

Family Centre Case Management – Family Centre Workflow

For all team members to be able to access each other's work trays you will need to publicise your work trays to each other – follow the EHM How to Guide – Tray Publication which is located on the Group Work iLearn page.

Before starting the Family Centre Workflow please ensure the following have been completed

- Family Centre registration form.
- The Family Centre registration is recorded in Group Work (please see user guide and E-Learning for support).
- Family Centre referral form

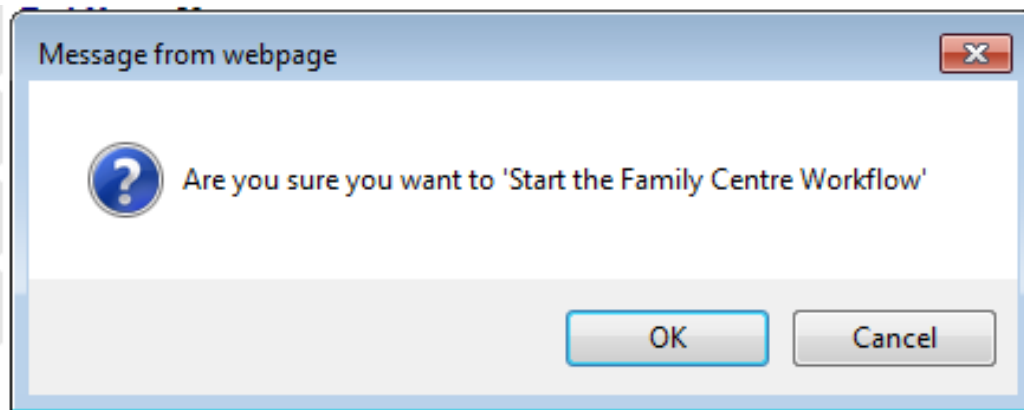
Starting the Family Centre Workflow

Search and load up one of the records that is part of the **Family Centre Workflow**. Click on **Start the Family Centre Workflow**. It is recommended to do this on a child record.

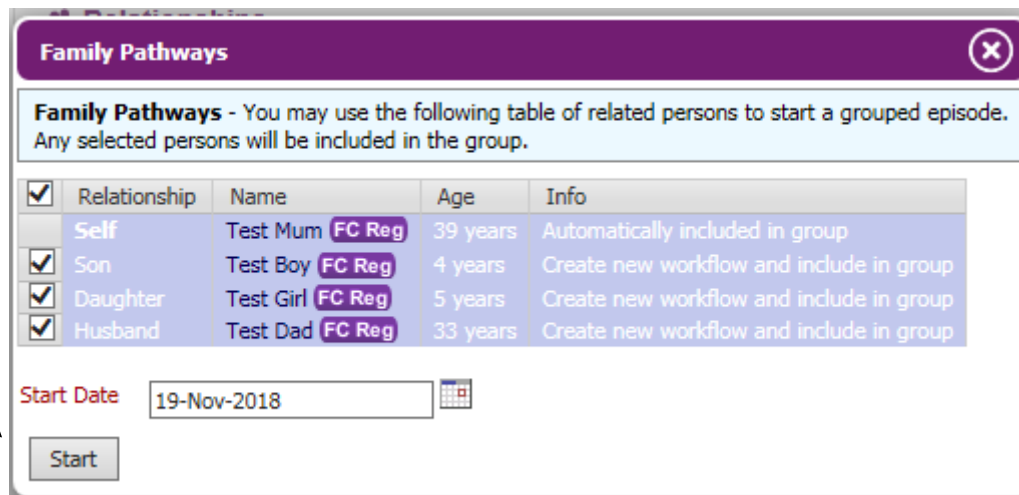
The screenshot displays the 'Liquidlogic EHM System - (Preprod.)' interface. The top navigation bar includes a user profile for 'Test Mum, 39 years' (Case No: 3411277) and a 'Basic Demographics' tab. The main content area is divided into several sections:

- Personal:** A sidebar menu with options like 'Personal', 'Further Details', 'Risks', 'Relationships', 'Key Agencies', and 'Group Work'.
- Name & Gender:** Case Number 3411277, Title, Surname Mum, Forename Test, Gender Female.
- Age / Date of Birth:** Actual DOB 25-Nov-1978, Age 39 years, with an 'Unborn Child' checkbox.
- Status Details:** Marital Status Married.
- Other Names:** Add Other Name.
- Addresses:** Primary Address County Hall Pegs lane, Hertford, Hertfordshire. Includes links for 'Address History / Update Addresses'.
- E-Mail:** Empty field.
- Telephones:** Add Contact Number / View Historic Numbers... and Show Relevant Contact Methods.
- Important Information:** No NHS Number recorded.
- Start New Pre-Assessment Form:** A dropdown menu and a 'Start' button.
- Actions:** Create a new Contact, Create new Families First Assessment process, and Start the Family Centre Workflow (highlighted with an arrow).
- Relationships:** Test Mum - 39 years (This Child), Test Boy - 4 years (Test's Son), Test Girl - 5 years (Test's Daughter), and Test Dad - 33 years (Test's Husband).

