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

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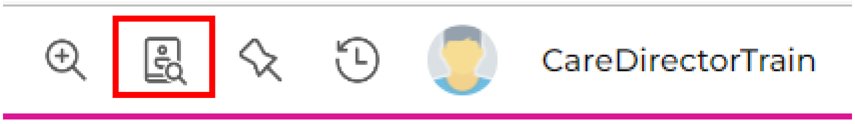
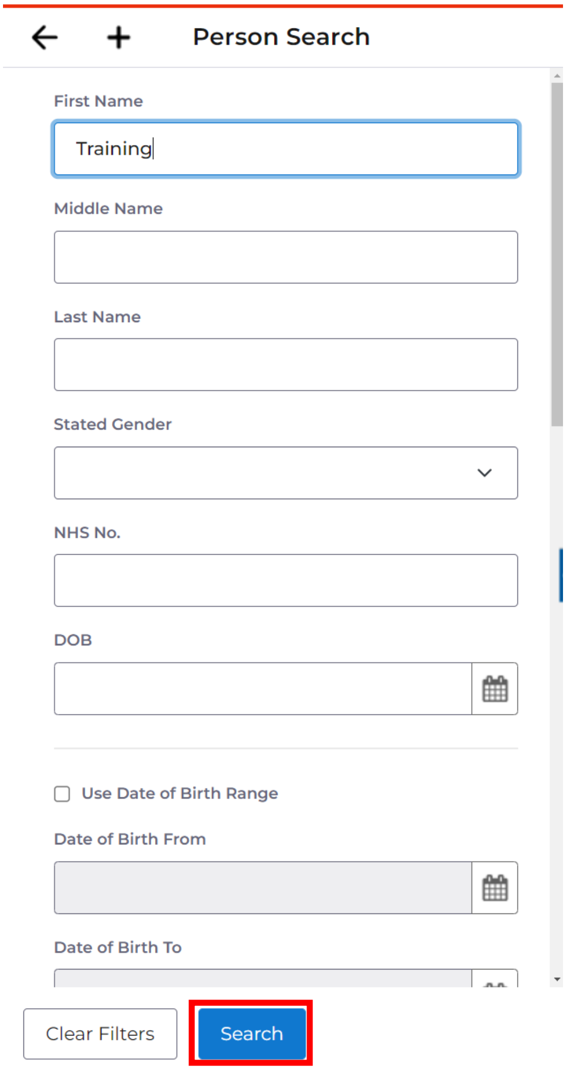
How to find a Person Record (Service User)

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



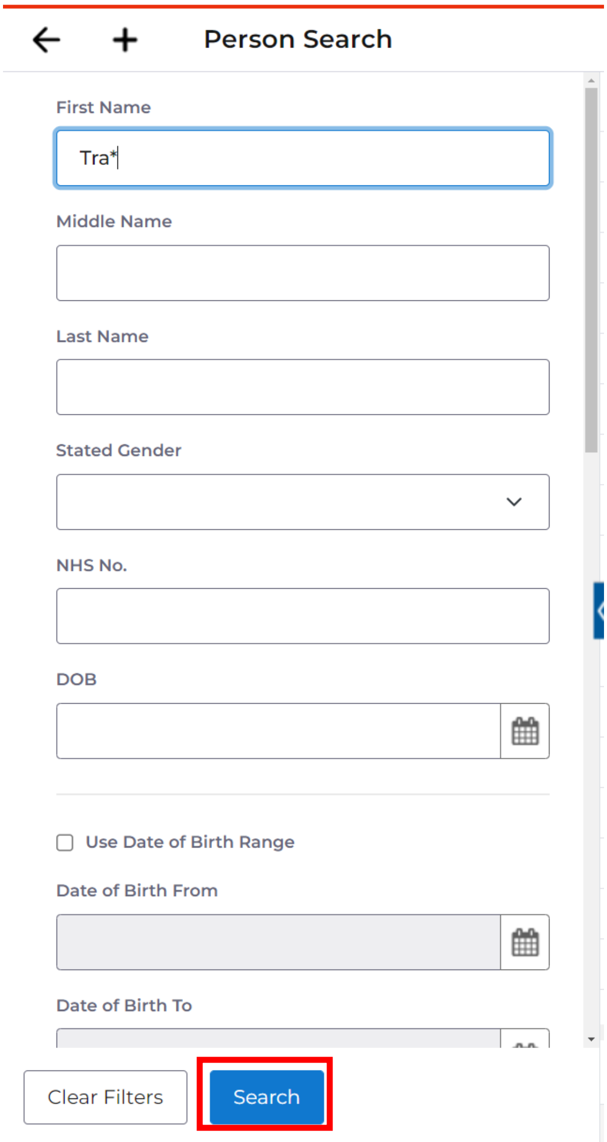
2. This will show different fields that you can search for a **Service User** with. An example is if you type **Training** into the **First Name** field then select **Search** or press Enter on your keyboard.



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

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

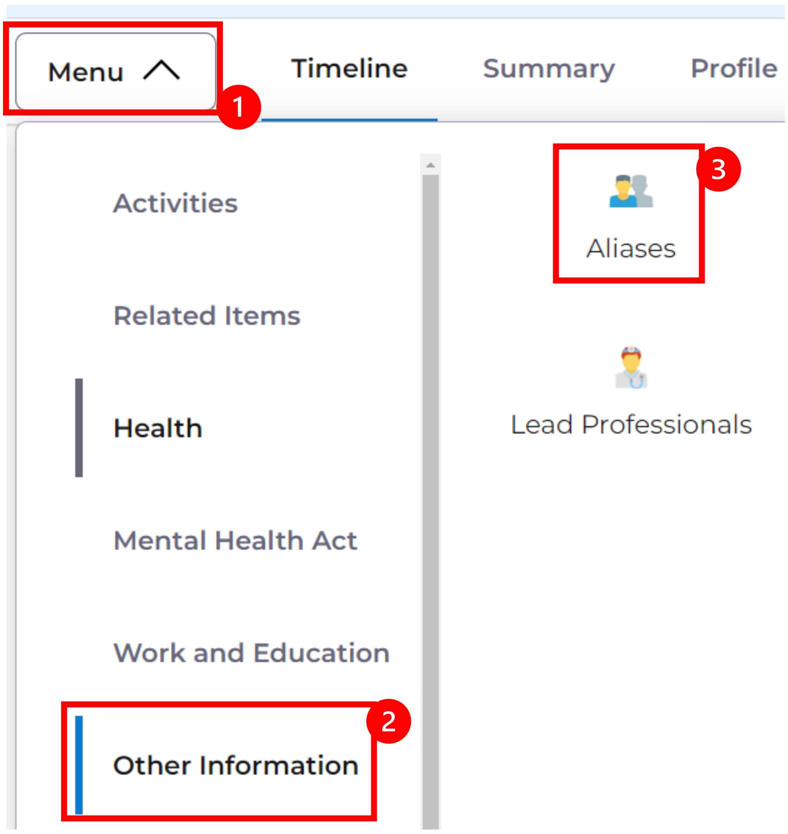
4. You can also search via a wildcard - **First Name** to **Tra***. Then select **Search** or Enter on your keyboard.



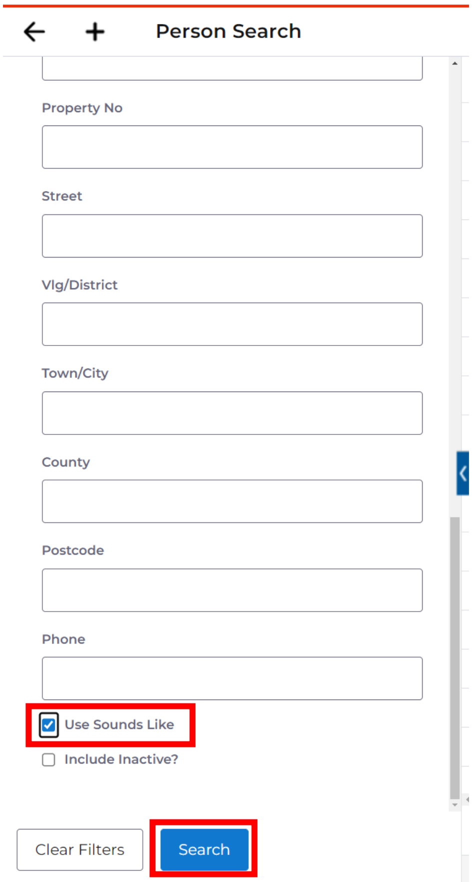
5. This will bring up all **first names** beginning with **Tra** then the * fills in the rest with potential results. Such as **Tra**cey or **Tra**vis. This is called a wildcard and can be placed at any location of the word.

☐	Hazard/Risk	Id	First Name	Last
☐	No	344560	Tracey	Adar
☐	No	346593	Tracey	Adey
☐	No	236165	Tracey	Akro
☐	No	243350	Tracey	Allan
☐	No	267010	Tracey	Allin
☐	No	421186	Tracey	Anas
☐	No	217711	Tracy	Ancil
☐	No	245949	Michelle	Ande
☐	No	268768	Tracey	Ande
☐	No	247617	Rita	Ande
☐	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.**



7. 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.



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

	Hazard/Risk	Id	First Name
☐	No	344560	Tracey
☐	No	346593	Tracey
☐	No	263494	Theresa
☐	No	12123	Tariq
☐	No	33845	Teresa

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

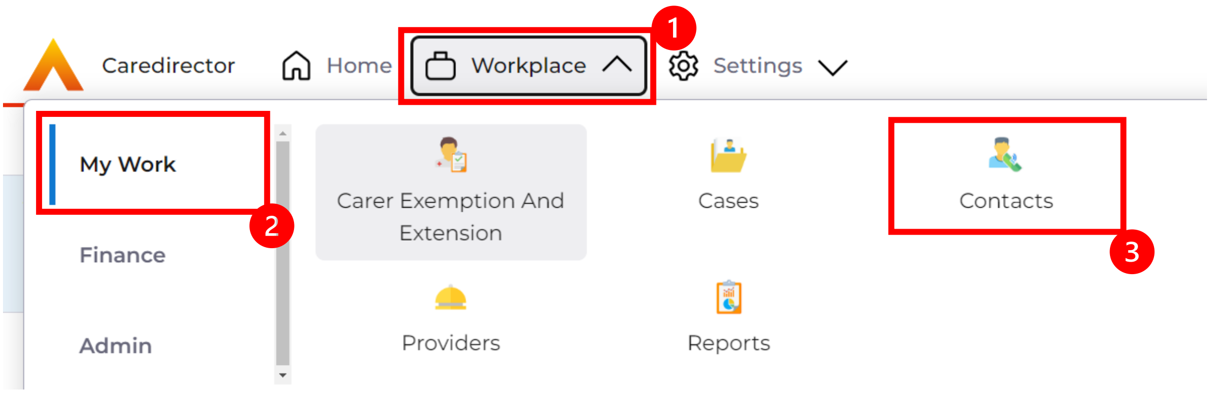
10. This is how you search for a **Person Record**.

Difference between Contact/ Case / Person Record

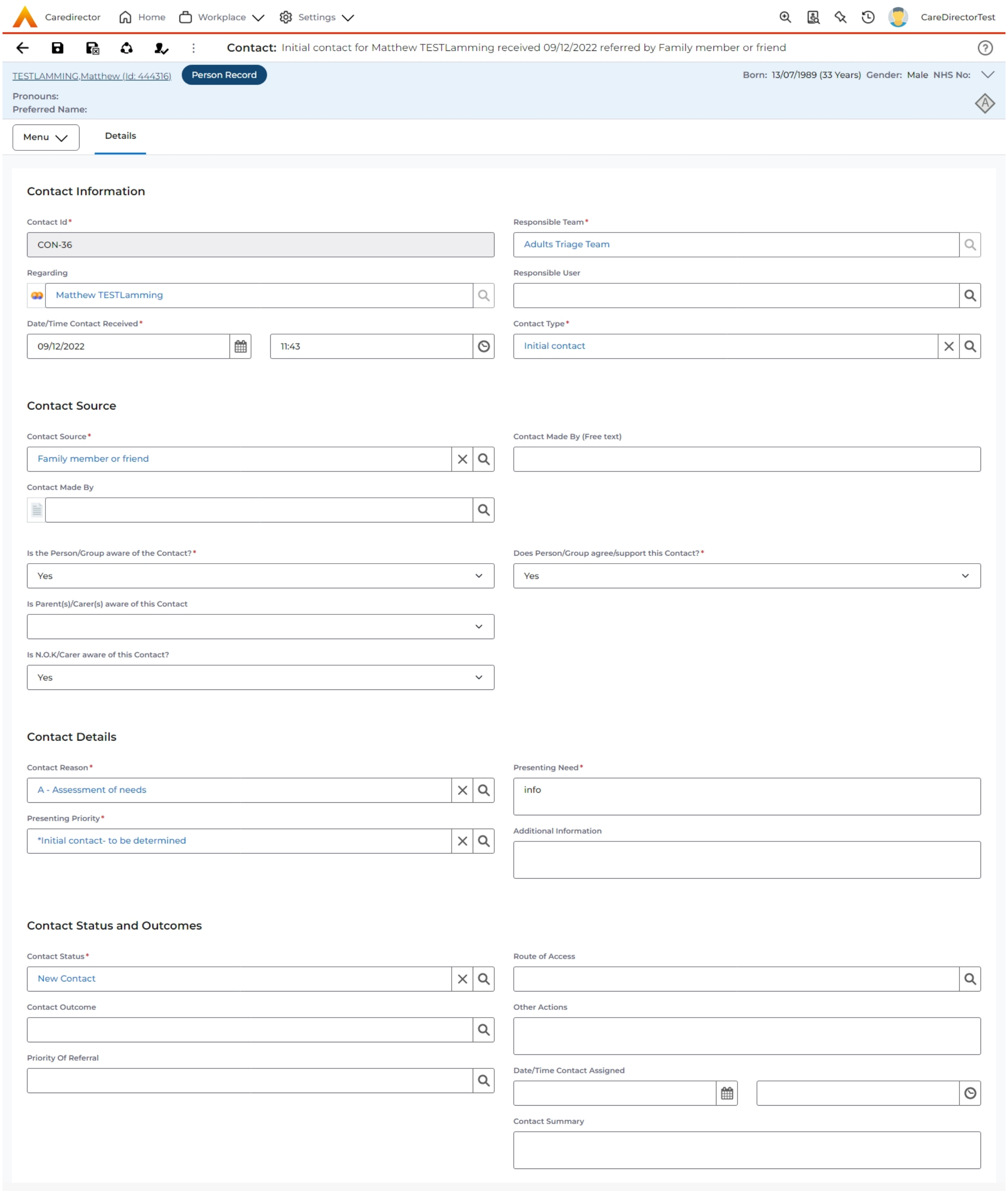
1. The main difference between these three constructs of Caredirector is the process in which Wakefield Council utilises them in their process.

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**.

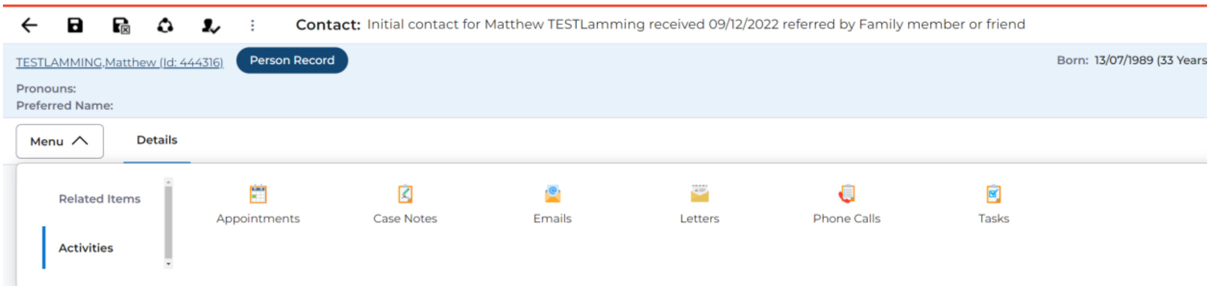


4. Once selected it will show a list view of all Contacts with different Status. These Status's define the triage decision, of if this needs to be escalated to a Case and given a responsible user/ worker by the council or if it is not eligible and has been dealt with then without the need of a Case.

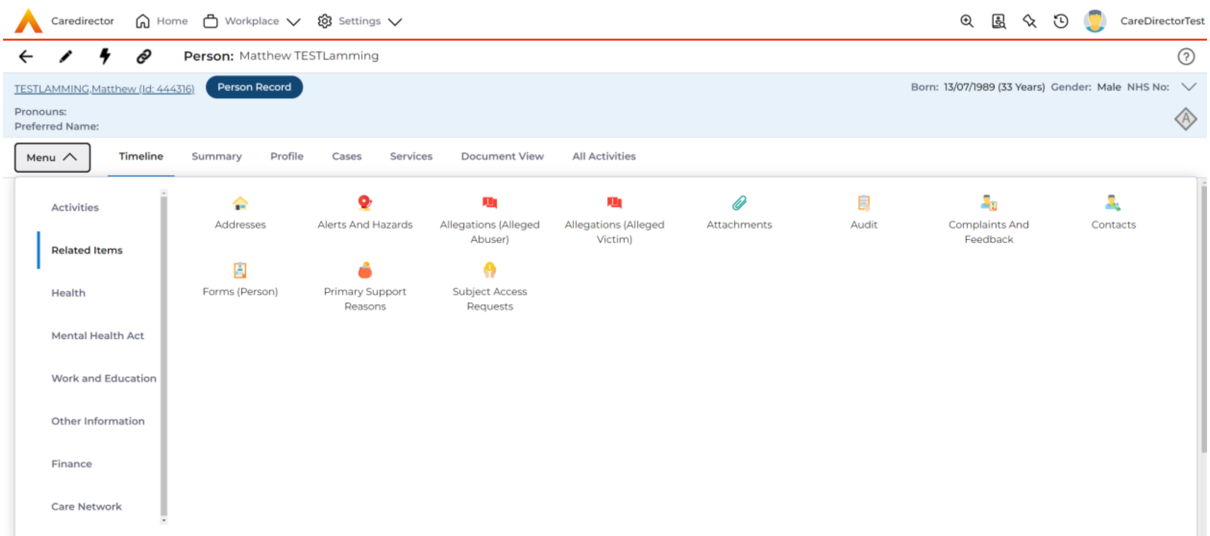


5. In the Contact stage, there is no Person Record or Case Record created for this individual. There may be situations where the Person Record is already available on Caredirector as they have had a prior Case with us. Which we can put in the Regarding field, but no Case information has been created.

