



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

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

## Contents

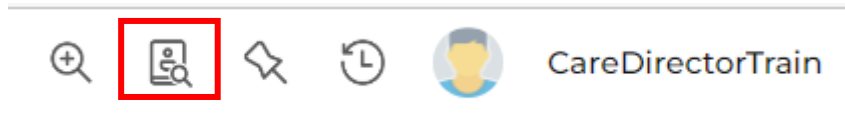
Admin Information .....	3
Search for a Service User.....	3
Find the open Case .....	4
Add 'WDDAS Overnight Incident' form .....	5
Practitioner Information .....	7
Finding the 'Task'.....	7
Finding the 'WDDAS Overnight Incident Form' .....	7
Viewing/Adding information onto the form .....	8
Changing the task to completed .....	10
Version Control .....	11

## 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”.

Person: TEST Tom

TOM.TEST (Id: 444267) Person Record Born: 21/06/2022 (15 Weeks, 0 Day) Gender: Male NHS No: [dropdown]

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

Filter By: [dropdown]

From: [calendar icon]

To: [calendar icon]

Team: [search icon]

Profession Type: [search icon]

Reset Refresh Apply

**OCT 2022**

**Form (Case) Created** Yesterday at 15:05  
A new record of form (case) was created by **Scott Simpson**.

Due Date: [blank] Form Type: AMHP Report Form Status: In Progress

**Service Provision Created** Yesterday at 10:12  
A new record of service provision was created by **Scott Simpson**.

Actual Start Date: [blank] Service Provided: Co-ordination Team \ SDS - WMDC Managed Account \ Home Care \ Spot Status: Draft

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.

Person: Rachel TEST

TEST.Rachel (Miss) (Id: 447352) Person Record Born: 03/11/1987 (35 Years) Gender: Female NHS No: [dropdown]

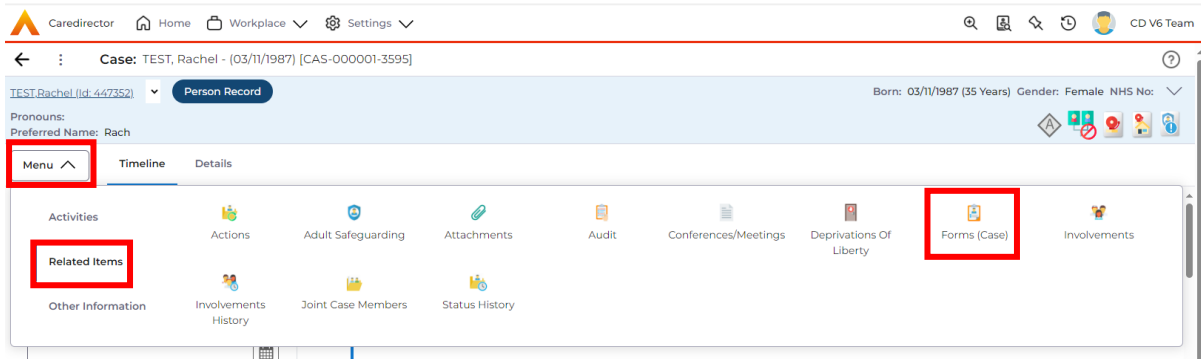
Menu | Timeline | Summary | Profile | **Cases** | Services | Document View | All Activities

Related Records [dropdown] Search for records [input] [search icon] [refresh icon]

