirector interface for a person record. At the top, there are navigation links: Caredirector, Home, Workplace, and Settings. Below this is a breadcrumb trail: Person: Jayne Test. A dropdown menu is open, showing 'Person Record' selected. Below the dropdown, there are tabs: Menu, Timeline, Summary, Profile, Cases, Services, Document View, and All Activities. The 'Financial Assessments' tab is selected. Below the tabs, there is a search bar and a table of financial assessments.

<input type="checkbox"/>	<u>Id</u>	<u>Financial Assess...</u>	<u>Calculati...</u>	<u>Start Date</u> ↕	<u>End Date</u>	<u>Charging Rule</u>	<u>Financial Assess...</u>	<u>Income Support...</u>	<u>Income Support...</u>	<u>Fina</u>
<input type="checkbox"/>	43263	Draft	No	15/11/2022		Fairer Charging	No Financial Det...	IS (Calculate to n...		Sing

Section 117 Completed

1. **Note:** The process is currently not in use, however, below is how Caredirector is setup.
2. Locate the relevant **Person Record > Mental Health Act > Section 117 Entitlements**.

The screenshot shows the CareDirector interface for a person record. At the top, there are navigation icons for Home, Workplace, and Settings. Below this is a breadcrumb trail: **Person: Tom MullenTest**. Underneath, there's a dropdown menu showing 'MULLENTTEST, Tom (Id: 444264)' and a 'Person Record' button. Below the dropdown, there's a 'Preferred Name:' field with a red circle '1' next to it. A 'Menu' button is highlighted with a red box and a red circle '1'. The menu is open, showing options: Activities, Related Items, Health, and Mental Health Act. The 'Mental Health Act' option is highlighted with a red box and a red circle '2'. Below the 'Mental Health Act' option, there are three cards: 'MHA Appeals', 'MHA Legal Statuses', and 'Section 117 Entitlements'. The 'Section 117 Entitlements' card is highlighted with a red box and a red circle '3'.

3. When selected, will show any **Section 117 Entitlements** linked to this person.

The screenshot shows the 'Section 117 Entitlements' view in CareDirector. At the top, there are navigation icons for Menu, Timeline, Summary, Profile, Cases, Services, Document View, and All Activities. Below this is a search bar with the text 'Section 117 Entitlements'. Below the search bar, there's a dropdown menu showing 'Section 117 Entitlement View'. Below the dropdown, there's a search bar with the text 'Search for records'. Below the search bar, there's a table with columns: Eligibility Started, Care & Treatment Plan in Place, Discharge Date and Time, Date for Next Review, Organisation Responsible for S117, and Modif.

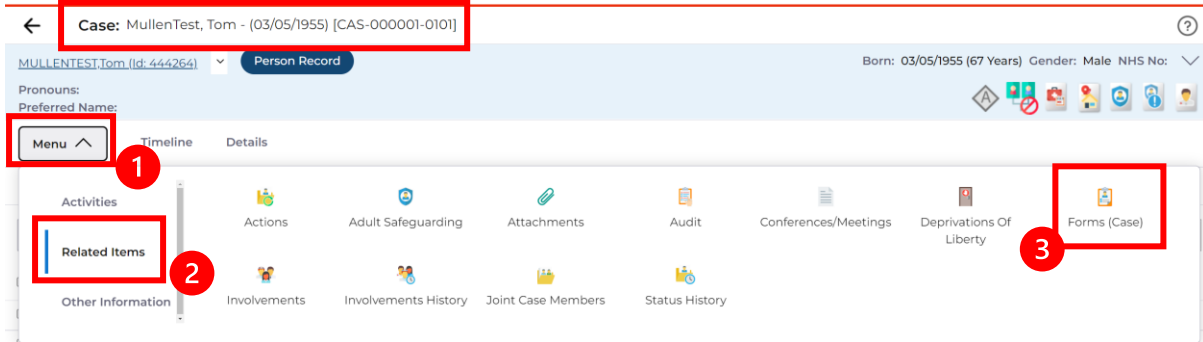
Financial Representatives

1. Locate the relevant **Person Record > Summary > Dashboard = WMDC Finance**. Under Key Contacts will have the **Financial Representatives**.