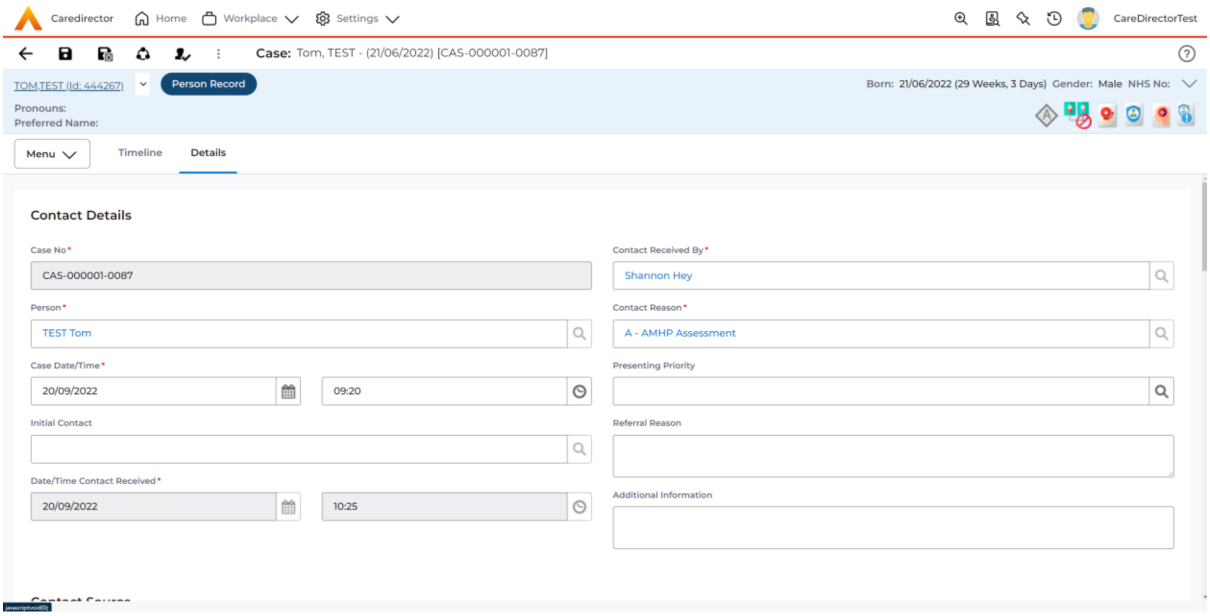
6. Inside of the Contact, there is limited information about the person and what the referral is about. Activities can be made and dealt with via the **Menu > Activities** on a Contact but a Contact is the first stage.



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.

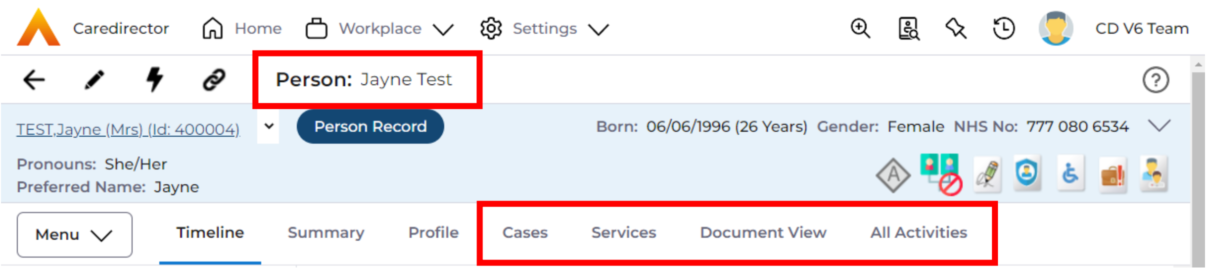


9. This is the main difference between the three. How it is used within the process and how much and what information each holds.

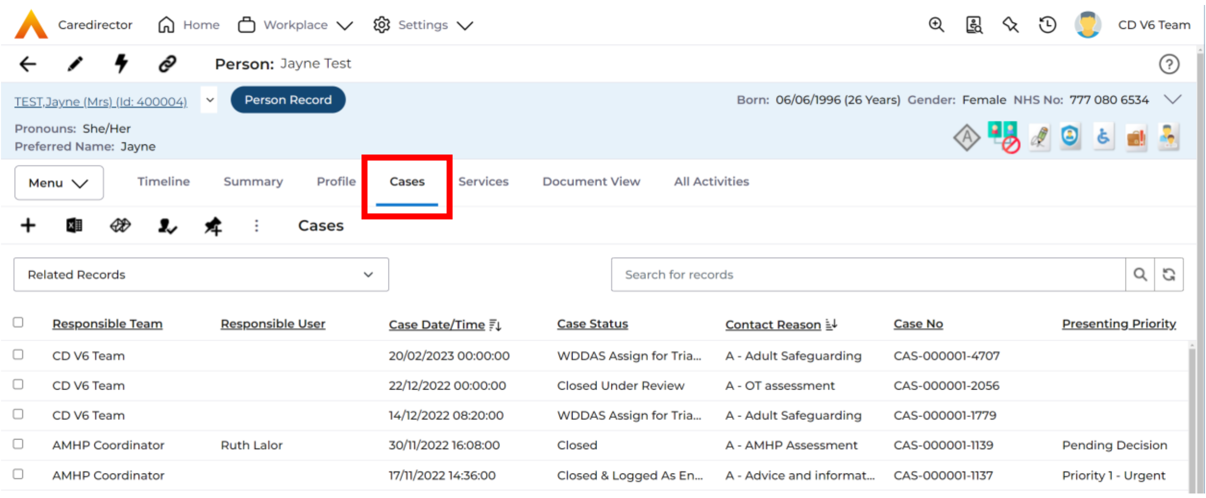
Case Audit Process

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.

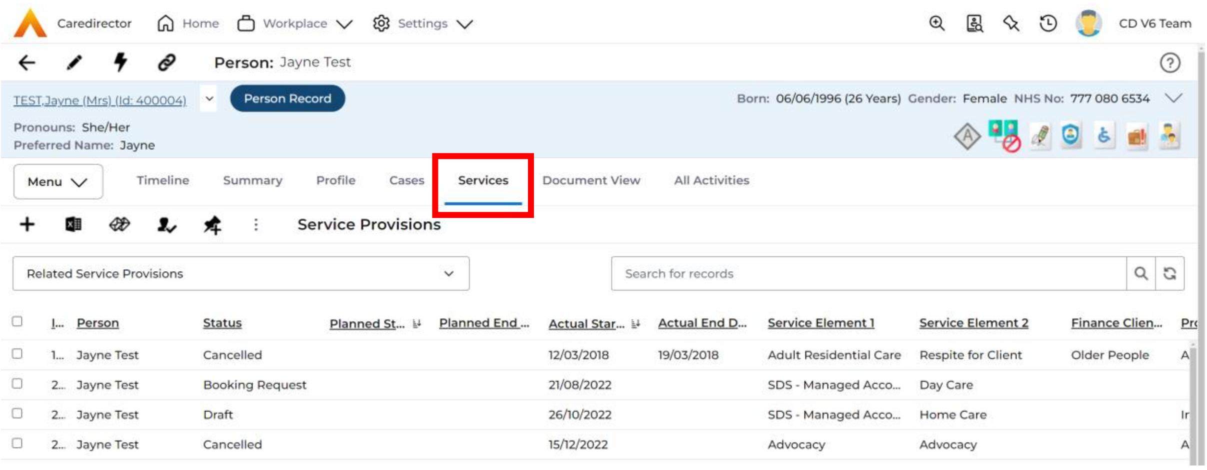
2. Find the person record, then from this record it will have the tabs **Case, Services, Document View, and All Activities.**



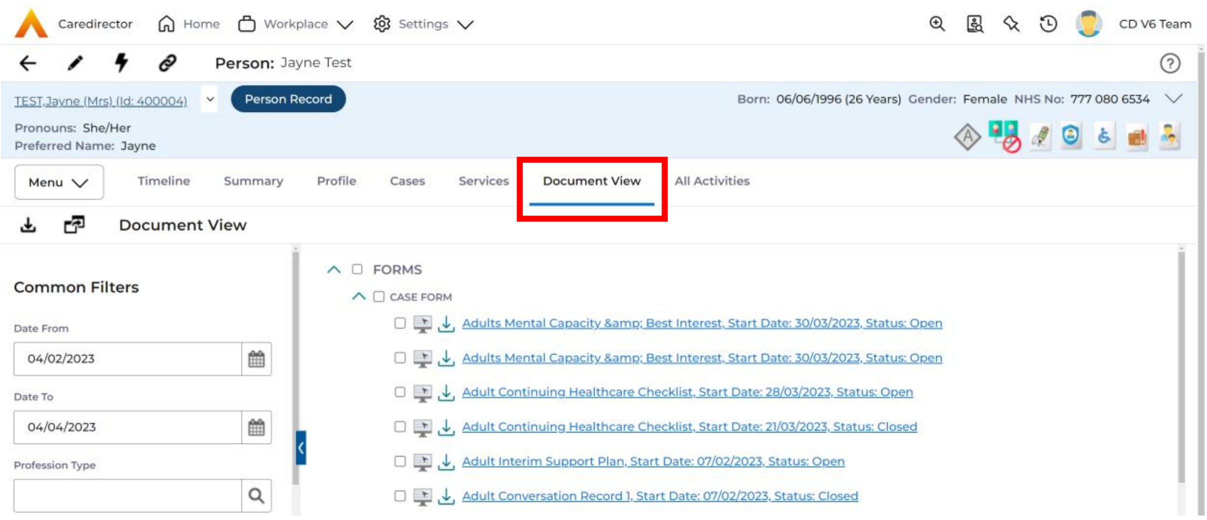
   a. **Cases** will show each individual case that this person has been allocated with. This can be selected and looked through separately.



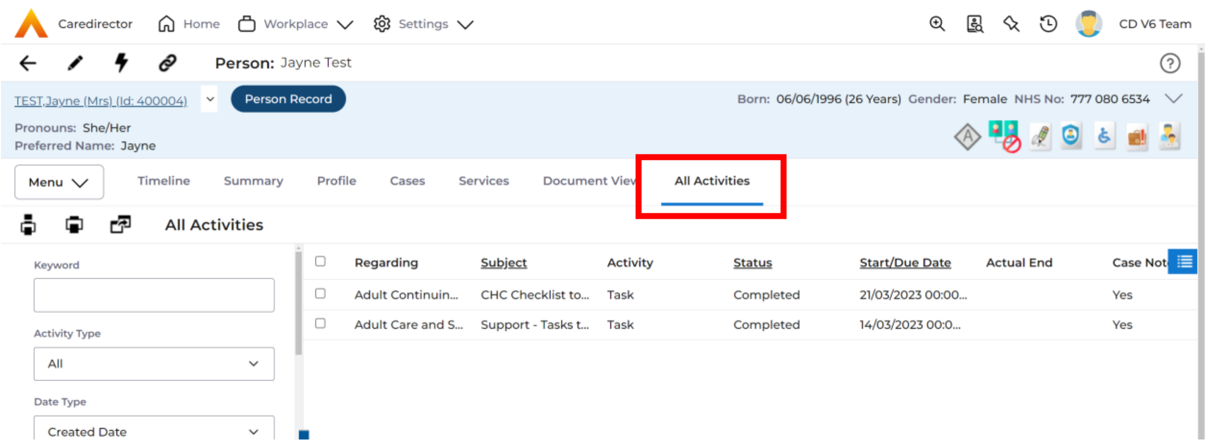
b. **Services** will show each individual service provision that person has been allocated with. This can be selected and looked through separately and is the only way to see the details of the service provision of these four tabs.



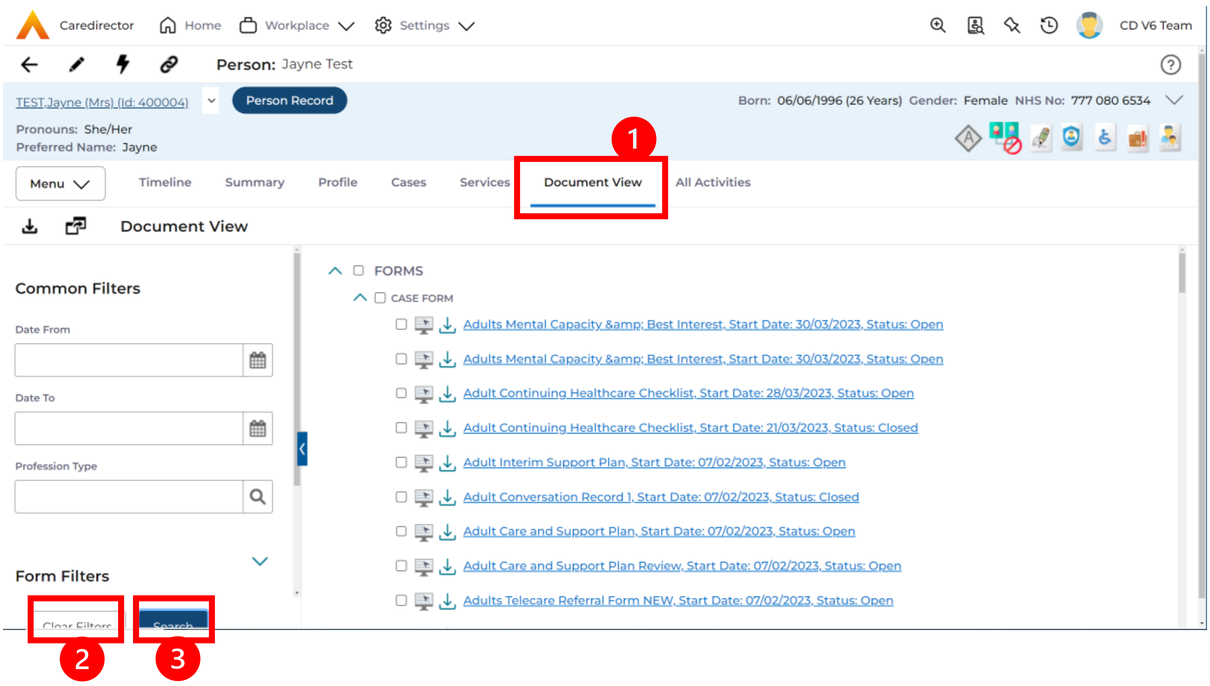
c. **Document View** will show all **Forms**, **Attachments**, and **Letters** that has been linked to this person. For example, if there are 5 cases available – rather than selecting each case to look at each form separately. Document view will show all forms that all 5 cases have in one collective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



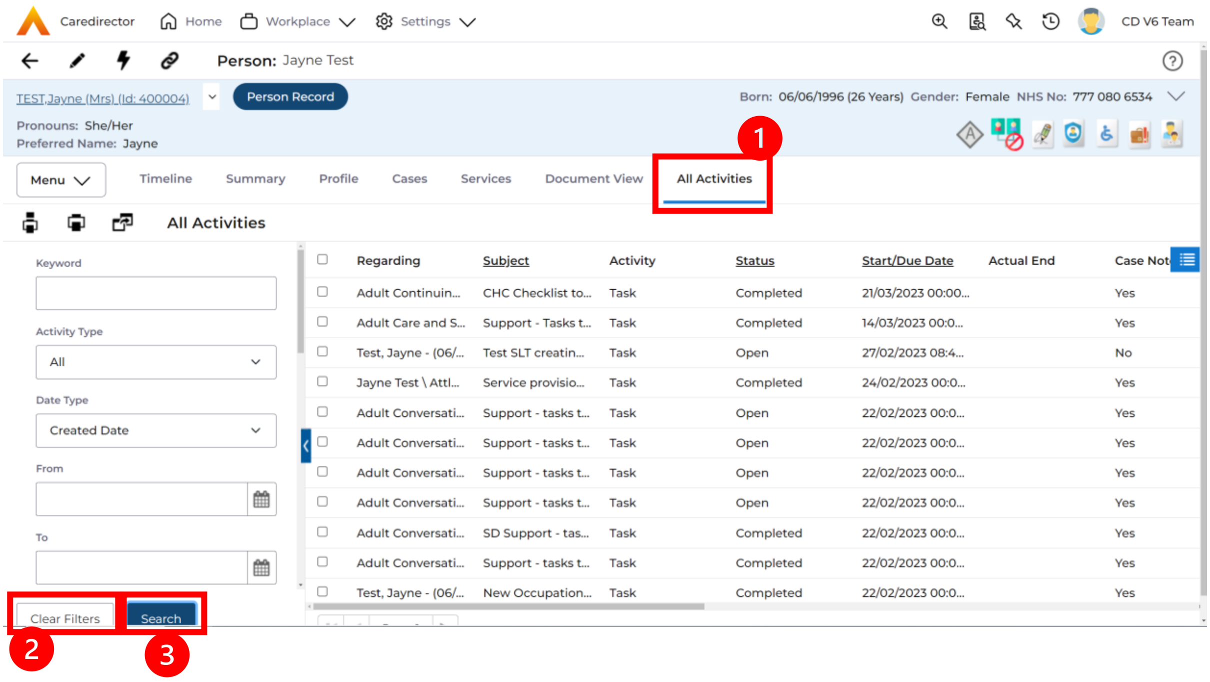
d. **All Activities** works the same way document view does except for all types of activities available.



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.