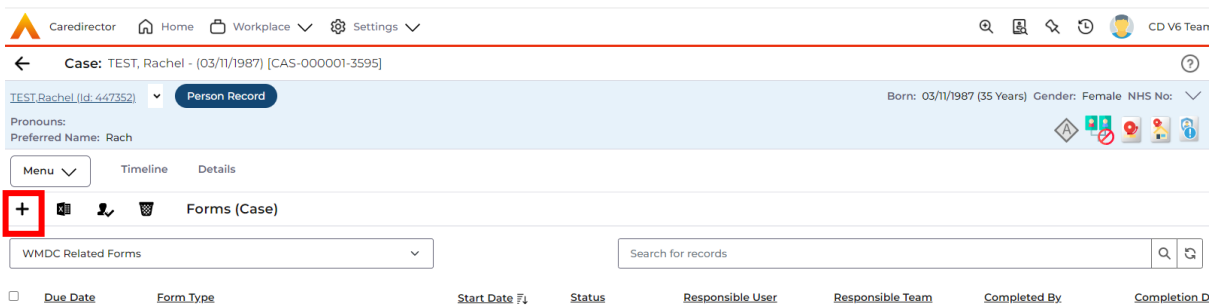
<input type="checkbox"/>	Responsible Team	Responsible User	Case Date/Time	Case Status	Contact Reason	Case No	Presenting Priority	Created By
<input type="checkbox"/>	WDDAS Casework Team	Ruth Harden	05/07/2023 00:00:00	Allocated	WDDAS - Domestic ab...	CAS-000001-3595		TEST WDDAS
<input type="checkbox"/>	Mental Capacity Team	Rachel Scargill	12/06/2023 00:00:00	Assign To Team	A - Deprivation of Libert...	CAS-000001-3593		Rachel Scargill

## Add 'WDDAS Overnight Incident' form

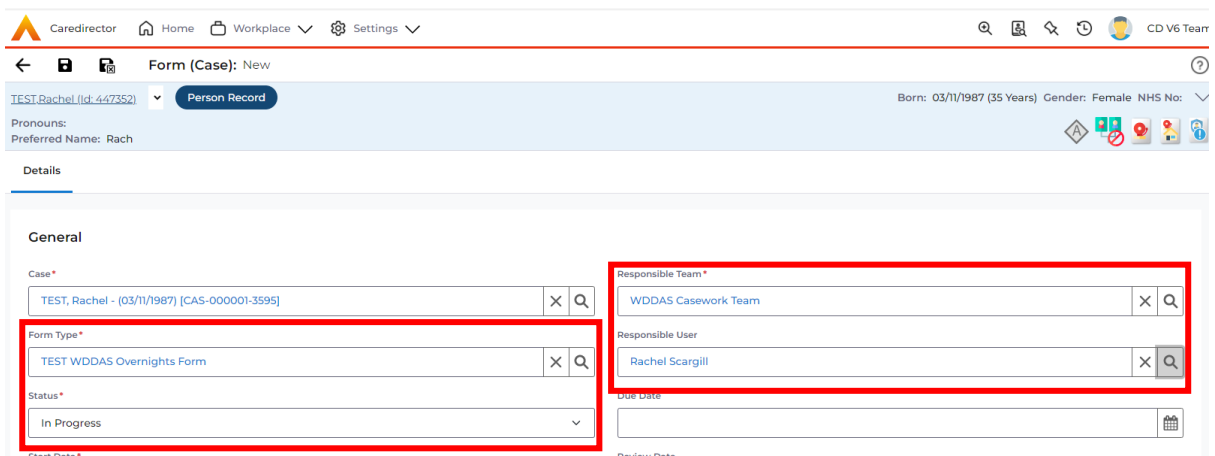
1. Select "Menu" > "Related Items" > "Forms (Case)"



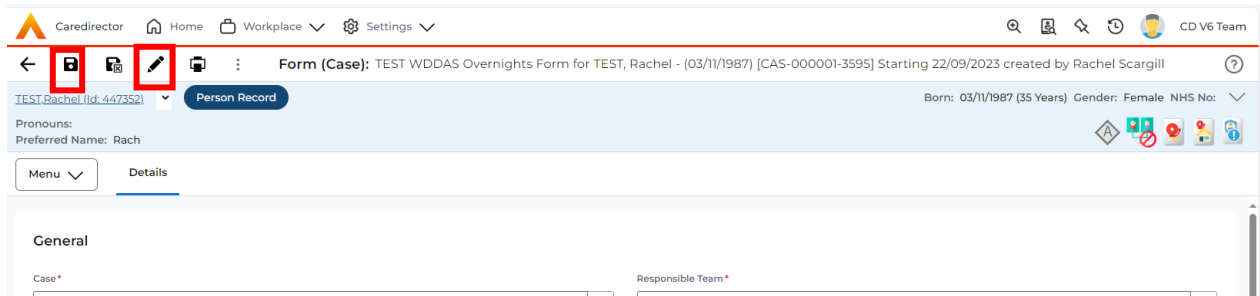
2. Select "Create New Record" (+)