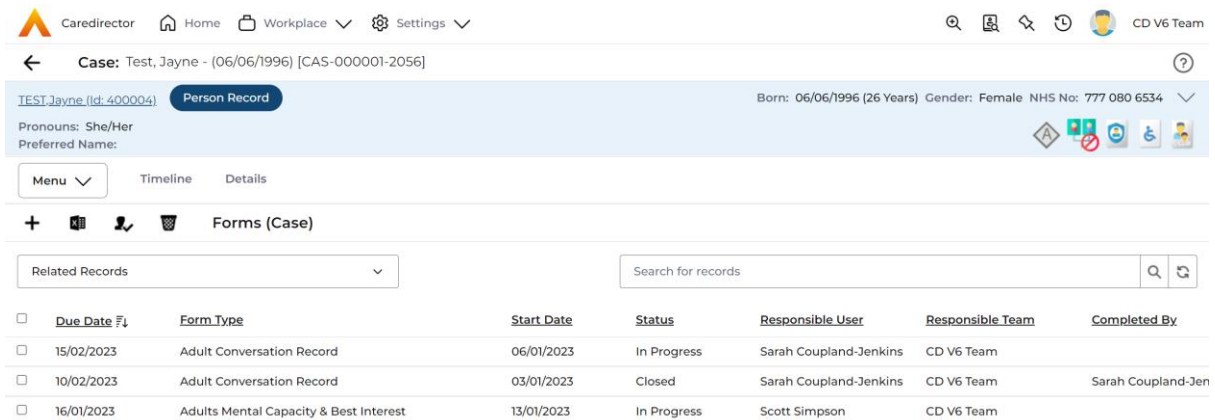
The screenshot displays the CareDirector interface for a person record. At the top, the navigation bar includes 'Caredirector', 'Home', 'Workplace', and 'Settings'. The user is logged in as 'CD V6 Team'. The main header shows 'Person: Jayne Test' and 'Person Record'. Below this, the 'Summary' tab is selected, and the 'WMDC Finance' dashboard is active. The 'Key Contacts' section is expanded, showing 'FINANCIAL REPRESENTATIVES' with the entry 'Courtney Test, Relationship to person: Cousin'. Other sections visible include 'Power Of Attorney' (POWER OF ATTORNEY RECORDED? YES), 'Alerts & Allegations' (NO RECORDS), and 'Alerts'.

Mental Capacity Act Assessment(s)

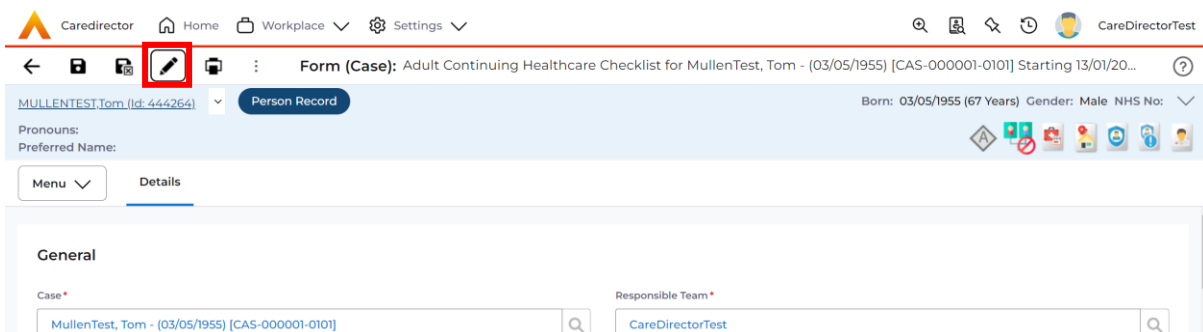
1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



2. Within this section it will show if there are any **Forms with the Form Type “Adults Mental Capacity & Best Interest”** Select anywhere across the row to open.