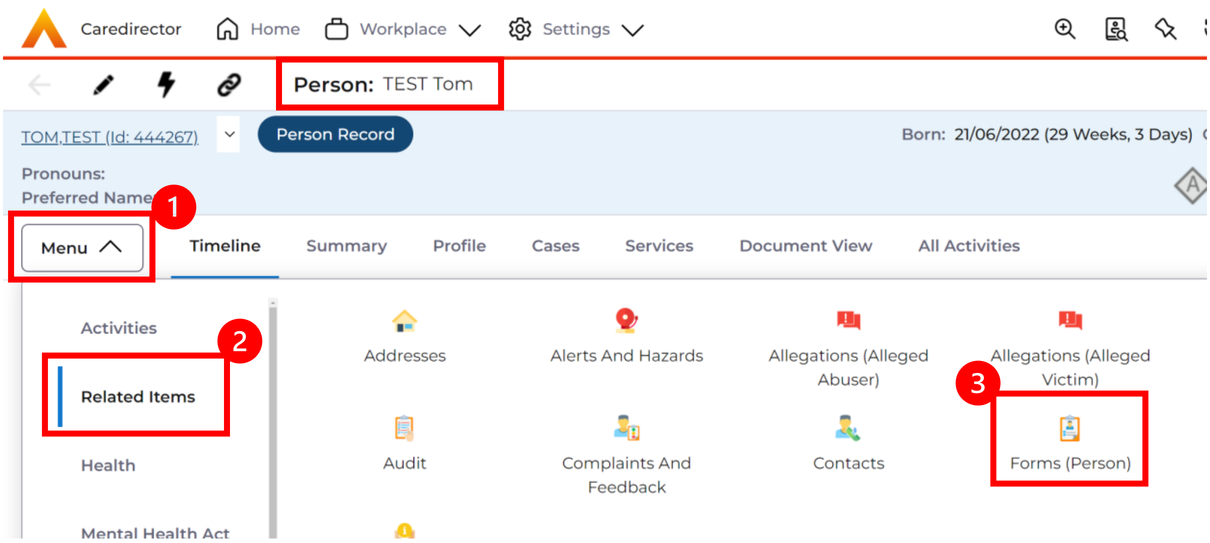
5. Together, brings forward a chronological picture of the cases and service provisions that this person has had a journey with. Beyond in this guide will show individual areas of the Case if required.

How to find a Form

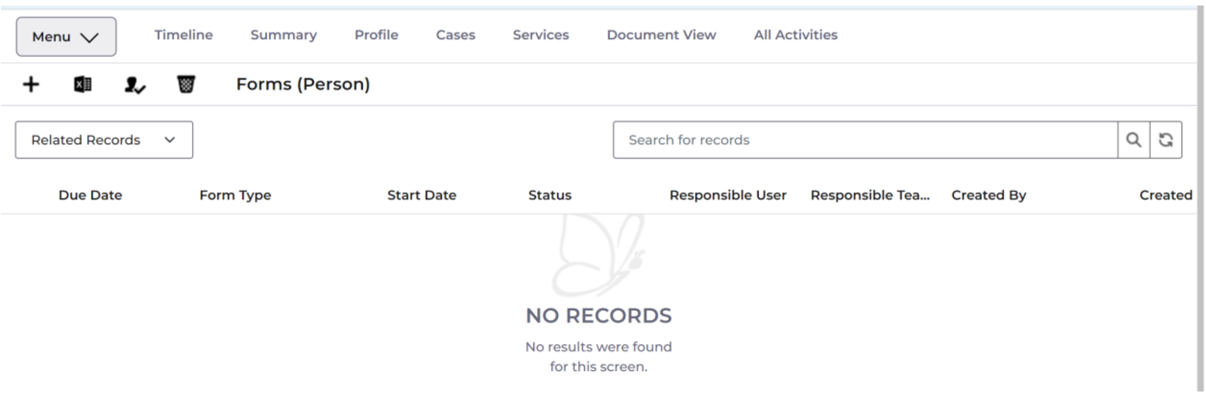
1. There are two types of Forms available on Caredirector:
   a. Form (Person)
   b. Form (Case)

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).**

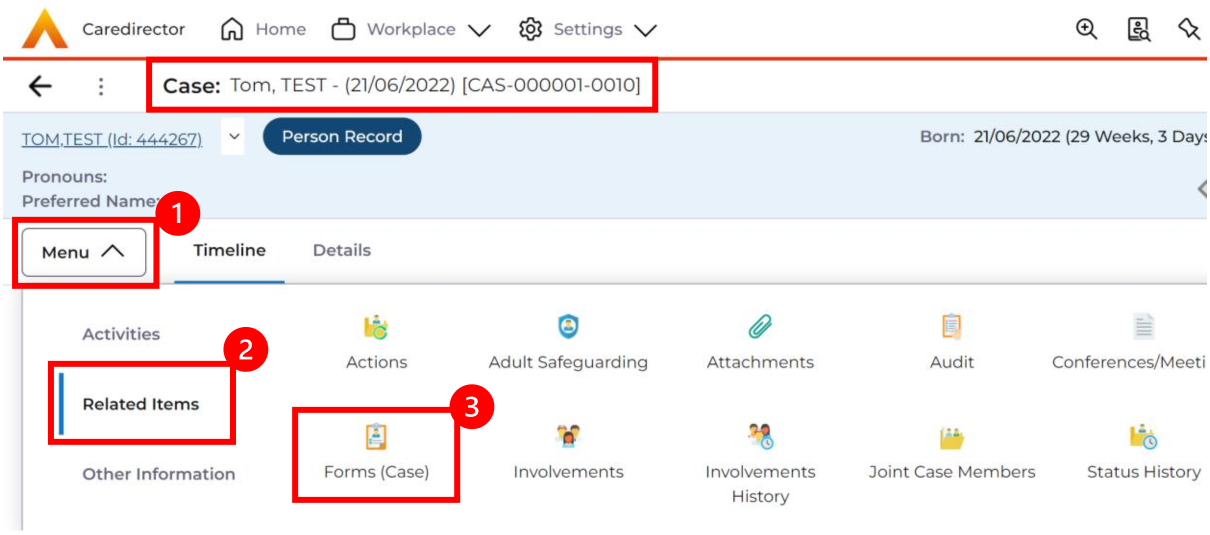


4. Once selected, it will open a list view of all existing Forms linked to a person record.

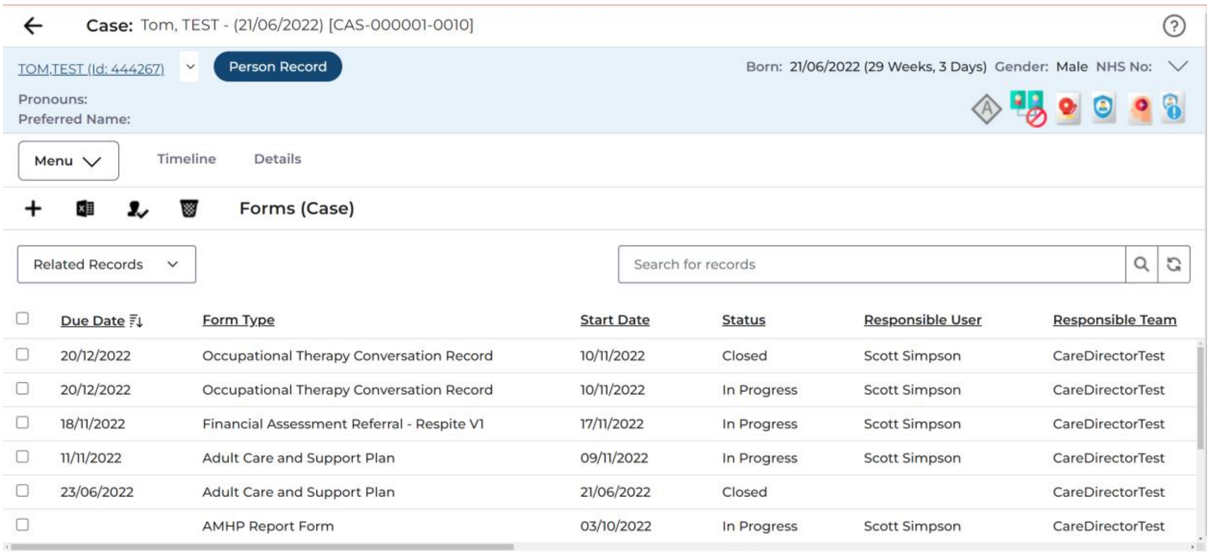


5. The primary location to find Forms linked to a Case is via the Form (Case) option.

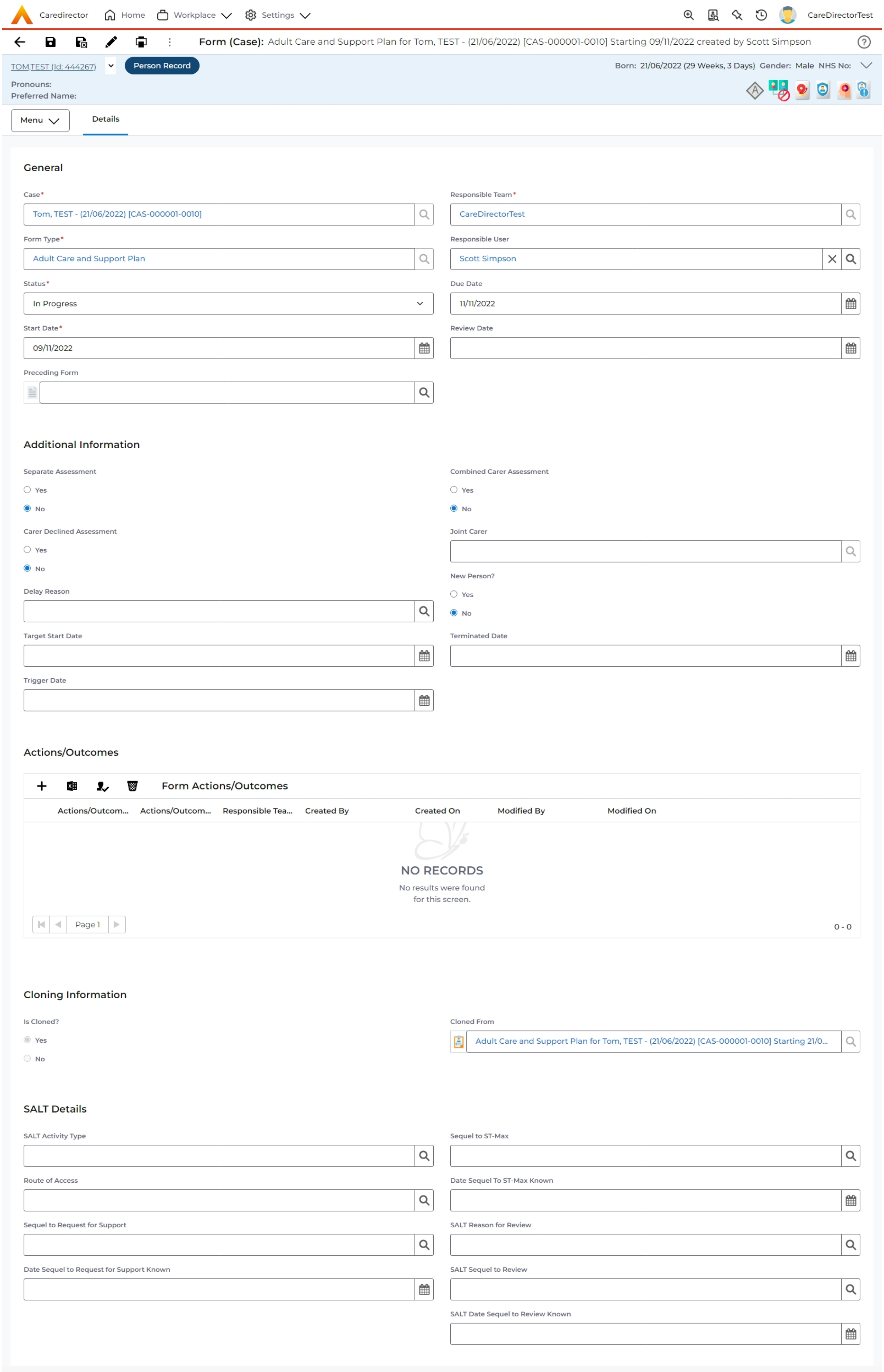
6. Locate the relevant Case Record and then **Menu > Related Items > Forms (Case)**.



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 | 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*: Tom, TEST - (21/06/2022) [CAS-000001-0010]
Responsible Team*: CareDirectorTest
Form Type*: Adult Care and Support Plan
Responsible User: Scott Simpson
Status*: In Progress
Due Date: 11/11/2022
Start Date*: 09/11/2022
Review Date:
Preceding Form:

Additional Information

Separate Assessment: Yes / No (selected: No)
Combined Carer Assessment: Yes / No (selected: No)
Carer Declined Assessment: Yes / No (selected: No)
Joint Carer:
New Person?: Yes / No (selected: No)
Delay Reason:
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

NO RECORDS
No results were found for this screen.

Page 1 | 0 - 0

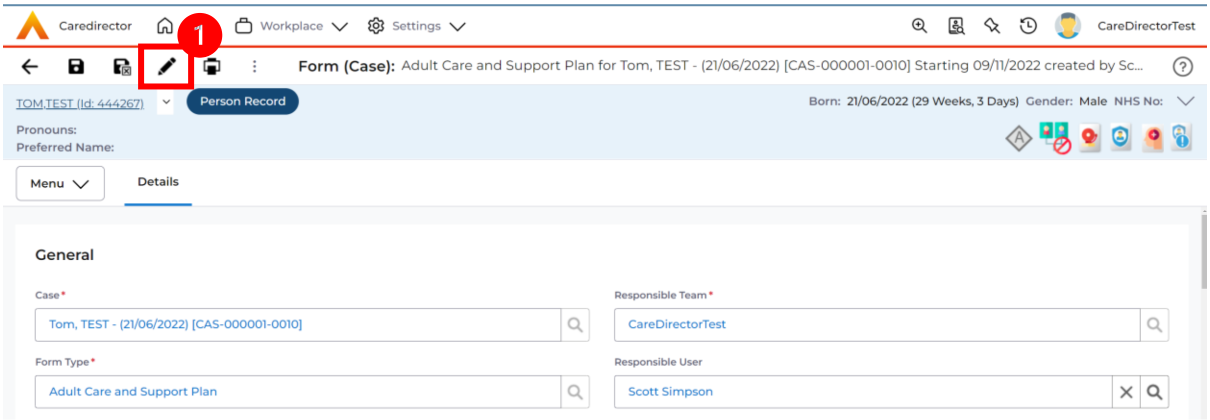
Cloning Information

Is Cloned?: Yes / No (selected: Yes)
Cloned From: Adult Care and Support Plan for Tom, TEST - (21/06/2022) [CAS-000001-0010] Starting 21/0...

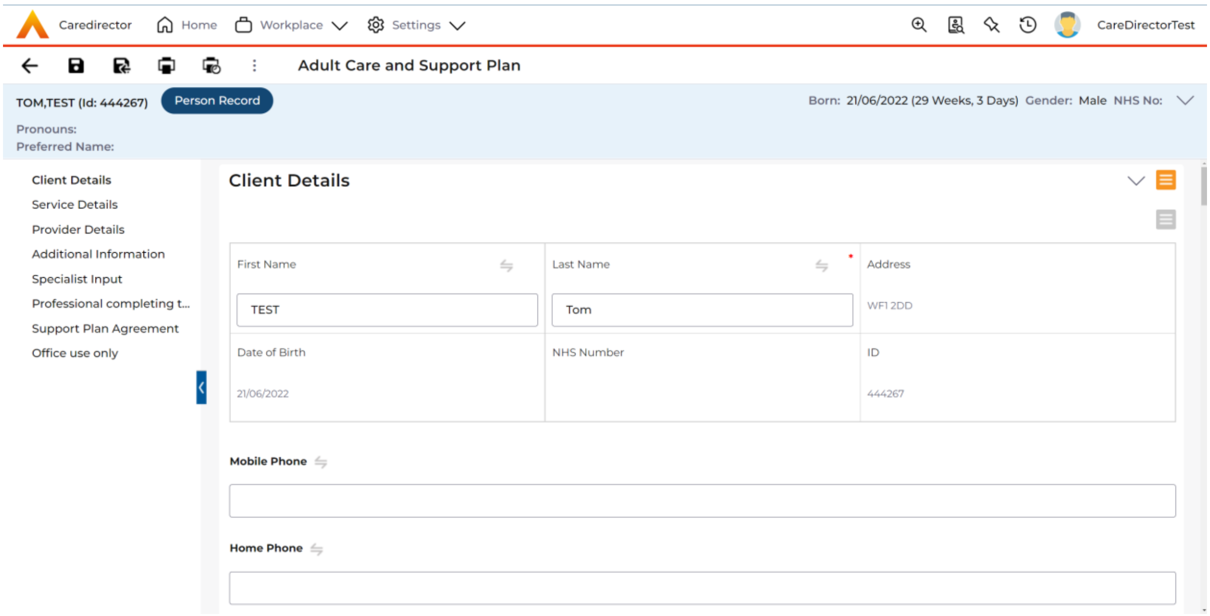
SALT Details

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:

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.

