Wakefield District Domestic Abuse Service (WDDAS) – Overnights Process
V1.0

Document	Caredirector Wakefield District Domestic Abuse Service (WDDAS) – Overnights Process
Purpose	Completing the overnights process on Caredirector.
Version	V1.0
Owner	ICT Business Transformation Team / Adults System Support
Last Updated	22/09/2023

Contents

Admin Information

Once it has been confirmed that an overnight incident needs to be logged against a client who has an open case.

Search for a Service User

1. Select the "Person Search" icon on the Navigation Menu
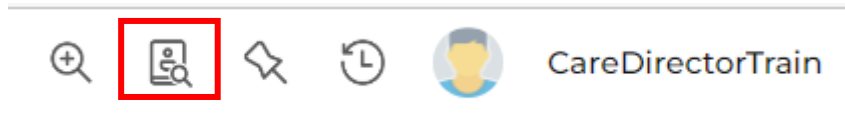
2. Enter their details provided. When finished, select "Search".

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

Find the open Case

1. Then select the "Cases" tab to find the current "Case".

2. When found, select it to open the **Case Record**.
   Please note: Take note of the 'Responsible Team' and 'Responsible User' as you will need this information when you add the form.
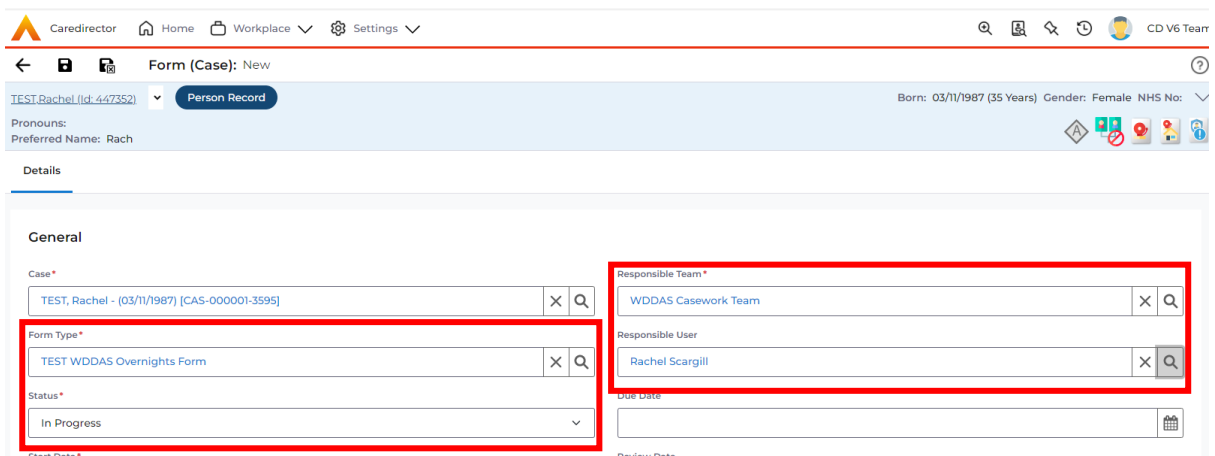
Add 'WDDAS Overnight Incident' form
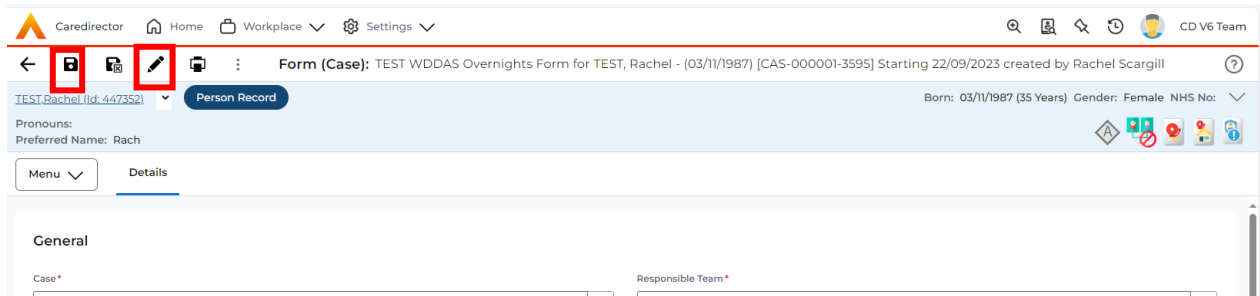1. Select "Menu" > "Related Items" > "Forms (Case)"
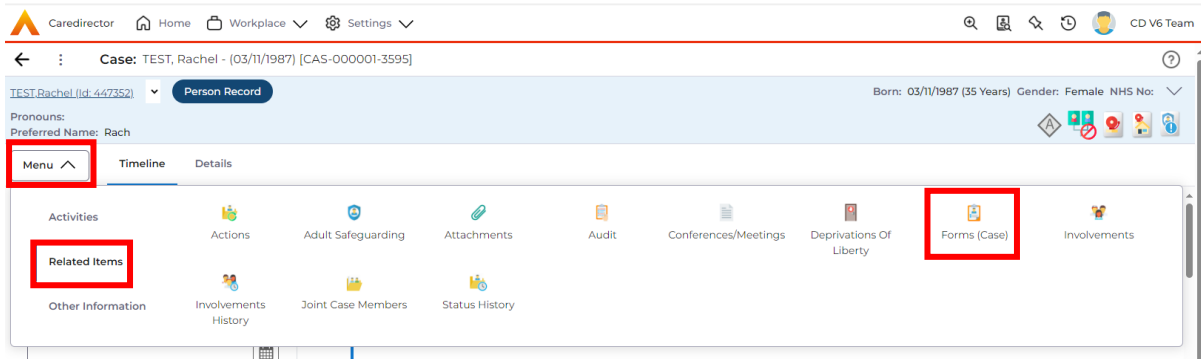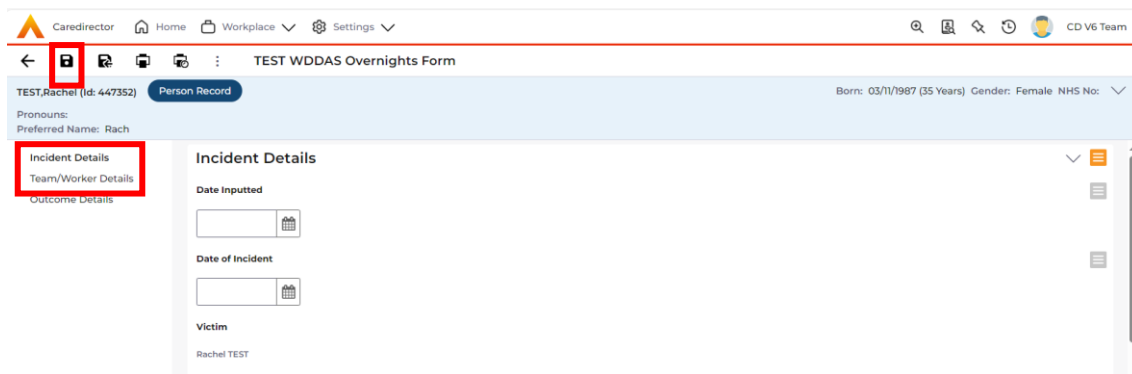