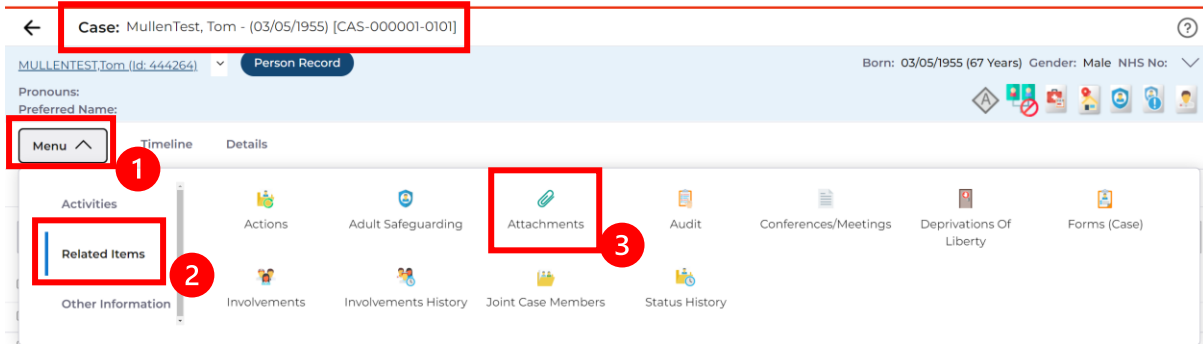


3. Then select the pencil (edit) option from the toolbar to open the form.



Dolic Completed

1. Locate the appropriate **Case Record > Menu > Related Items > Attachments**



2. Under attachments you will see **Dols in Community**.

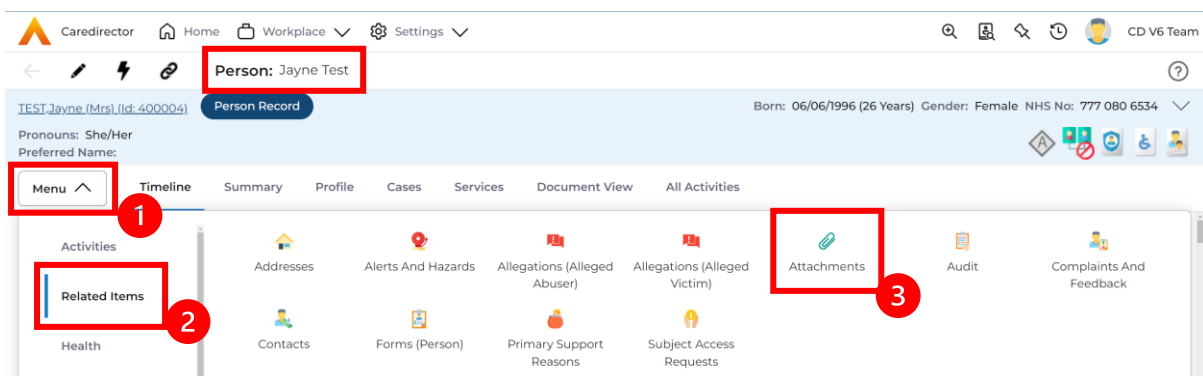
NHS Number

1. Locate the relevant **Person Record** and look at the **Person Banner**.



PIC Considered (within attachments)