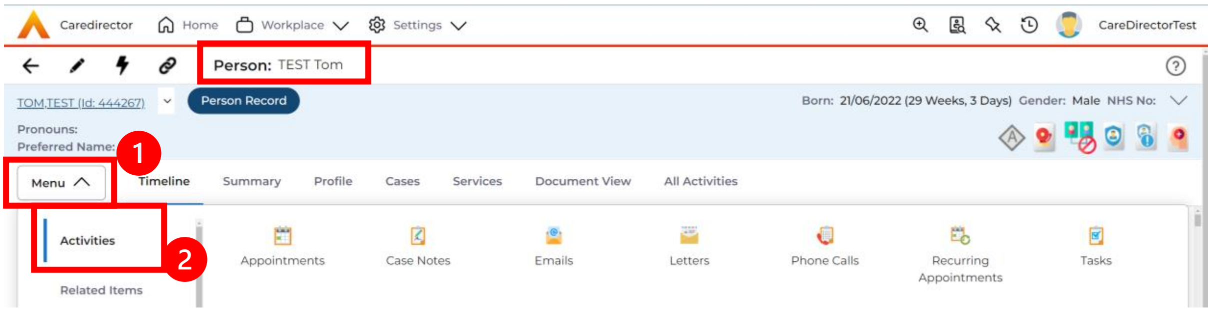


11. That is how you locate and read a Form.

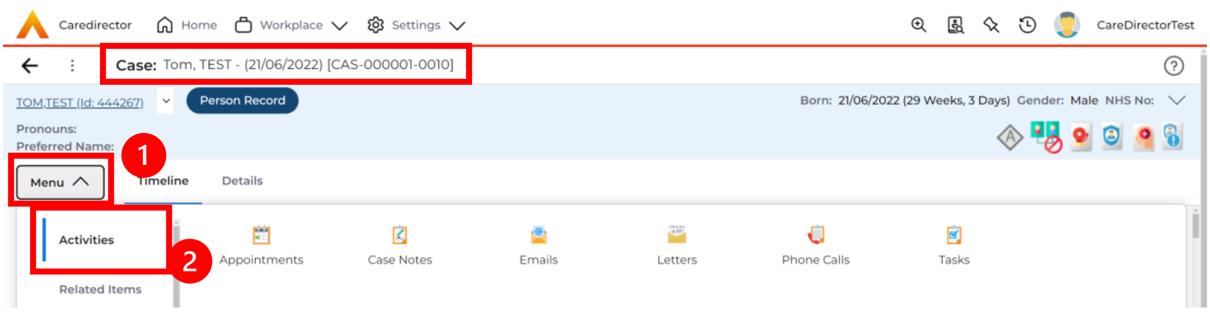
How to find Activities

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.

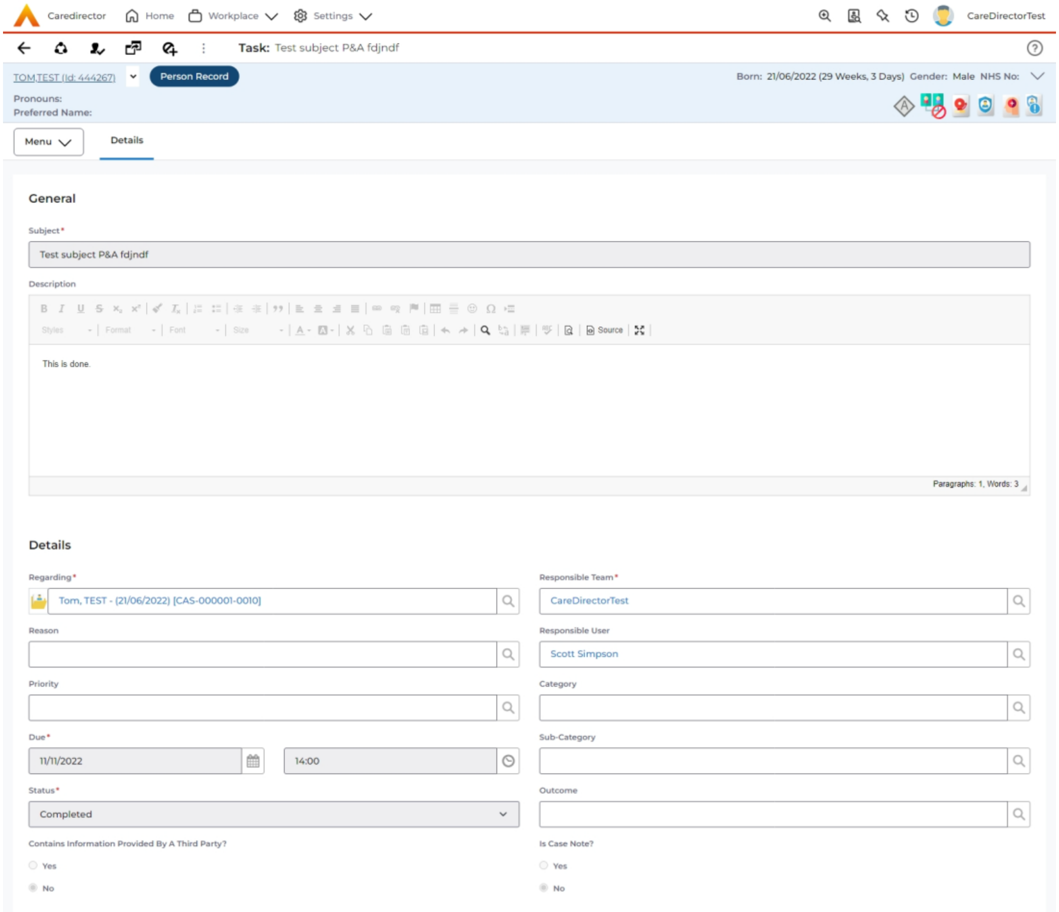
Tasks

Related Records

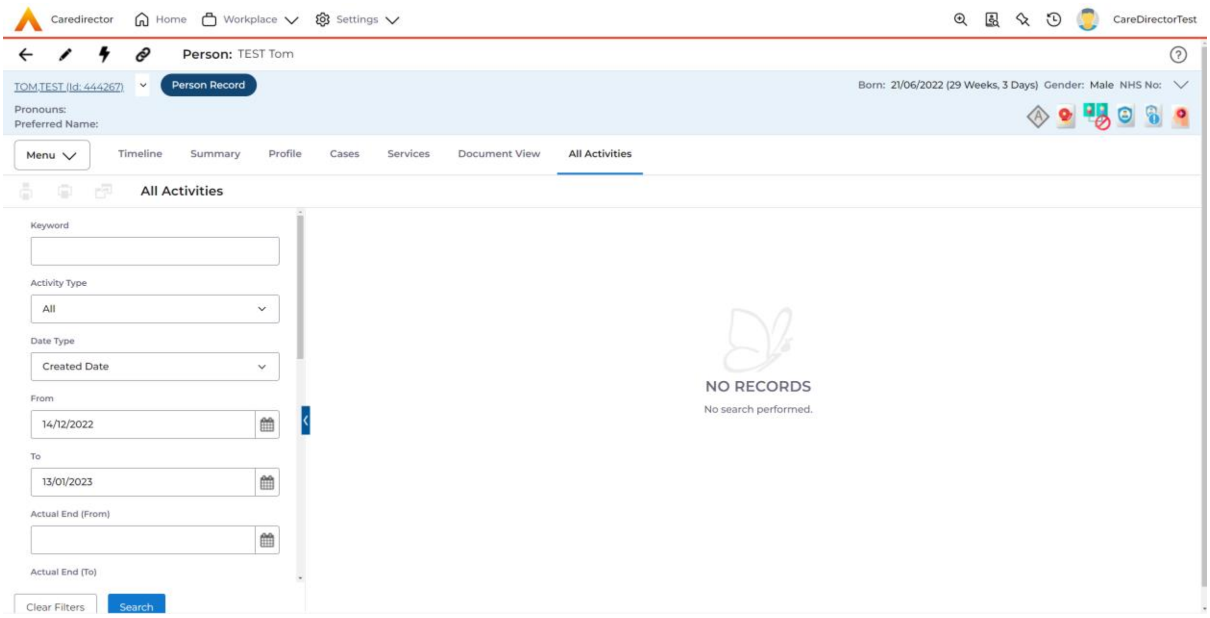
Search for records

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)...		CareDirectorTest	Scott Simpson
dfsdf	10/11/2022 00:00:00	Completed	Tom, TEST - (21/06/2022)...		CareDirectorTest	Scott Simpson
Test	31/10/2022 00:00:00	Open	Tom, TEST - (21/06/2022)...		CareDirectorTest	

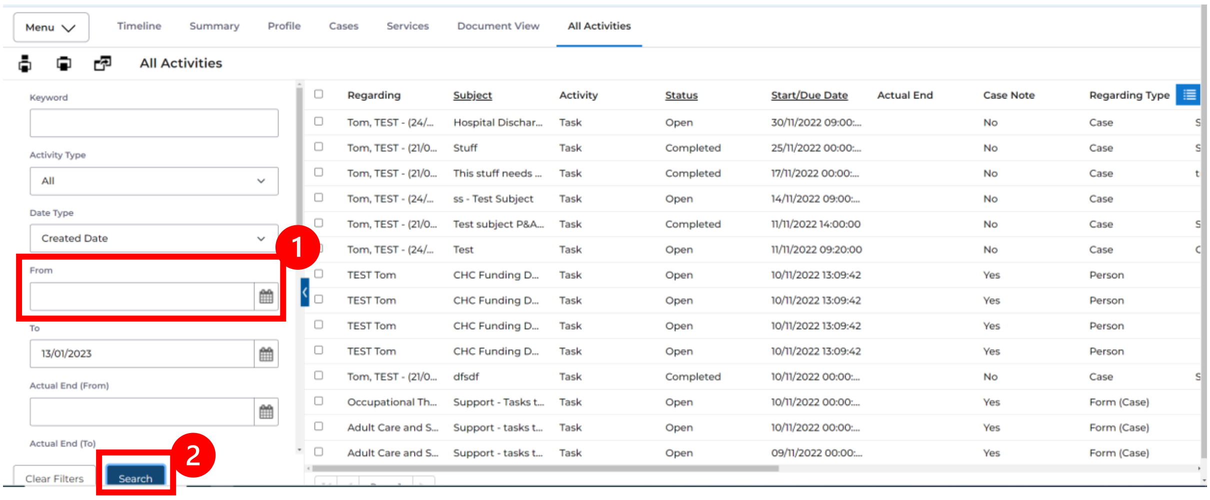
5. From this list, select the appropriate row and it will open the activity details.



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.



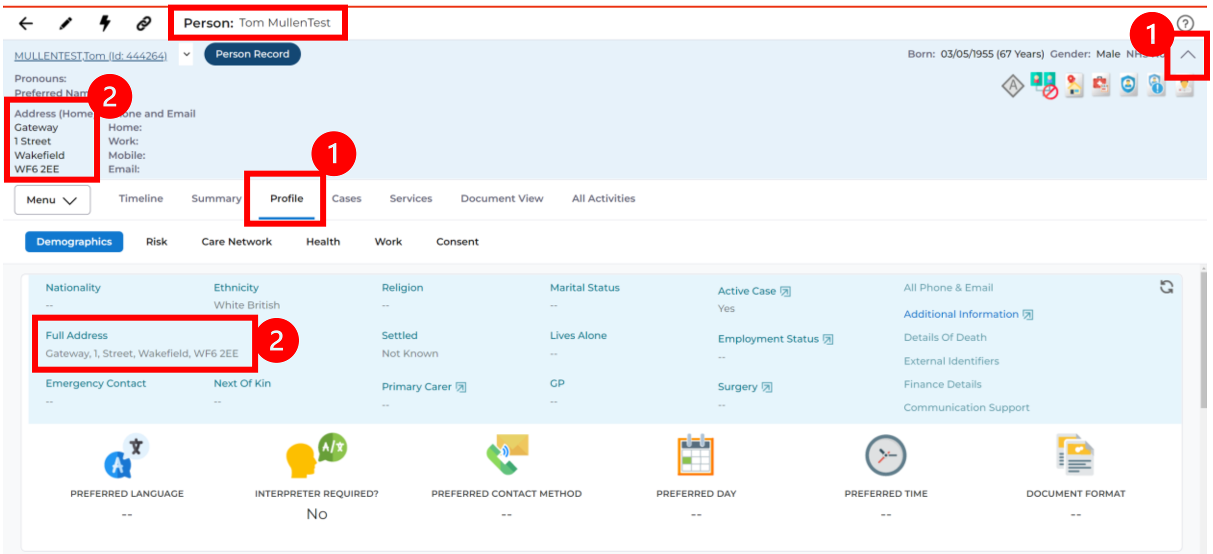
7. Delete the **From** field contents and then select **Search**. This will show all activities available for this person regardless of it is located on the person or case record since the beginning. Utilise the other filters on the left to further narrow your search.



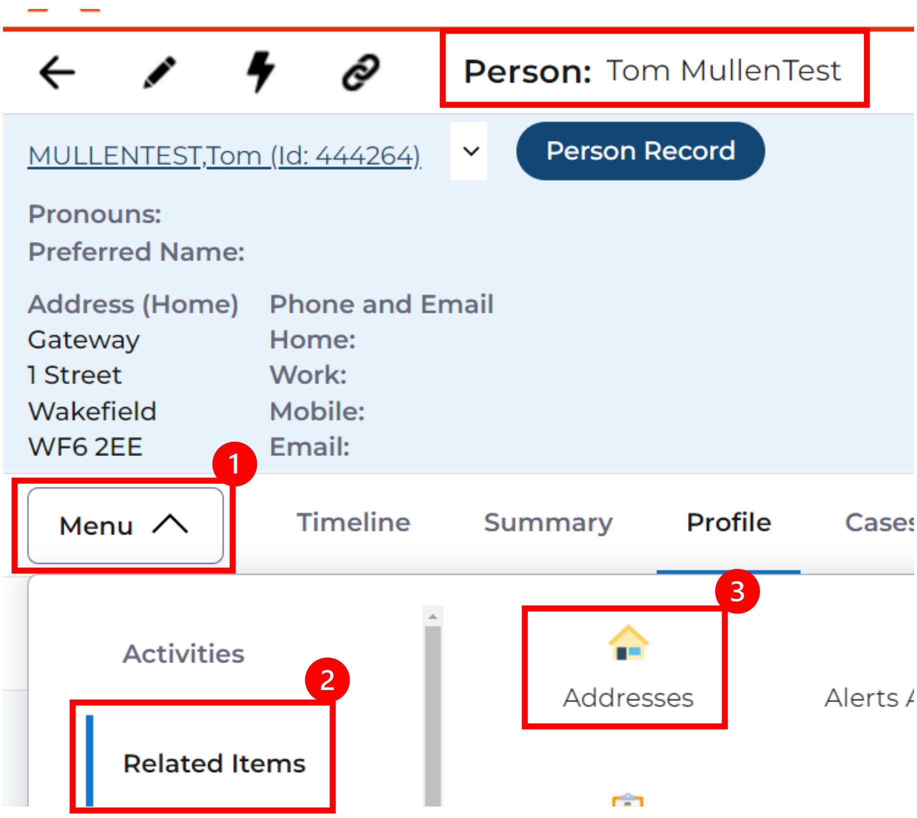
8. That is how you find activities on Caredirector.

How to find Address/ Telephone Details

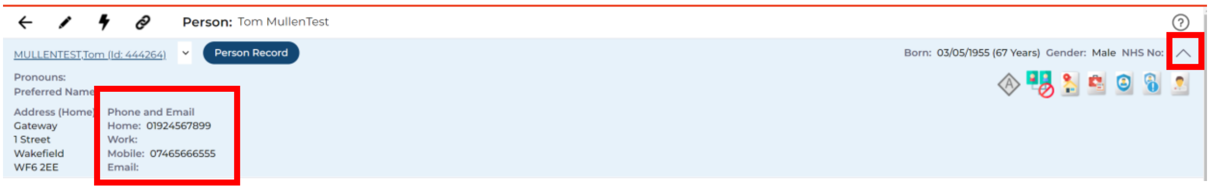
1. Locate the relevant Person Record and select either the **Person Banner** dropdown option or the **Profile** tab. This will show the current main address for the service user.



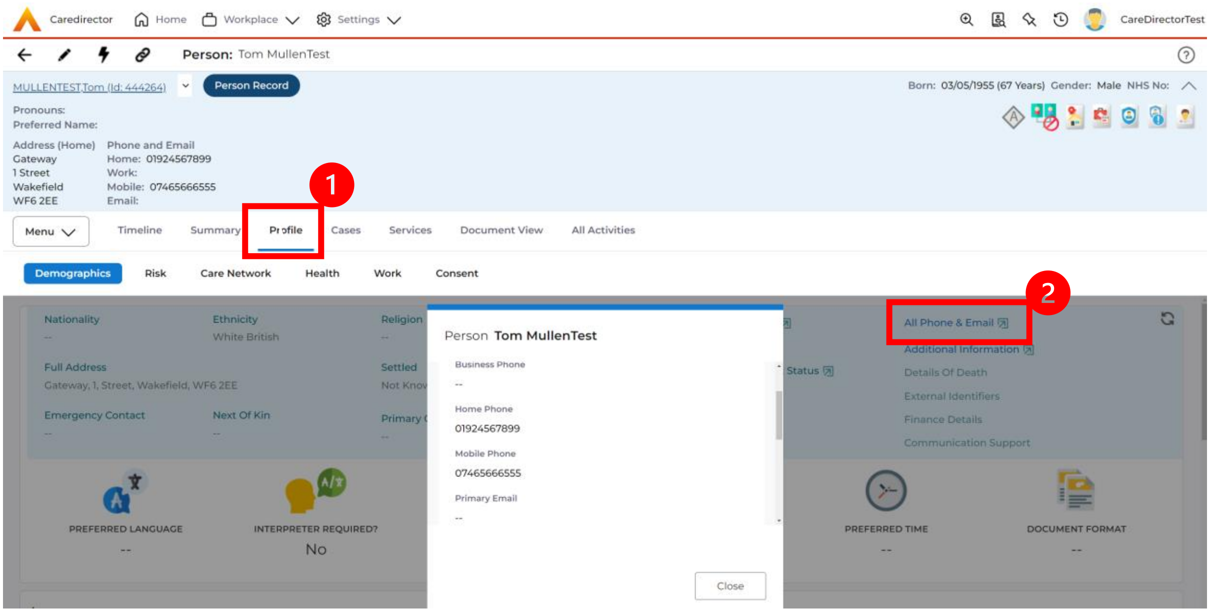
2. To see all addresses this person has lived or moved to, select **Menu > Related Items > Addresses**.