2. Select "Create New Record" (+)
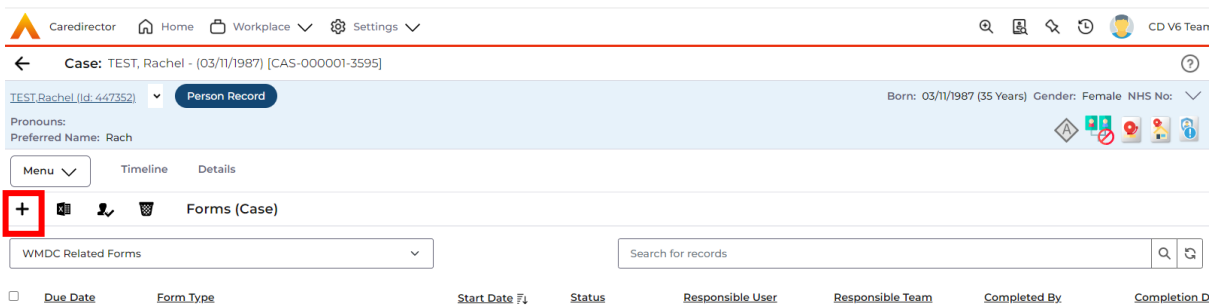
3. Complete the screen with the below details.
   a. Form Type = WDDAS Overnights Form
   b. Status = In progress
   c. Responsible Team = same as on case
   d. Responsible User = same as on case

4. Click "Save" and then "Edit Form" (pencil)

5. Complete the 'Incident Details' and 'Team/Worker Details' sections then select "Save".

Please note: This will trigger a workflow in Caredirector which will send a **Task to the 'Responsible User'** to let them know that an 'Overnight Incident Form' has been completed. It will appear on there "My Activities" tab on their home screen.

Practitioner Information

Once admin have completed the 'WDDAS Overnight Incident' form it will create a Task for you to action.

Finding the 'Task'

1. The 'Task' will appear on your home screen under the 'Activities' tab.

Subject = Overnight Incident

Regarding = Client Name

Due = this will be 1 day after the form was completed

Finding the 'WDDAS Overnight Incident Form'

1. Find the client.

2. Find the case.

3. Find the forms
   "Menu" > "Related Items" > "Forms (Case)"

Viewing/Adding information onto the form

1. Click on "Edit Form" (pencil)

*** You can read the information as required. Once you have contacted the client you need to update the form.

2. Add the relevant information into the "Outcome Details" section.

3. Select "Save and Return to Previous Page"

4. Change the status to "Complete**"** and "Save".

Changing the task to completed

*** If you do not change the 'Task' to 'Completed' when you have actioned it then it will remain on your list of activities. It will also remain on your manager/team leaders list of overnight incidents which have not been actioned.

1. Go to the "My Activities" tab on your home screen and select the relevant "Task".

2. Change the 'Status' to **"Completed"** and click "Save and Return to Previous Page".

*** It will no longer appear on your list of activities.

Version Control

Version	Change	Author	By Date
V1	Initial Start	RS	22/09/2023