1. Locate the appropriate **Person Record > Menu > Related Items > Attachments**.



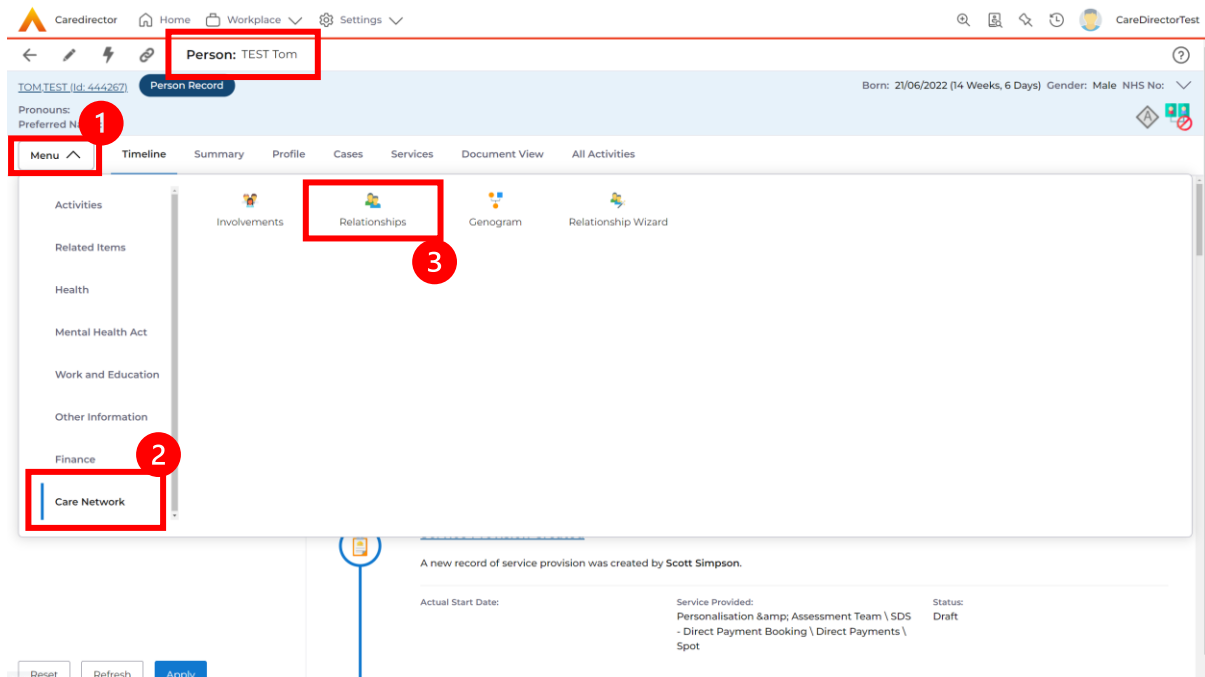
2. When selected, this shows all Attachments linked to this Person Record. However, attachments can be found this way of **Menu > Related Items > Attachments** on most records. Select the attachment labelled **PIC**.

Privacy notice explained and shared

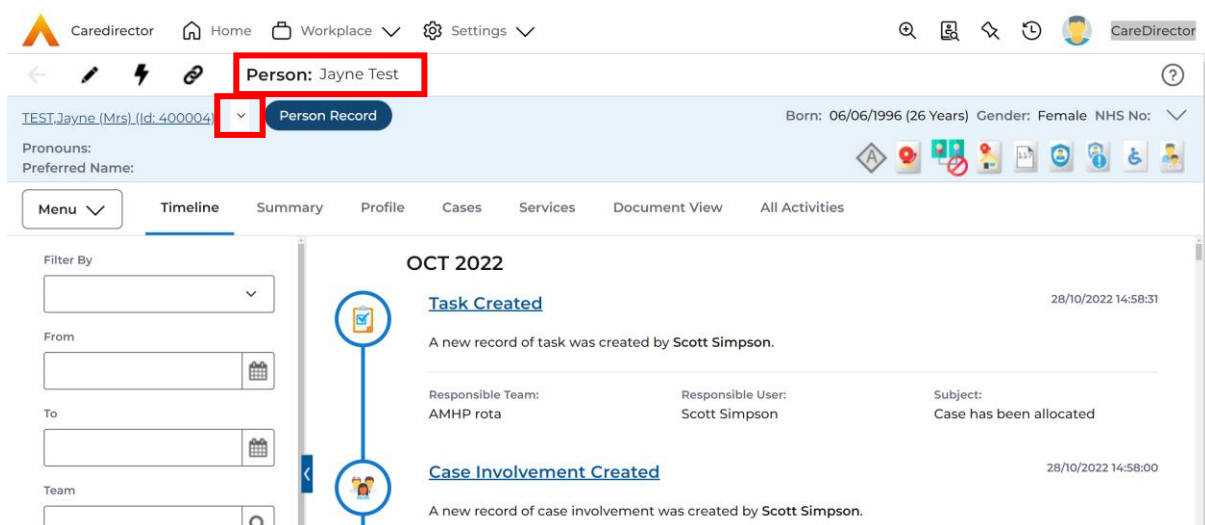
1. Process currently not in use. To be updated at a later point.

How to locate relationships

1. There are two ways to search for relationships on a person record.
2. Locate the **Person Record** and select **Menu > Care Network > Relationships**.