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



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

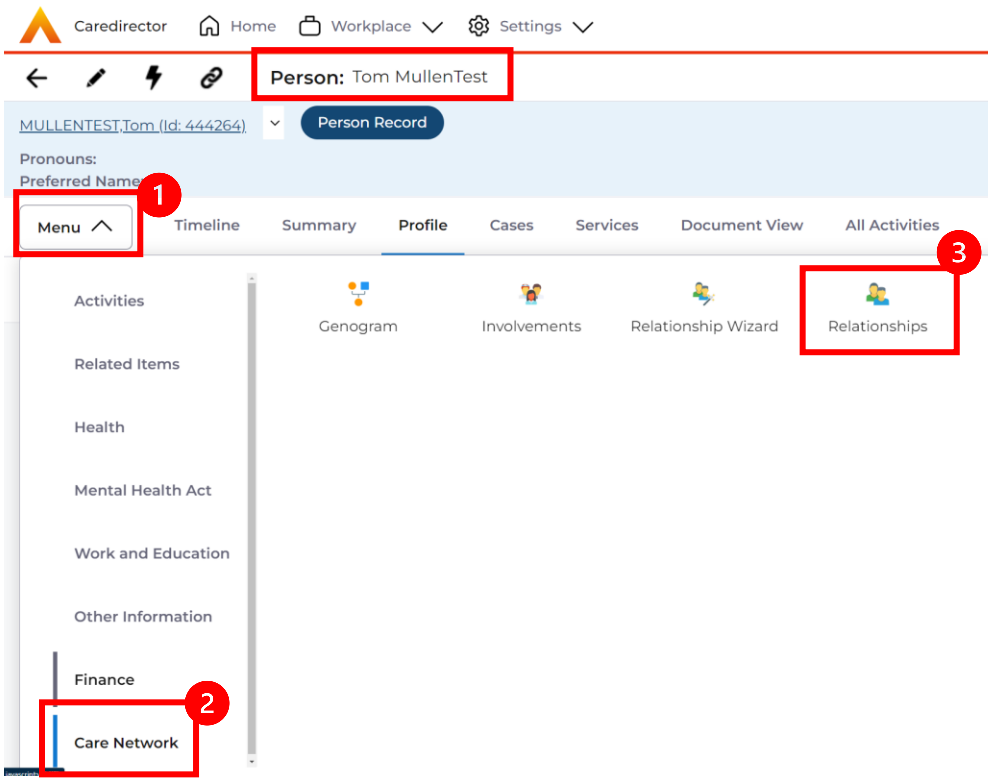


5. This is how you find address and phone information.

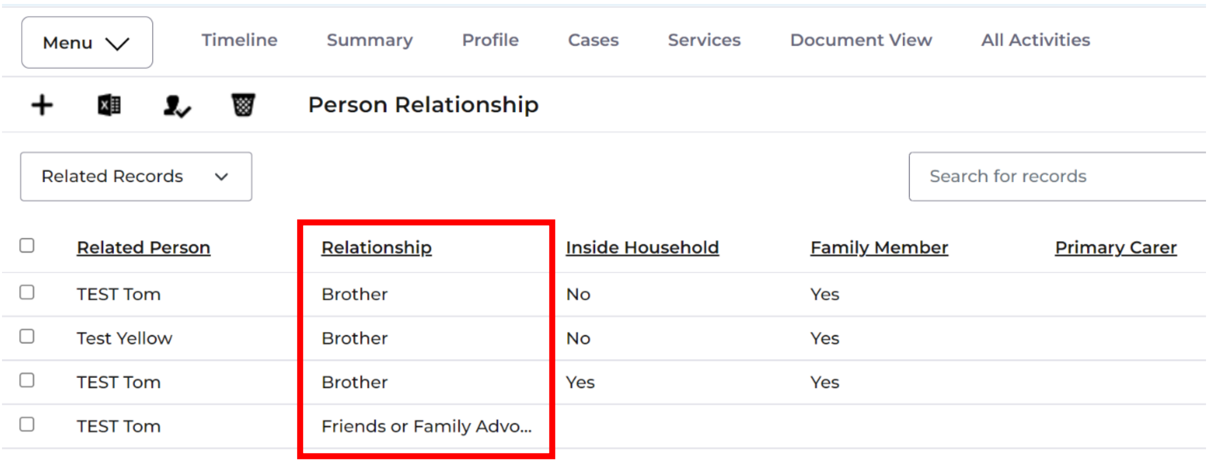
Advocate Details

1. These can be found within Relationships.

2. Select the relevant Person Record and then **Menu > Care Network > Relationships**



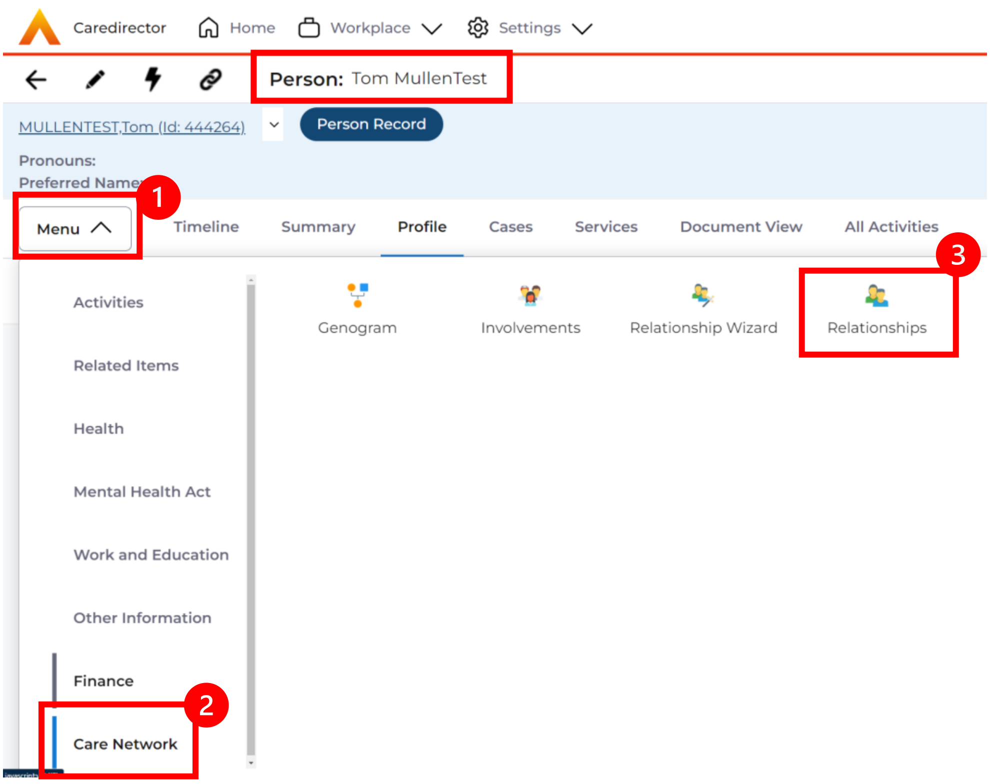
3. Once selected, you can see if there are any relationships with a type of **Advocate** linked via the **Relationship** column or you can create a new one.



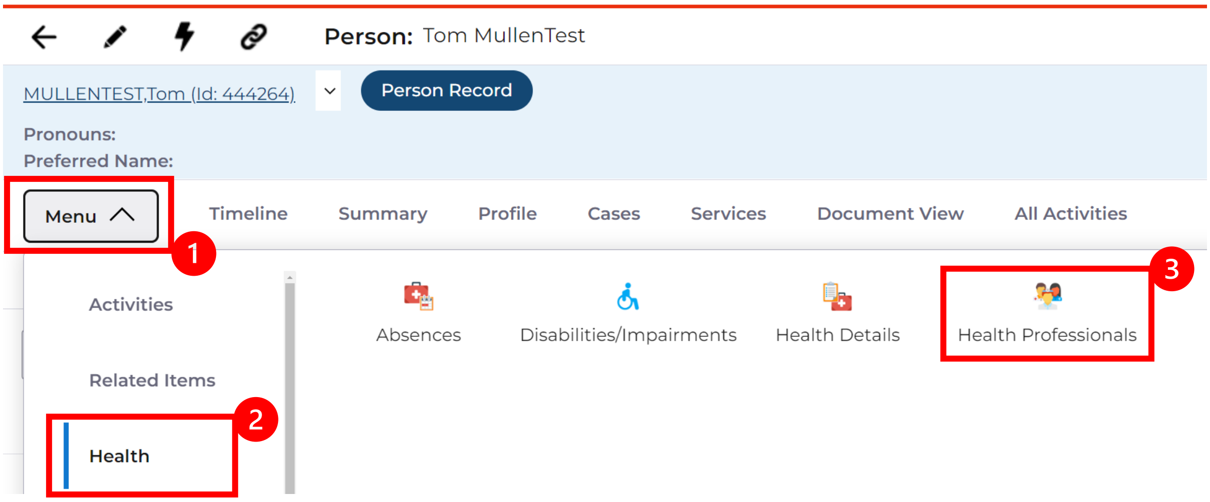
Carers Details

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.

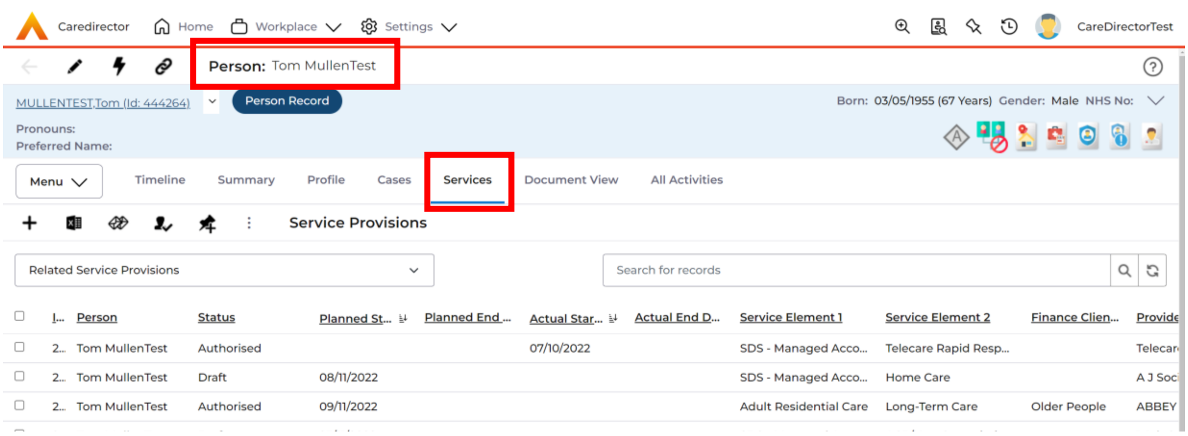
2. First check the person’s relationship via the relevant **Person Record > Menu > Care Network > Relationships**



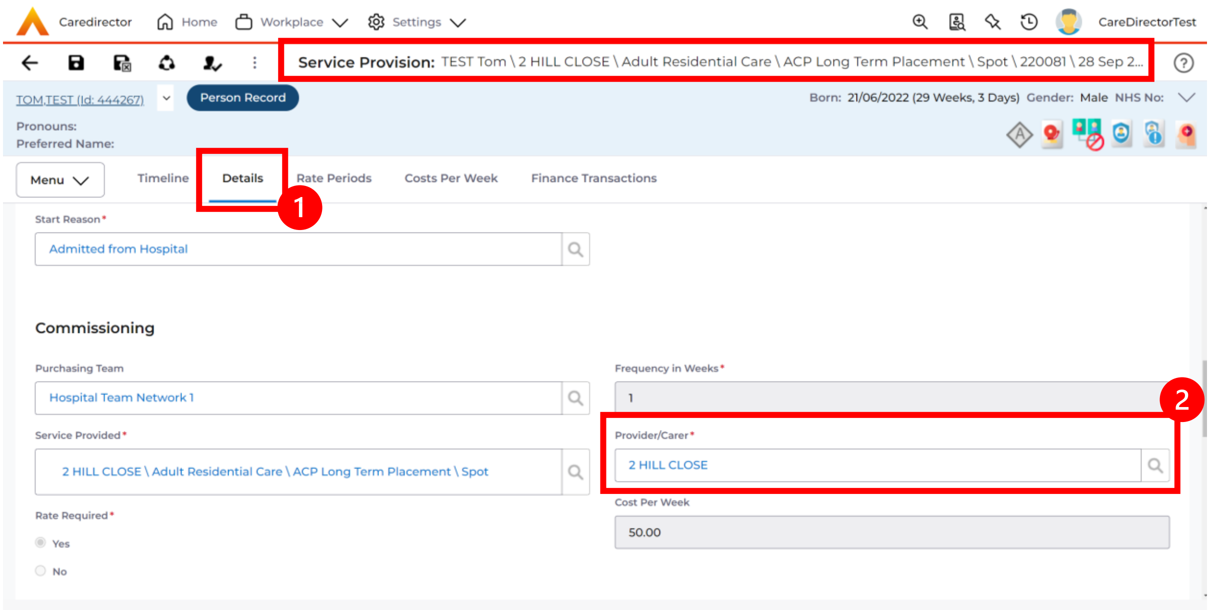
3. Next, check the **Person Record > Menu > Health > Health Care Professionals**



4. If there 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.

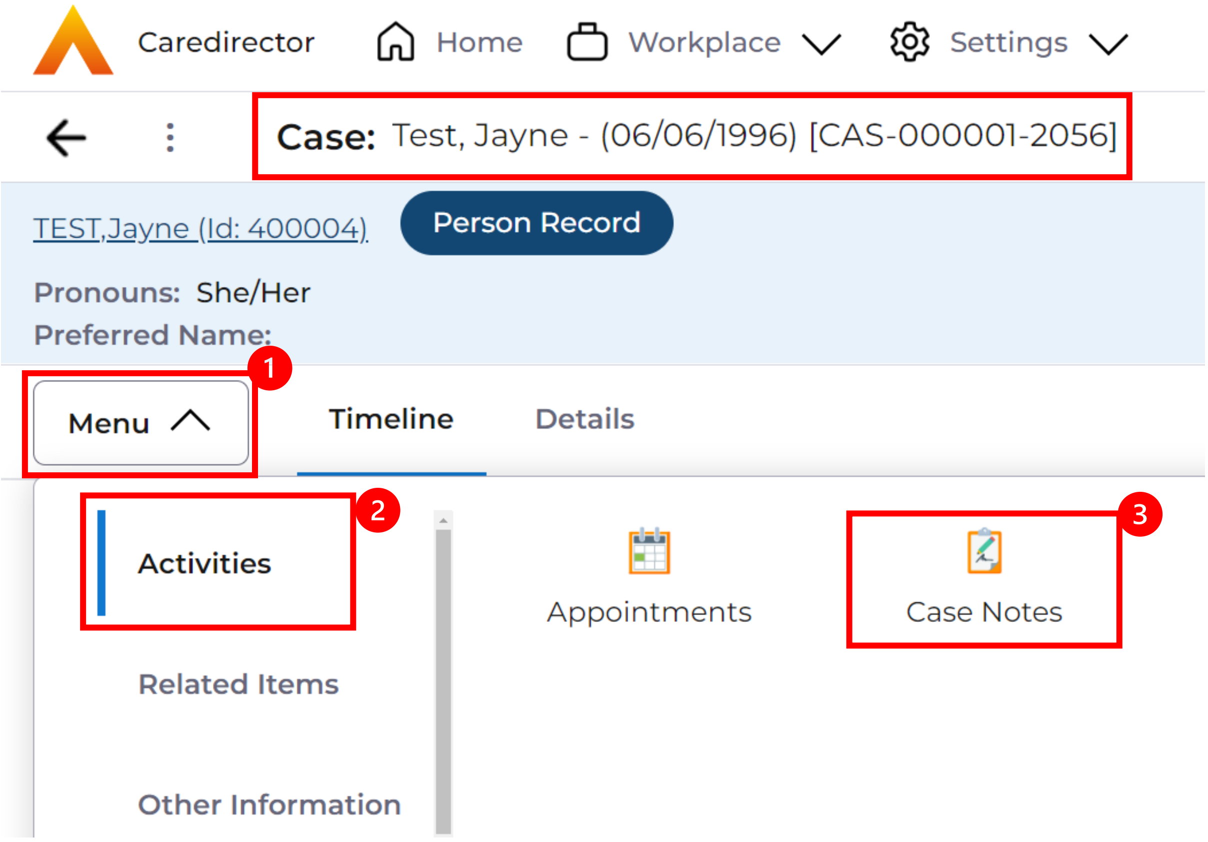


6. These will show who the carer is for the service user.

How to find Case Notes

1. **Case Note** is a type of **Activity** which can be found under the **How to find Activities** section.

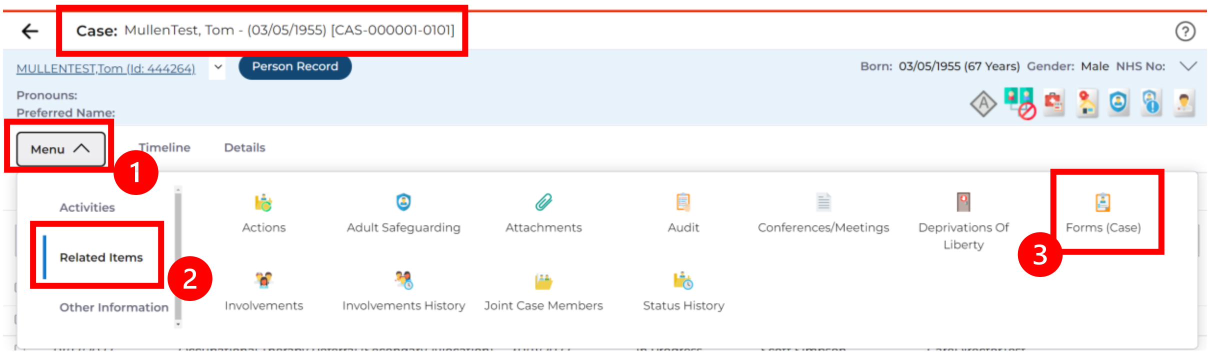
2. Open the relevant **Case Record > Menu > Activities > Case Notes**.