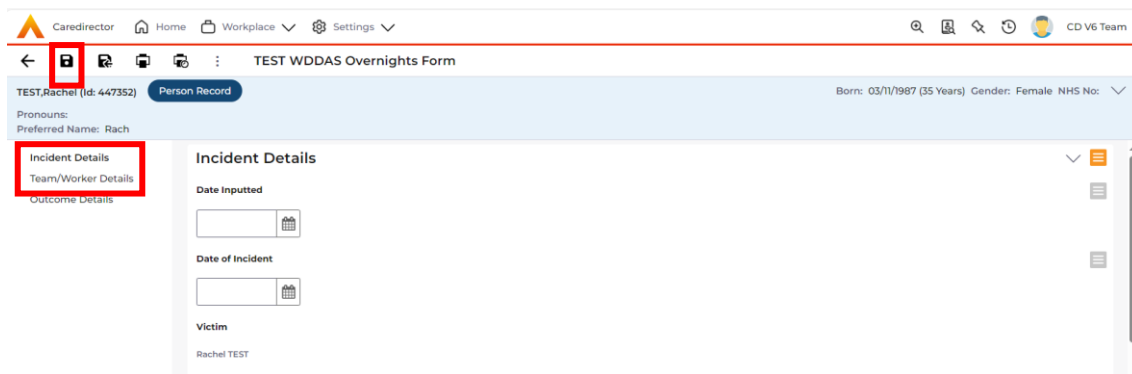
3. Complete the screen with the below details.
  - a. Form Type = WDDAS Overnights Form
  - b. Status = In progress
  - c. Responsible Team = same as on case
  - d. Responsible User = same as on case



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

Subject	Regarding	Due	Modified On	Modified By
<input type="checkbox"/> Overnight Incident	Rachel TEST	23/09/2023 14:04...	22/09/2023 14:05...	Rachel Scargill
<input type="checkbox"/> Case has been allocated	TEST, Rachel - (03/11/1987) [CAS-000001-3595]	22/09/2023 14:04...	22/09/2023 14:05...	Rachel Scargill
<input type="checkbox"/> TEST	bloggs, Alison - (03/05/2023) [CAS-000001-3586]	05/05/2023 00:0...	05/05/2023 15:50...	Rachel Scargill
<input type="checkbox"/> TEST	TEST, Rachel - (03/11/1987) [CAS-000001-0665]	16/12/2022 09:00...	28/04/2023 11:34...	TEST WDDAS
<input type="checkbox"/> send out care and support plan	TEST, Rachel - (03/11/1987) [CAS-000001-0665]	22/02/2023 00:0...	22/02/2023 09:30...	Rachel Scargill
<input type="checkbox"/> Case has been allocated	Test, Jayne - (06/06/1996) [CAS-000001-2056]	24/01/2023 13:17:58	24/01/2023 13:18:53	Rachel Scargill

### Finding the 'WDDAS Overnight Incident Form'

1. Find the client.
2. Find the case.
3. Find the forms  
"Menu" > "Related Items" > "Forms (Case)"

Case: TEST, Rachel - (03/11/1987) [CAS-000001-3595]

TEST, Rachel (Id: 447352) Person Record Born: 03/11/1987 (35 Years) Gender: Female NHS No: [redacted]

Pronouns: Preferred Name: Rach

Menu ^

- Activities
- Related Items
- Other Information
- Actions
- Involvements History
- Adult Safeguarding
- Joint Case Members
- Attachments
- Status History
- Audit
- Conferences/Meetings
- Deprivations Of Liberty
- Forms (Case)
- Involvements

## Viewing/Adding information onto the form

1. Click on “Edit Form” (pencil)

The screenshot shows the Caredirector interface for editing a form. The breadcrumb trail is: Home > Workplace > Settings > Form (Case): TEST WDDAS Overnights Form for TEST, Rachel - (03/11/1987) [CAS-00001-3595] Starting 22/09/2023 created by Rachel Scargill. The 'Edit Form' button (pencil icon) is highlighted with a red box. The form fields are as follows:

Field	Value
Case*	TEST, Rachel - (03/11/1987) [CAS-00001-3595]
Form Type*	TEST WDDAS Overnights Form
Status*	In Progress
Start Date*	22/09/2023
Responsible Team*	WDDAS Casework Team
Responsible User	Rachel Scargill
Due Date	
Review Date	

\*\*\* 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.