3. This will show a list of **Relationships** for this user. Alternatively, Locate the **Person Record** then when selected, on the **Person Banner** there will be a dropdown arrow next to the **Person's** name.



4. When selected, this will show a list of **Relationships** to this person.

The screenshot shows the CareDirector interface for a person record. The person's name is **TEST, Jayne (Mrs) (Id: 400004)**. A dropdown menu titled **Person Record** is open, showing a list of relationships. A red box highlights this dropdown menu, and a red circle with the number '1' is placed next to it. The relationships listed are:

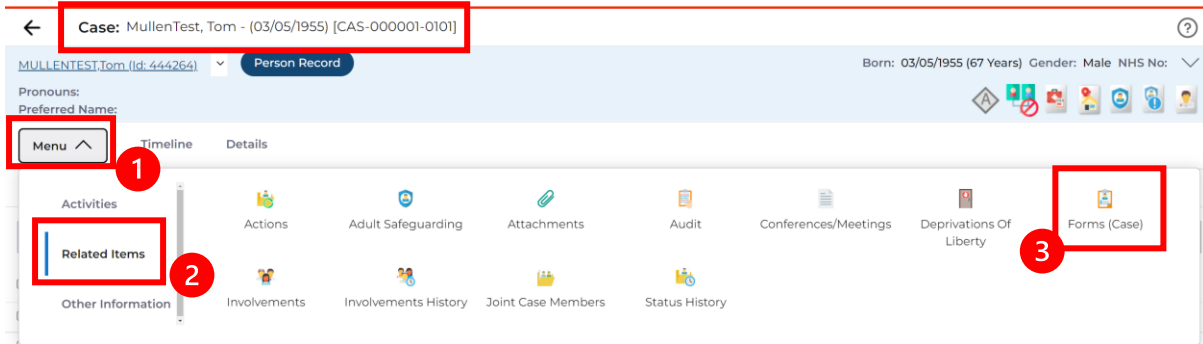
- Rachel TEST (Adoptive Daughter)
- Jack Test (Carer)
- Courtney Test (Cousin)
- Sarah Test (Mother)
- Jason Test (Step Father)
- Joesph Test (Grand Father)
- Finn Test (Brother)
- Joanne Test (Aunt)
- Jean Test (Grand Mother)

Other details visible on the page include: Born: 06/06/1996 (26 Years), Gender: Female, NHS No: [redacted]. The timeline shows three events:

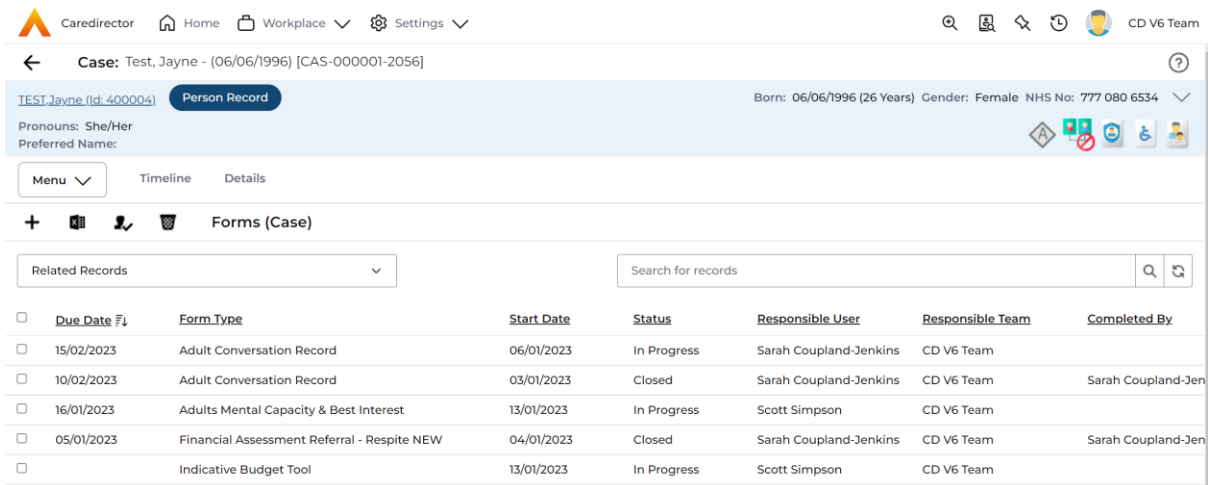
- Task Created** (28/10/2022 14:58:31): A new record of task was created by Scott Simpson. Responsible Team: AMHP rota, Responsible User: Scott Simpson, Subject: Case has been allocated.
- Case Involvement Created** (28/10/2022 14:58:00): A new record of case involvement was created by Scott Simpson. Involvement Member: Scott Simpson, Role: Responsible User, Start Date: 28/10/2022.
- Case Updated** (28/10/2022 14:58:00): Scott Simpson changed Case Status from 'Assian To Team' to 'Allocated'. Responsible User from 'Empty' to [redacted].