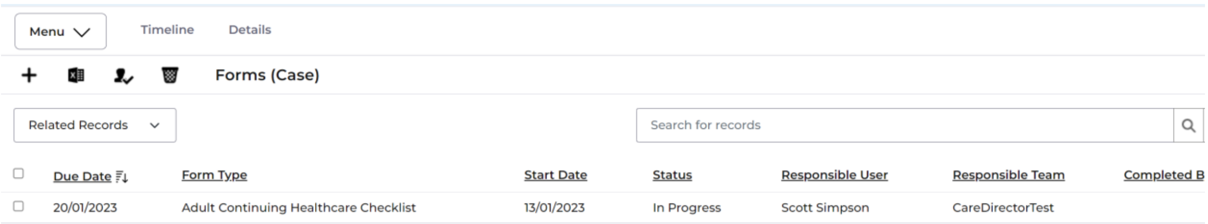
Continuing Health Care Checklist

1. Note: The process is currently not in use, however, below is how Caredirector is setup.

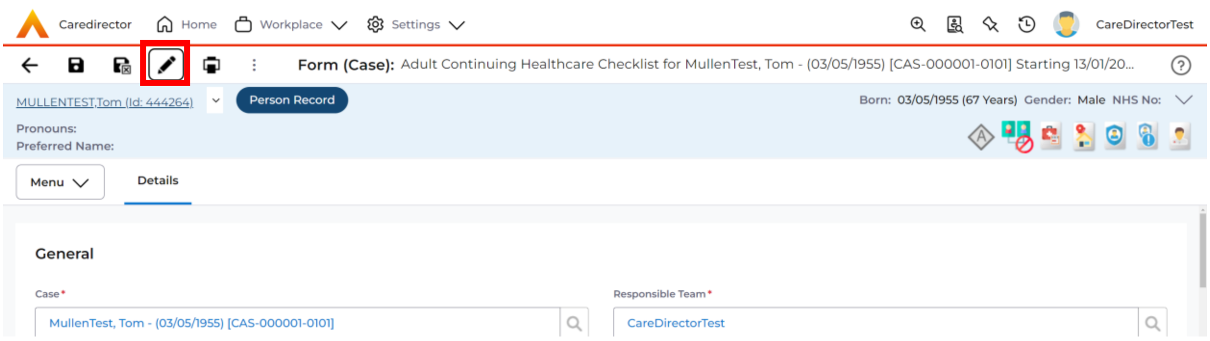
2. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



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.

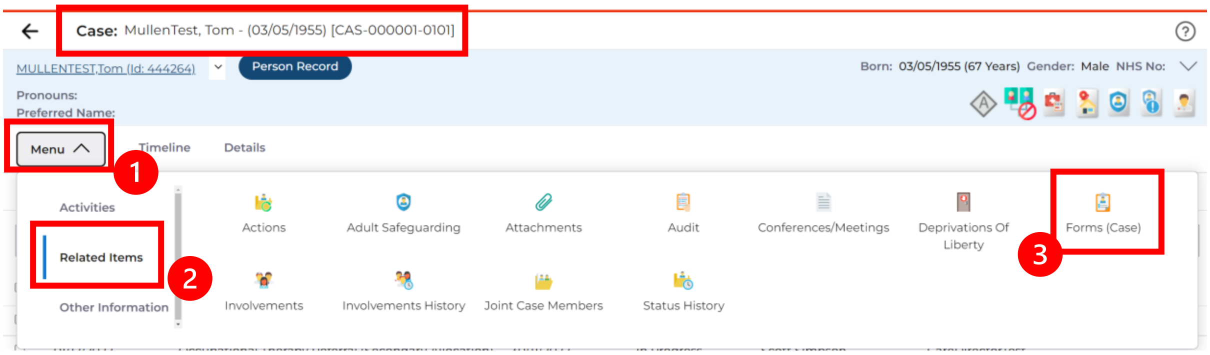


4. Then select the pencil (edit) option from the toolbar to open the form.

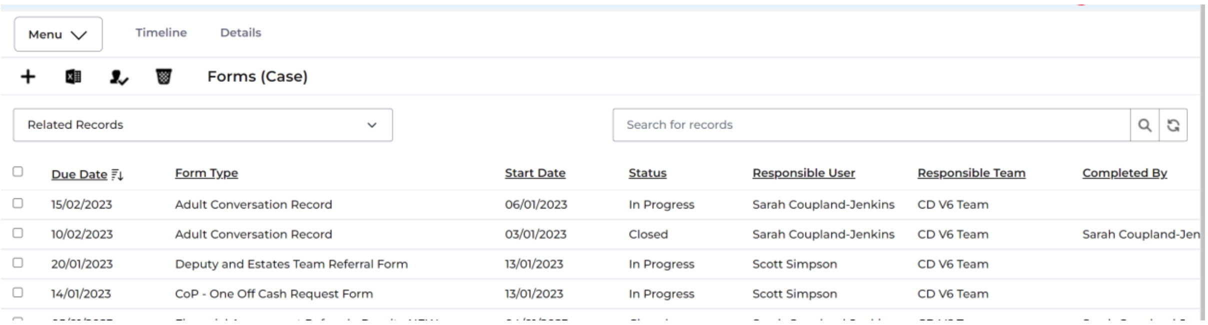


COP / Deputy & Estates referral form

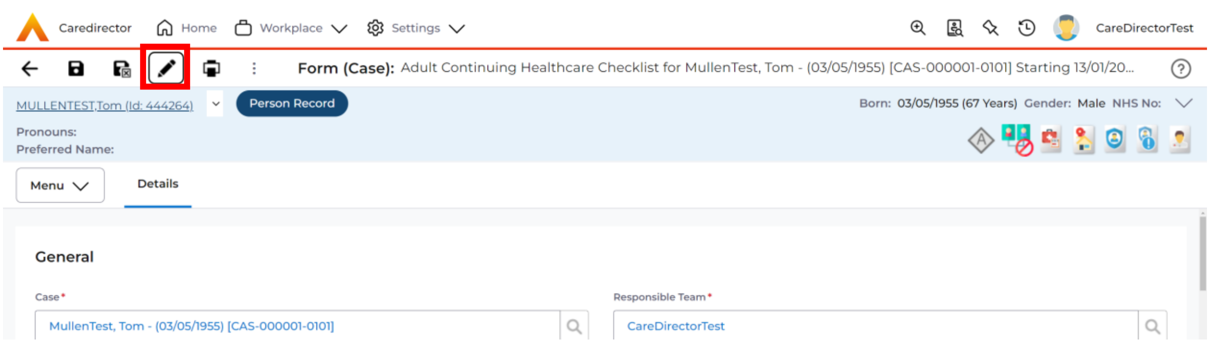
1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



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.

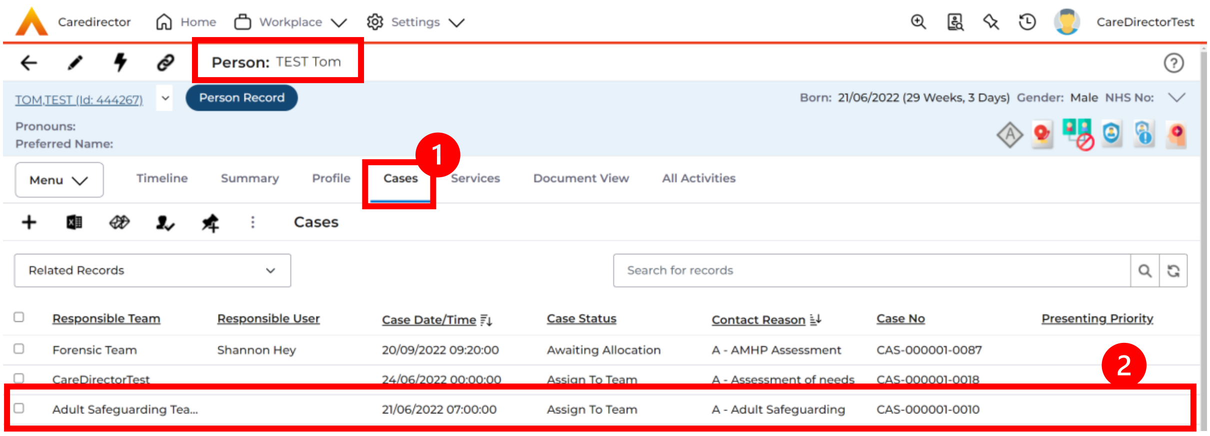


3. Then select the pencil (edit) option from the toolbar to open the form.

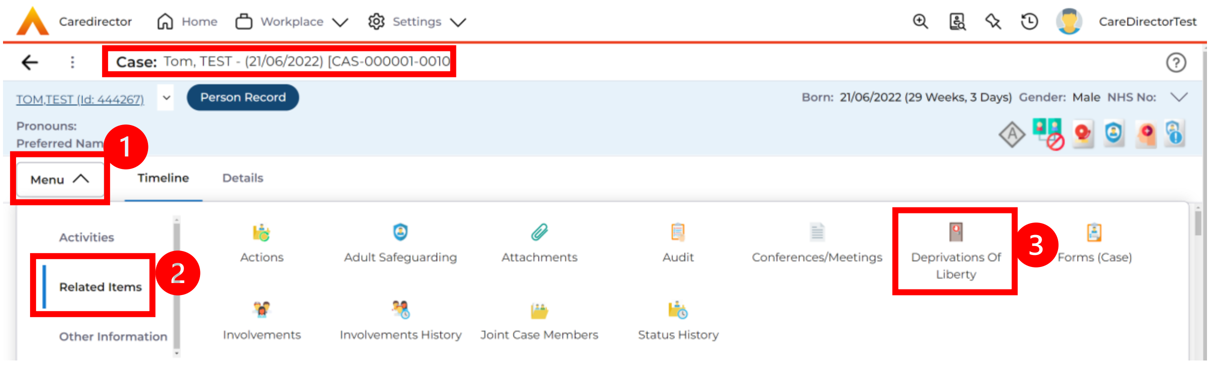


Deprivation of Liberty Safeguards

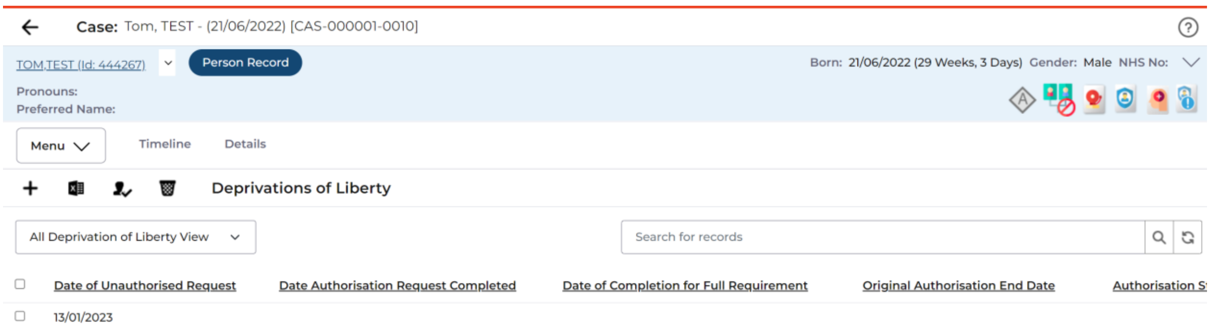
1. Locate the relevant Safeguarding Case by **Person Record > Cases.**