The screenshot shows the 'Outcome Details' section of the form. The breadcrumb trail is: Home > Workplace > Settings > TEST WDDAS Overnights Form. The 'Outcome Details' section is highlighted with a red box. The form fields are as follows:

Field	Value
Client contacted following incident	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable
Date of Contact (if applicable)	
Outcome	
Other (please specify)	



### 3. Select “Save and Return to Previous Page”

The screenshot shows the Caredirector interface for a 'Person Record' of 'TEST, Rachel (Id: 447352)'. The page title is 'TEST WDDAS Overnights Form'. On the left sidebar, there are tabs for 'Incident Details', 'Team/Worker Details', and 'Outcome Details'. The main content area shows 'Outcome Details' with the text 'Client contacted following incident' and three radio button options: 'Yes', 'No', and 'Not applicable'. A red box highlights the 'Save and Return to Previous Page' icon in the top navigation bar.

### 4. Change the status to “Complete” and “Save”.

The screenshot shows the Caredirector interface for a 'Form (Case): TEST WDDAS Overnights Form for TEST, Rachel - (03/11/1987) [CAS-000001-3595]'. The page title is 'Form (Case): TEST WDDAS Overnights Form for TEST, Rachel - (03/11/1987) [CAS-000001-3595] Starting 22/09/2023 created by Rachel Scargill'. The page is divided into sections: 'General', 'Responsible Team', 'Responsible User', 'Due Date', 'Review Date', and 'Preceding Form'. The 'Status' dropdown menu is highlighted with a red box, showing 'Complete' selected. The 'Case' field contains 'TEST, Rachel - (03/11/1987) [CAS-000001-3595]'. The 'Form Type' field contains 'TEST WDDAS Overnights Form'. The 'Responsible Team' field contains 'WDDAS Casework Team'. The 'Responsible User' field contains 'Rachel Scargill'. The 'Start Date' field contains '22/09/2023'.

## 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".

Subject	Regarding	Due	Modified On	Modified By
<input type="checkbox"/> Overnight Incident	Rachel TEST	23/09/2023 14:04...	22/09/2023 14:05...	Rachel Scargill
<input type="checkbox"/> Case has been allocated	TEST, Rachel - (03/11/1987) [CAS-000001-3595]	22/09/2023 14:04...	22/09/2023 14:05...	Rachel Scargill
<input type="checkbox"/> TEST	bloggs, Alison - (03/05/2023) [CAS-000001-3586]	05/05/2023 00:00...	05/05/2023 15:50...	Rachel Scargill
<input type="checkbox"/> TEST	TEST, Rachel - (03/11/1987) [CAS-000001-0665]	16/12/2022 09:00...	28/04/2023 11:34...	TEST WDDAS
<input type="checkbox"/> send out care and support plan	TEST, Rachel - (03/11/1987) [CAS-000001-0665]	22/02/2023 00:00...	22/02/2023 09:30...	Rachel Scargill
<input type="checkbox"/> Case has been allocated	Test, Jayne - (06/06/1996) [CAS-000001-2056]	24/01/2023 13:17:58	24/01/2023 13:18:53	Rachel Scargill

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

Task: Overnight Incident

TEST, Rachel (Miss) [id:447352] Person Record Born: 03/11/1987 (35 Years) Gender: Female NHS No: [dropdown]

Pronouns: Preferred Name: Rach

Menu Details

Reason: [input field]

Priority: [input field]

Due\*: 23/09/2023 14:04

Status\*: **Completed**

Responsible User: Rachel Scargill

Category: [input field]

Sub-Category: [input field]

Outcome: [input field]

Is Case Note?  Yes  No

Sender: [input field]

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

## Version Control

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