Resource Allocation (Indicative Budget)

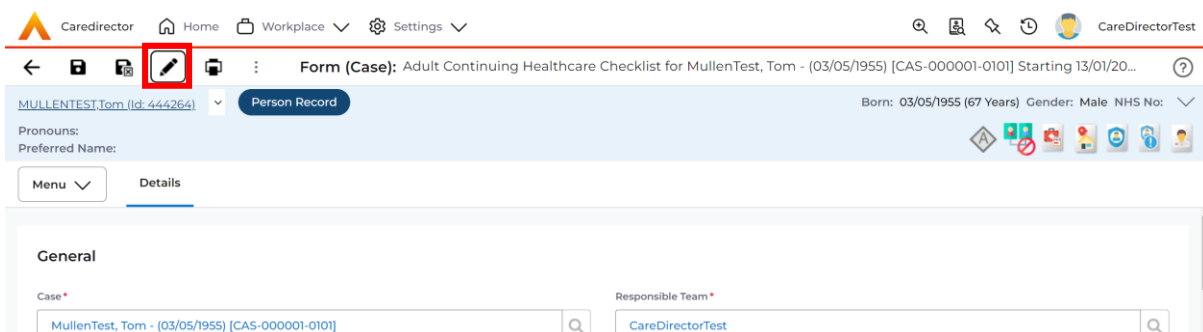
1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



2. Within this section it will show if there are any **Forms with the Form Type "Indicative Budget Tool"** Select anywhere across the row to open.



3. Then select the pencil (edit) option from the toolbar to open the form.



Risk Assessment field appropriate and up to date

1. **Process currently not in use. To be updated at a later point.**

SALT fields

1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.

2. Select an applicable form.

Due Date	Form Type	Start Date	Status	Responsible User	Responsible Team	Completed By
15/02/2023	Adult Conversation Record	06/01/2023	In Progress	Sarah Coupland-Jenkins	CD V6 Team	
10/02/2023	Adult Conversation Record	03/01/2023	Closed	Sarah Coupland-Jenkins	CD V6 Team	Sarah Coupland-Jen
16/01/2023	Adults Mental Capacity & Best Interest	13/01/2023	In Progress	Scott Simpson	CD V6 Team	
05/01/2023	Financial Assessment Referral - Respite NEW	04/01/2023	Closed	Sarah Coupland-Jenkins	CD V6 Team	Sarah Coupland-Jen
	Indicative Budget Tool	13/01/2023	In Progress	Scott Simpson	CD V6 Team	

3. Then scroll down until you see the heading **SALT Details**.

Version Control

V	Change	Author	By Date
V1	Creation of document	SS	13/01/23
V1.1	Changes: <ul style="list-style-type: none"> - Title change – “Audit Process for Service Managers” to “Audit Process for All Managers” - Continuing Health Care and Section 117 – “Note: The process is currently not in use, however, below is how Caredirector is setup. Added. - Risk assessment field and privacy - Process currently not in use. To be updated at a later point. Added. - Dolic completed – instructions given - Change on order. 	SS	17/01/23
V1.2	Changes: <ul style="list-style-type: none"> - I’ve added Case File Process. This is to showcase a simple way of seeing most of the files in the case without going through each individual case 	SS	04/04/23
V1.3	Changes: <ul style="list-style-type: none"> - Change our version control to 1.1, 1.2, 1.3.... - Added our team name. 	SS	2108/2023