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

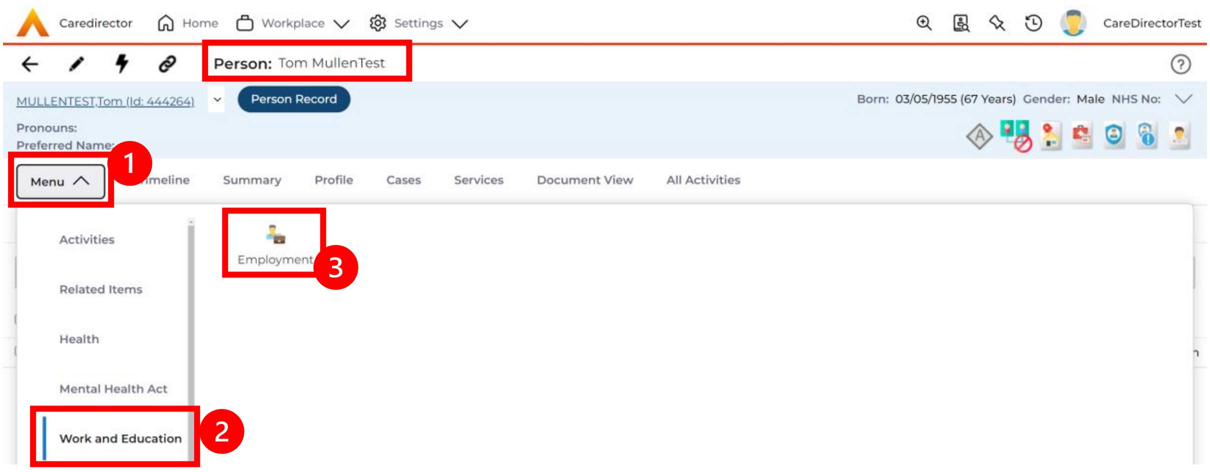


3. When selected, it will show any **Deprivations Of Liberty** linked to this Safeguarding Case.

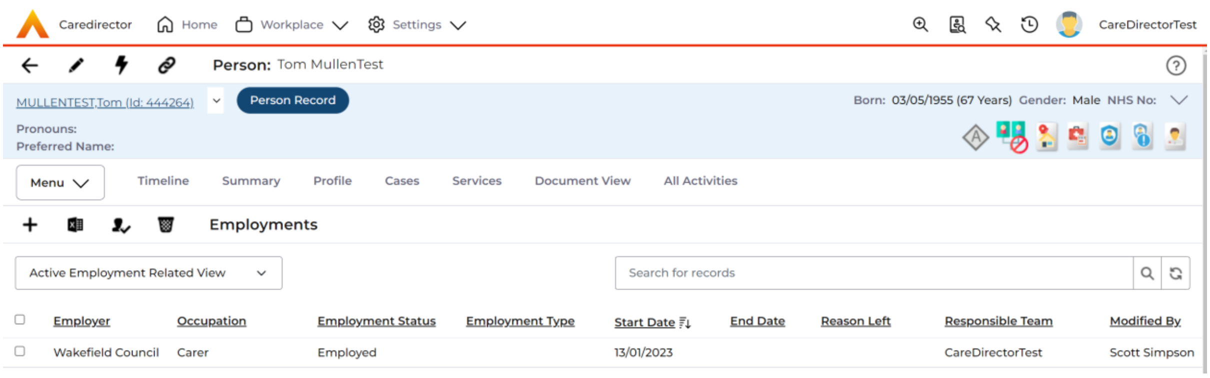


Employment and Accommodation Status

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

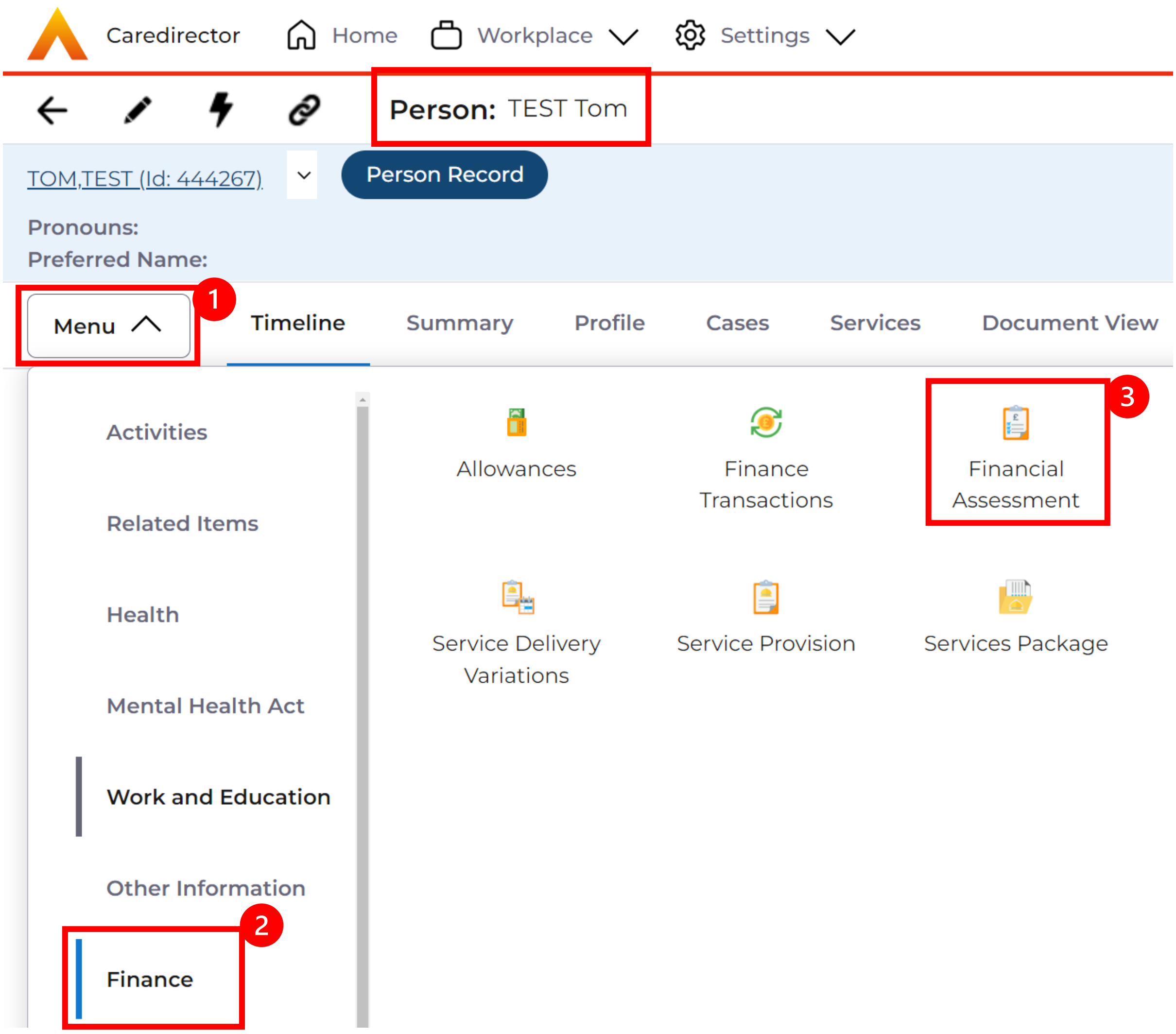


2. When selected, it will show a list of all employment and address of employment.

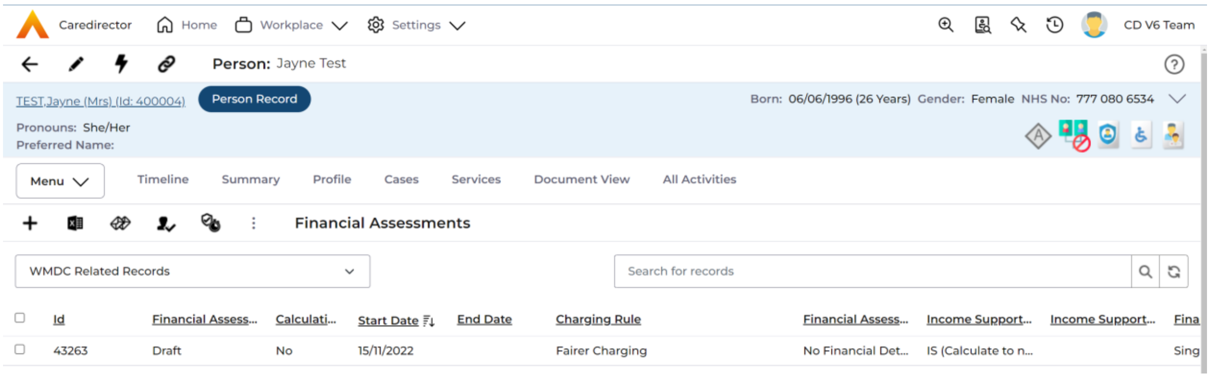


Financial Assessment

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



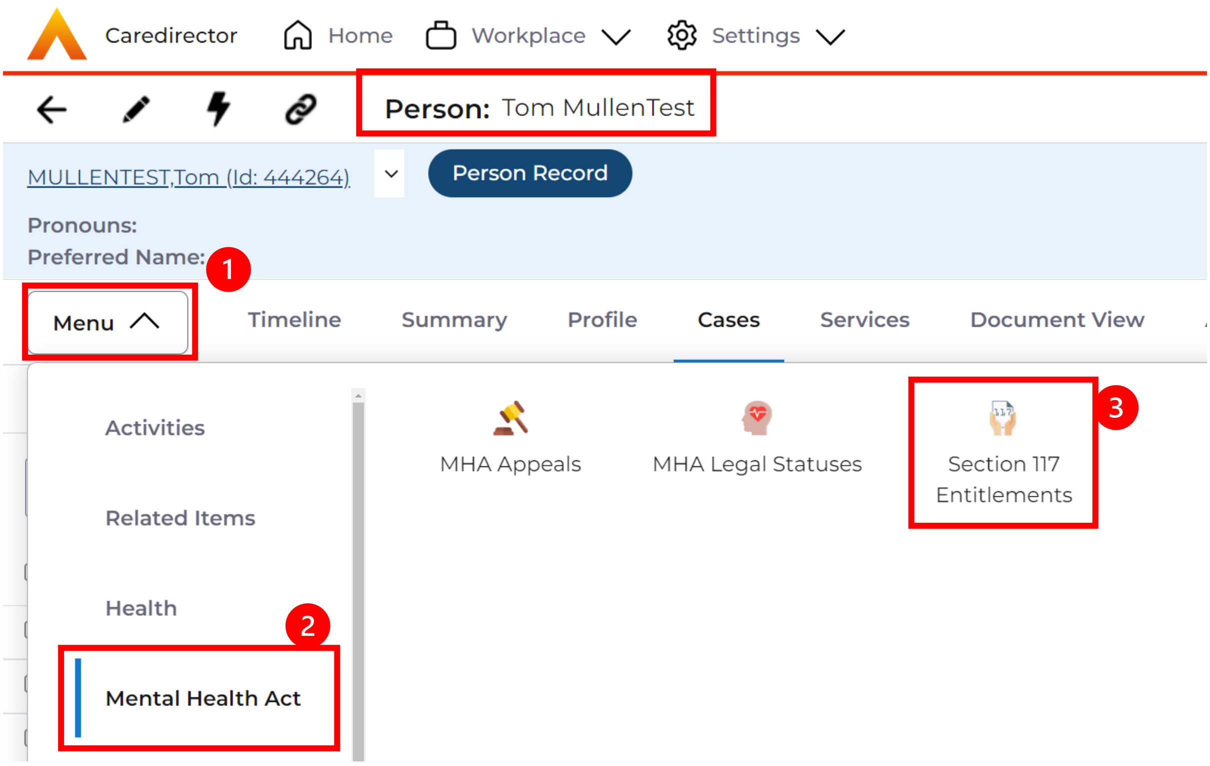
2. When selected, will show any **Financial Assessments** linked to this person.



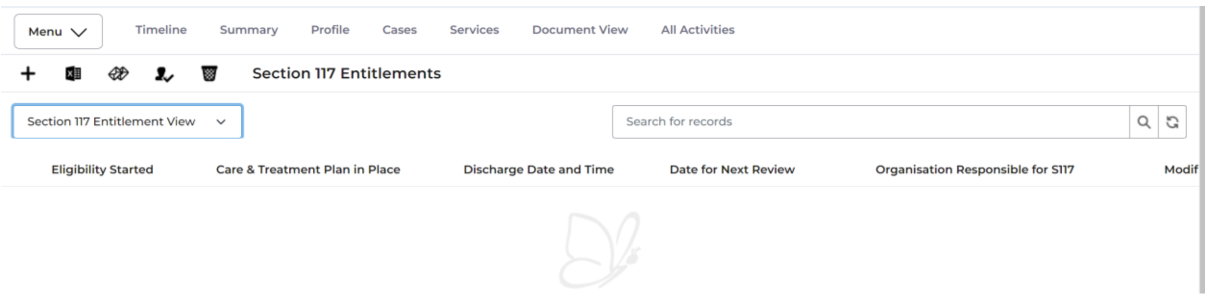
Section 117 Completed

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.**

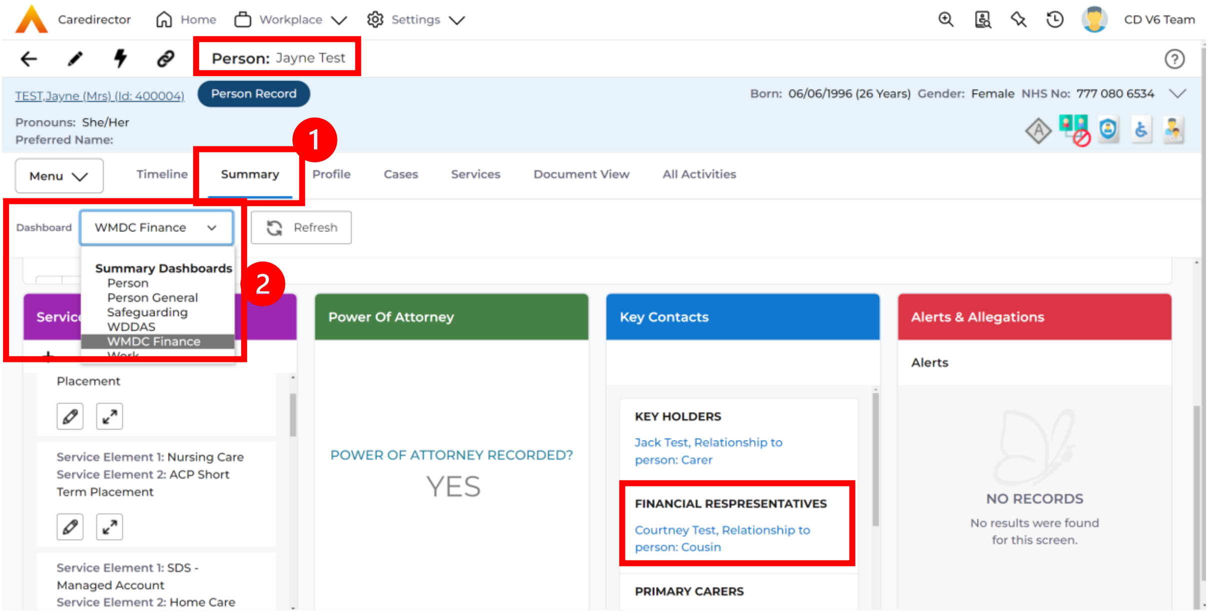


3. When selected, will show any **Section 117 Entitlements** linked to this person.



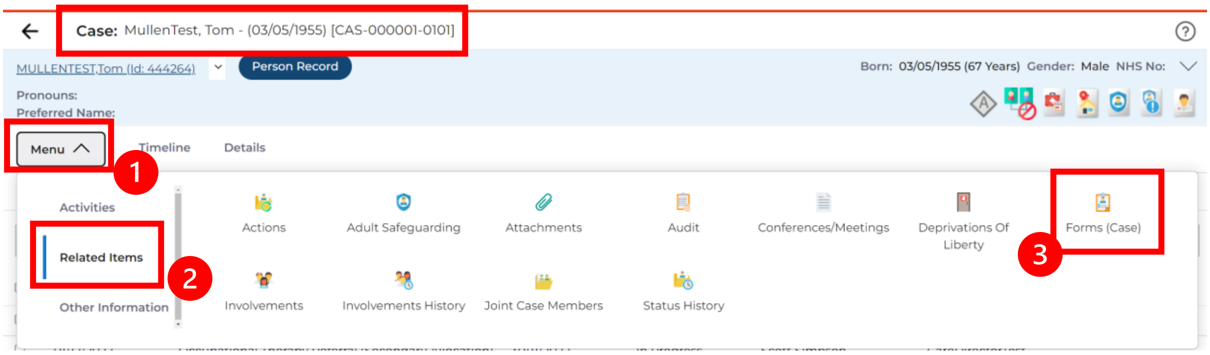
Financial Representatives

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

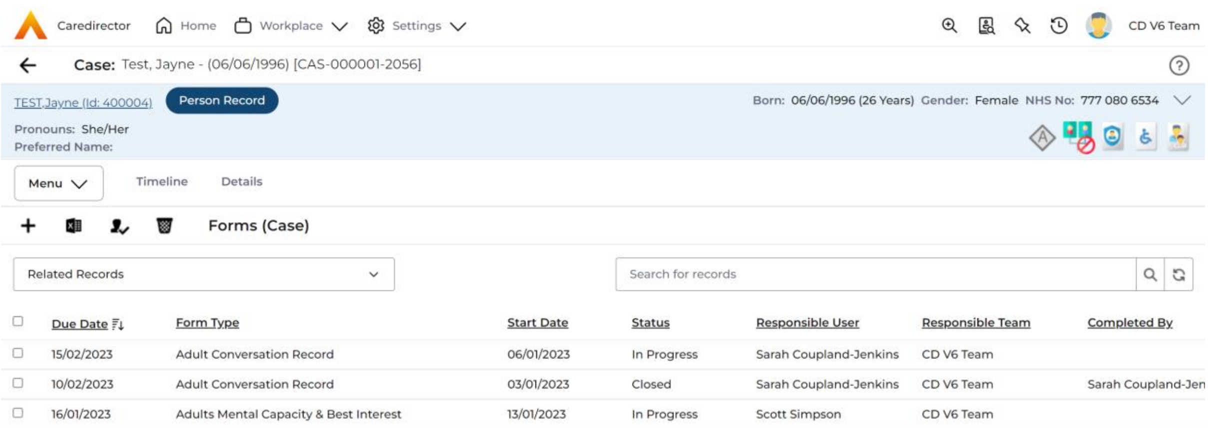


Mental Capacity Act Assessment(s)

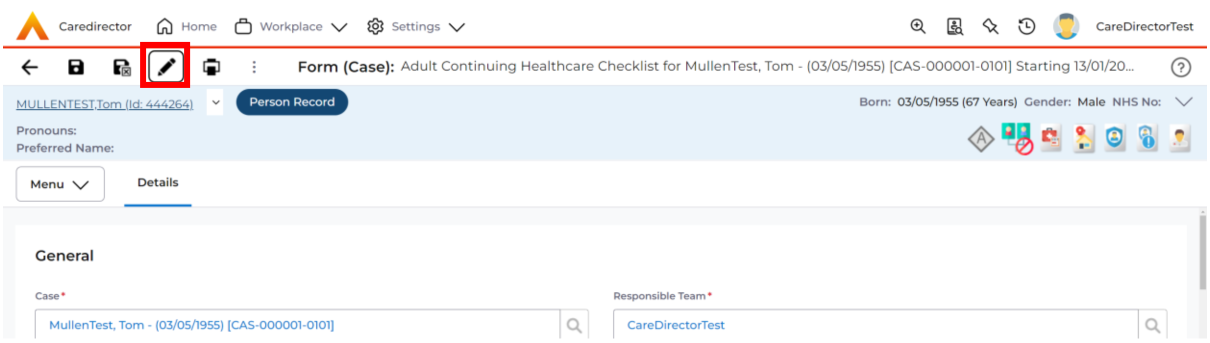
1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



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.

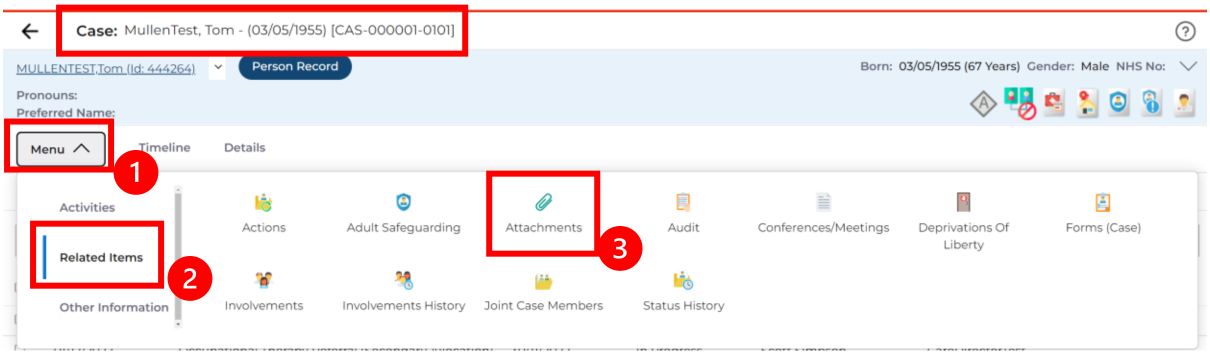


3. Then select the pencil (edit) option from the toolbar to open the form.



Dolic Completed

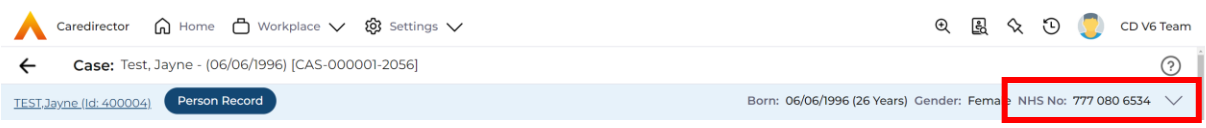
1. Locate the appropriate **Case Record > Menu > Related Items > Attachments**



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

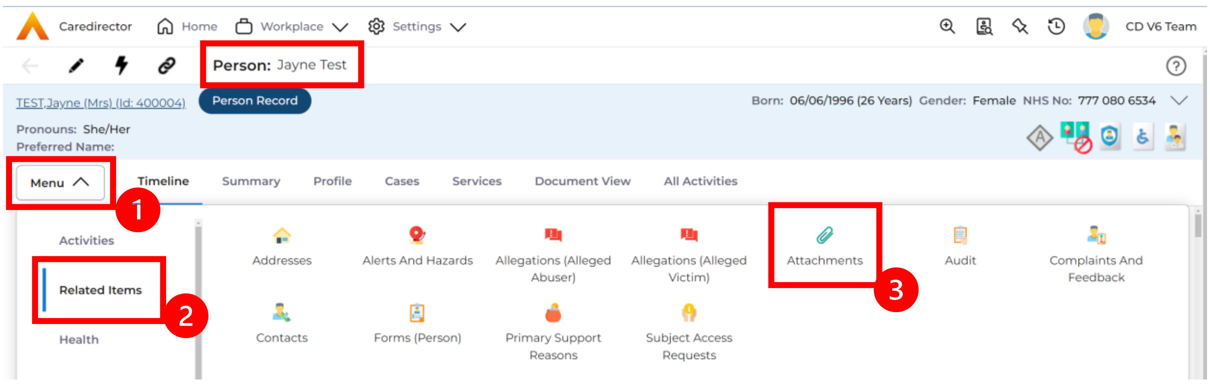
NHS Number

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.**

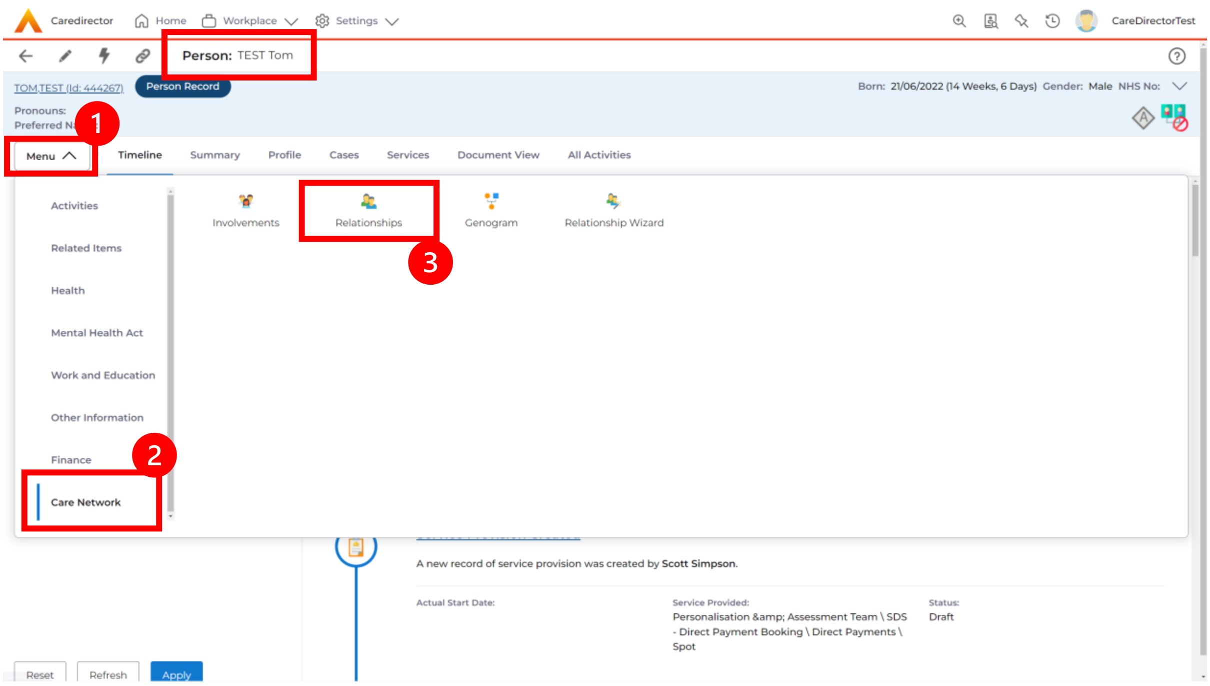
Privacy notice explained and shared

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

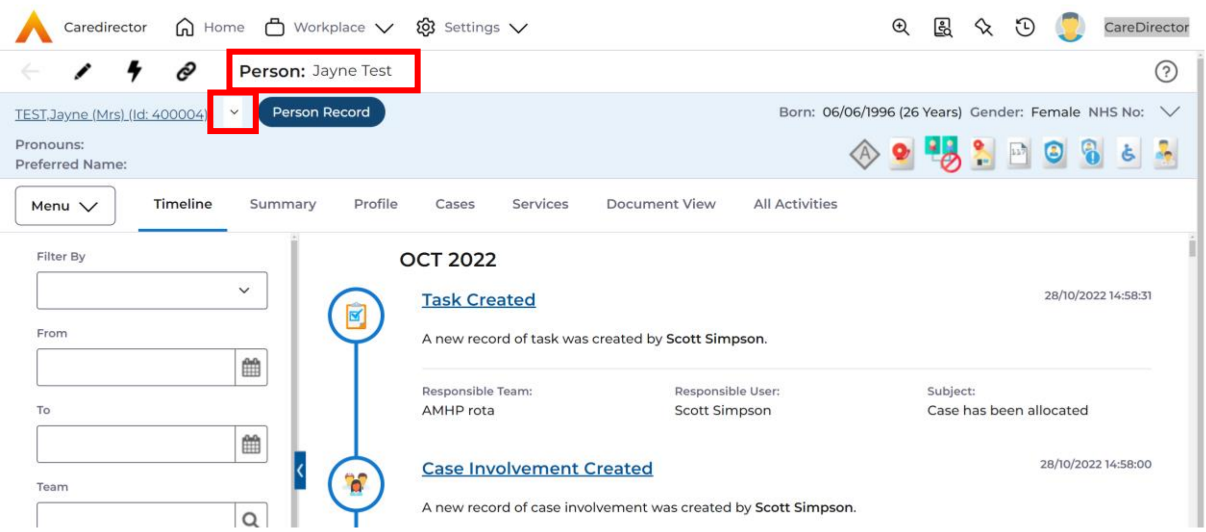
How to locate relationships

1. There are two ways to search for relationships on a person record.

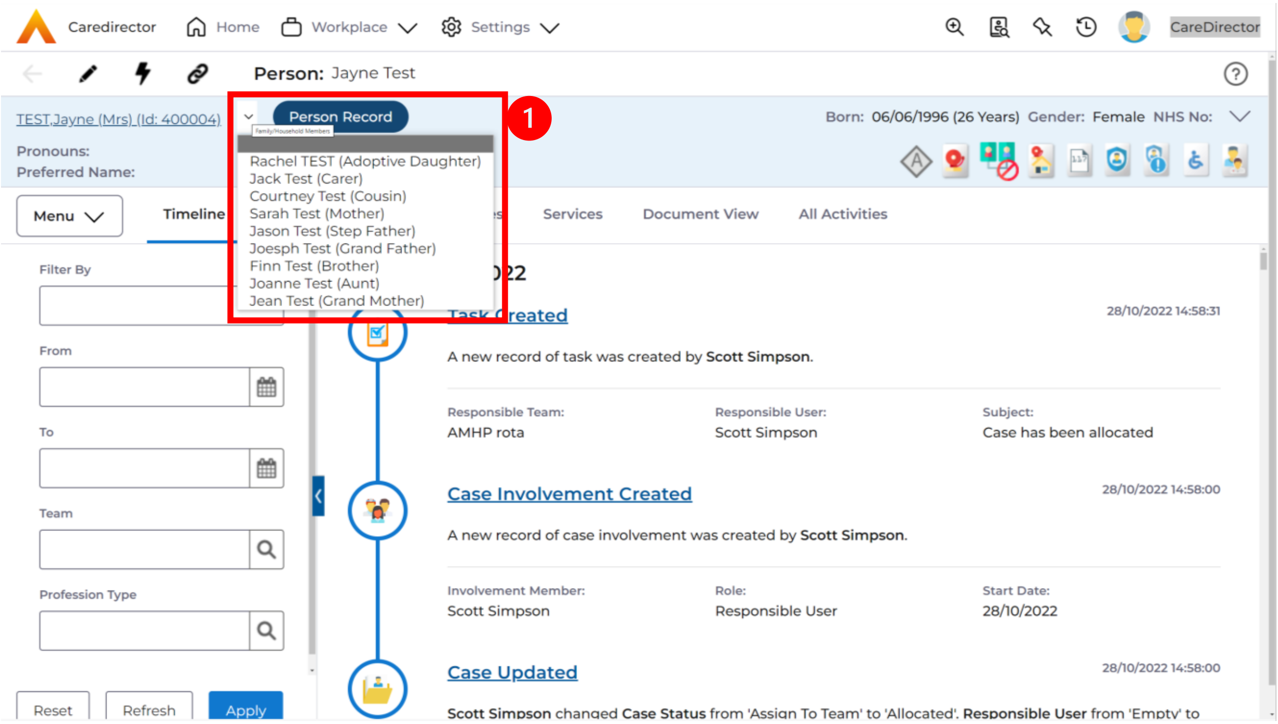
2. Locate the **Person Record** and select **Menu > Care Network > Relationships.**



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.

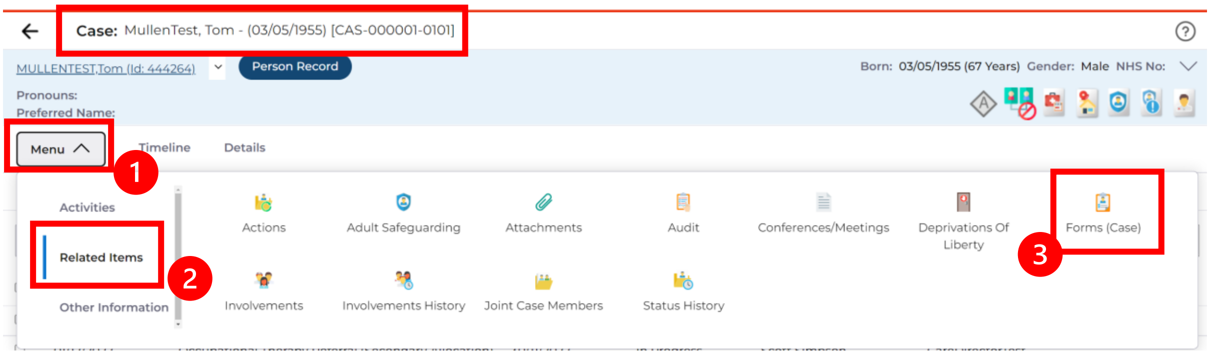


4. When selected, this will show a list of **Relationships** to this person.

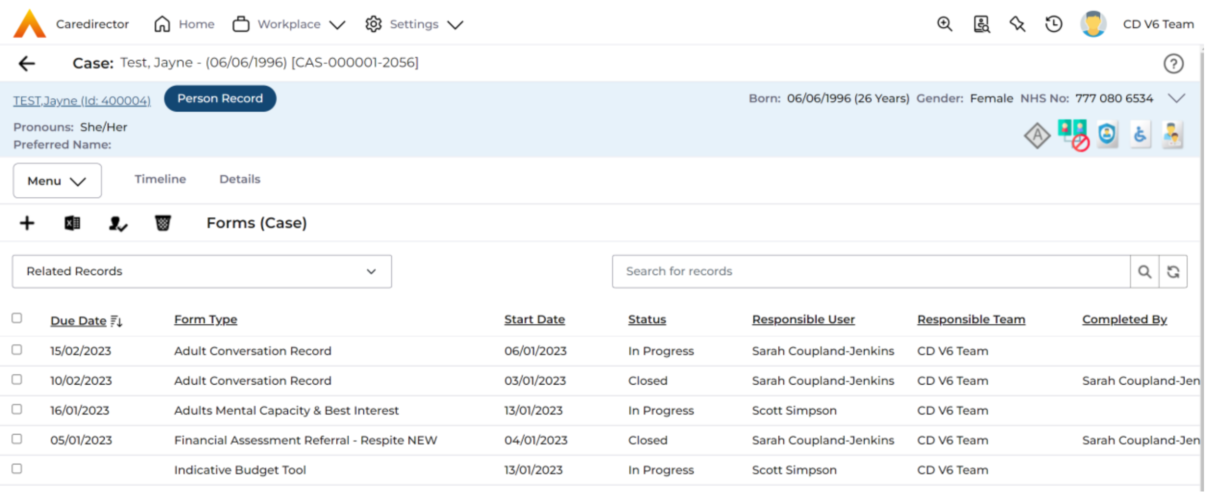


Resource Allocation (Indicative Budget)

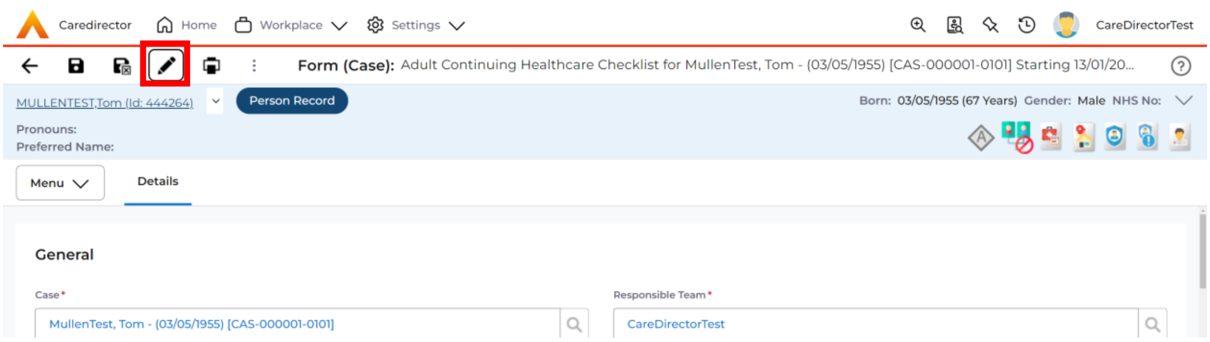
1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



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.

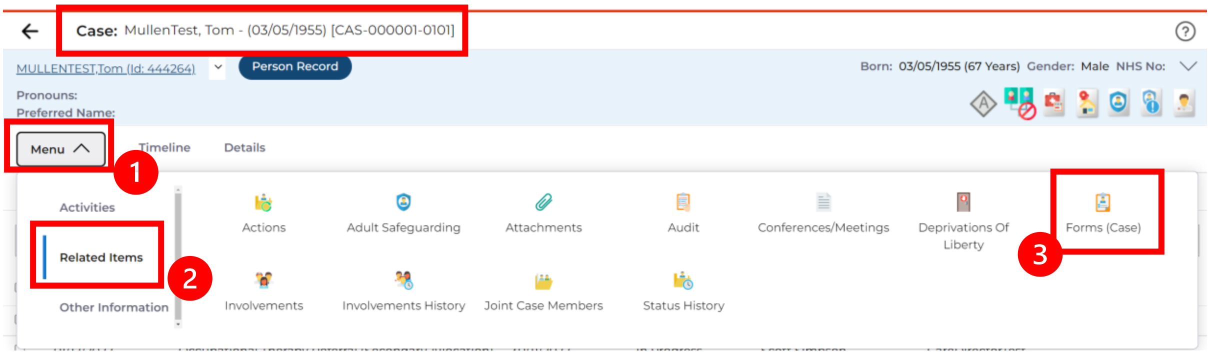


Risk Assessment field appropriate and up to date

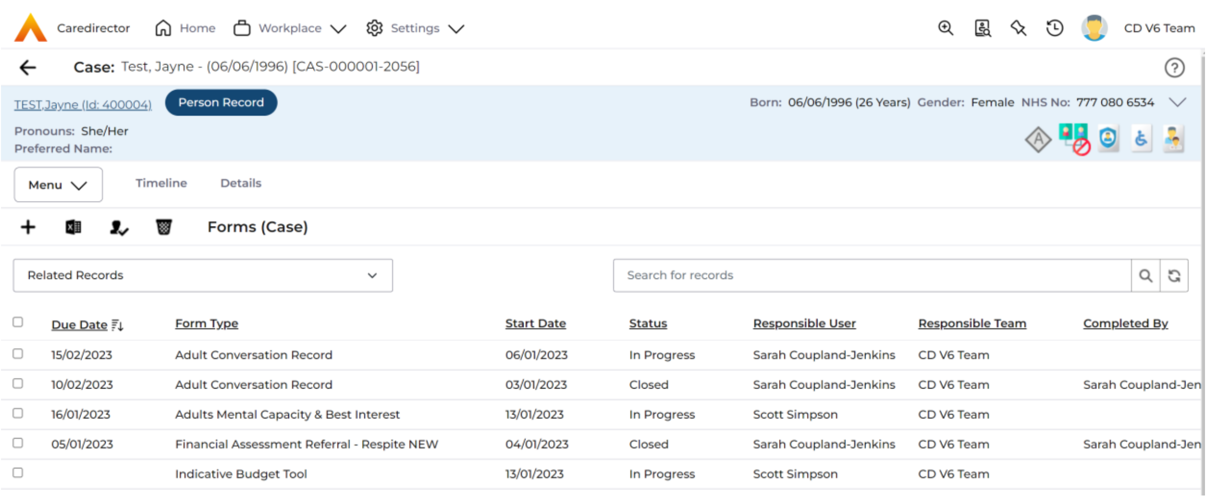
1. Process currently not in use. To be updated at a later point.

SALT fields

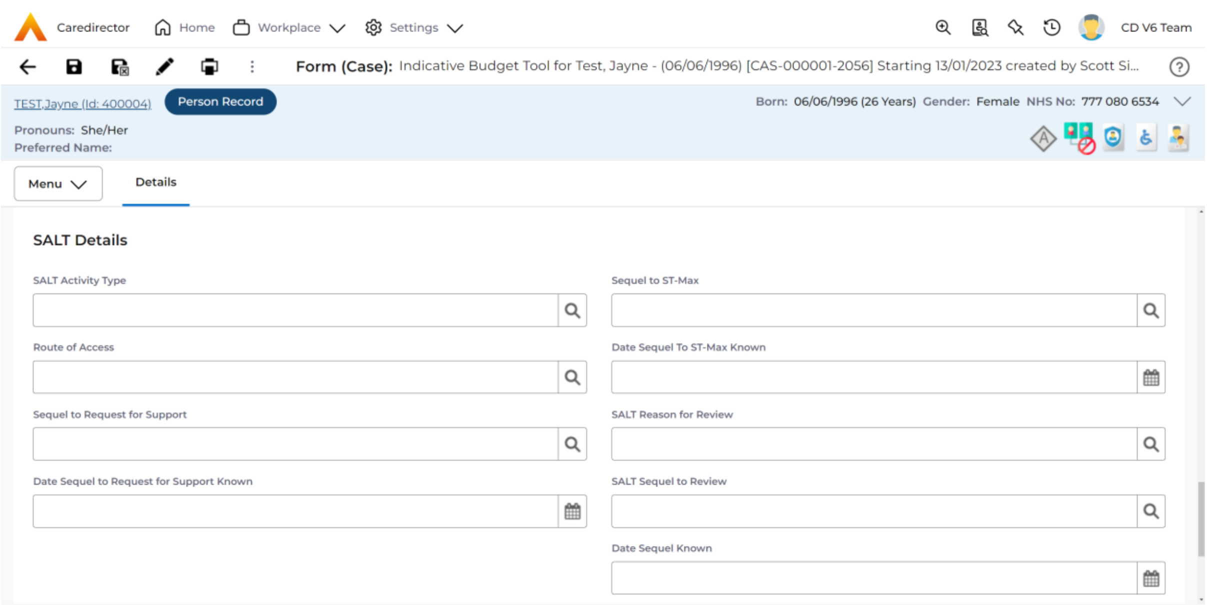
1. Locate the appropriate **Case Record > Menu > Related Items > Form (Cases)**.



2. Select an applicable form.



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: - 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: - 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: - Change our version control to 1.1, 1.2, 1.3…. - Added our team name.	SS	2108/2023