A **warning message** will appear asking you to confirm you want to start the **Family Centre Workflow**.



After choosing **OK** the following screen will appear. This allows you to choose who is involved in the Family Centre Workflow. The members displayed are taken from the relationships. There is also a start date box which is pre-populated with today's date however this can be amended if needed. Once complete click **Start**



The following screen then displays an overview of the workflow. This includes a **visual pathway map**.

Liquidlogic EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277) FC Reg

Family Centre

Active Task: Ian Hackett (Reassign) Started: 19-Nov-2018 Due: unspecified

Family Centre | Decisions | Task Details | All People (4) ▼

EHM Children Centres, Started on: 19-Nov-2018

Details

Start Date 19-Nov-2018
End Date

Subjects

- Mum, Test (39 years)
- Boy, Test (4 years)
- Girl, Test (5 years)
- Dad, Test (33 years)

Change Workspace Links

Change Workspace Links

By clicking on the **decisions** tab you are able to start the **Family Centre Case Management**. In order to start the **Family Case Management** you must enter a **date** and **reason for decision**. Once completed click on **Start**.

Liquidlogic EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277) FC Reg

Family Centre

Active Task: Ian Hackett (Reassign) Started: 19-Nov-2018 Due: unspecified

Family Centre | **Decisions** | Task Details | All People (4) ▼

Combined Stage for: Test Mum, Test Boy, Test Girl, Test Dad.

Family Centre

- Family Centre Case Management Start (Assigned to Yourself)
- Registration for FFE Start (Assigned to Yourself)
- Family Centre Closure Start (Assigned to Yourself)

Date of Initiation or Completion:

Today's Date

Other Date: [] (reset)

Reason for Decision: (reset)

family require help

The system will then ask you to confirm the information before starting to the **Family Centre Case Management**.

Liquidlogic EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277) FC Reg

Full Map Local Map

Contact Record Details MASH

Family Centre Case Management

Family Centre

Registration for FFE

Family Centre Closure

Family Centre

Active Task: Ian Hackett (Reassign) Started: 19-Nov-2018 Due: unspecified

Family Centre Decisions Task Details All People (4)

Combined Stage for: Test Mum, Test Boy, Test Girl, Test Dad.

Confirm Cancel

Family Centre Case Management - You must confirm the following Date & Reason are correct before continuing with this action.

- Test Mum Family Centre Case Management (Assigned to Yourself)
- Test Boy Family Centre Case Management (Assigned to Yourself)
- Test Girl Family Centre Case Management (Assigned to Yourself)
- Test Dad Family Centre Case Management (Assigned to Yourself)

Date of Initiation or Completion:

Today's Date

Other Date: (reset)

Reason for Decision: (reset)

family require help

Once confirmed the following screen will display. Please choose **start family centre case management**.

Liquidlogic EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277) FC Reg

Full Map Local Map

Contact Record Details MASH

Family Centre Case Management

Family Centre

Registration for FFE

Family Centre Closure

Family Centre Case Management

Reason: family require help

Active Task: Ian Hackett (Reassign) Started: 19-Nov-2018 Due: 20-Nov-2018

Family Centre Case Management Task Details All People (4)

Combined Stage for: Test Mum, Test Boy, Test Girl, Test Dad.

The Family Centre Case Management has not been started.

Start Family Centre Case Management ←

Reason for Assessment/Record

Reason For: Test Mum, Test Boy, Test Girl, Test Dad

family require help

Back to: Family Centre

Choose **start blank** on the following screen.

Liquidlogico EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277)
FC Reg

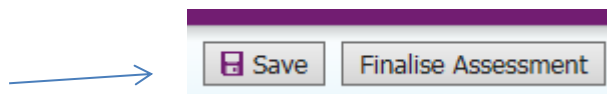
Information **Assessment** Consolidation Revisions

Copy Forward - There are no previous Assessments for Mum, Test (39 years), so you do not have the option to copy answers forward at this time. Click 'Start Blank' to start the new Assessment.

Start Blank

Completing Family Centre Case Management Form

The **Family Centre Case Management Form** is a working document. To save what you have entered throughout the form click on the **save** button on the top right-hand side of the page.



Please note you are able to continue with the **Family Centre Case Management** at a later date. In order to return back to the **Family Centre Workflow** click on **episode history** from the personal tab and the open workflow will appear.

Liquidlogico EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277)
FC Reg

Personal

- Personal
- Further Details
- Risks
- Relationships
- Key Agencies
- Episode History**
- Group Work

Episodes

List is empty

Other Episodes

Workflow	Revision	Start Date	End Date
EHM Family Centre	4	19-Nov-2018	

After choosing **start blank** you will be taken to the start of the Family Centre Case Management form. Here contains introductory text which is repeated at the start of this user guide.

Liquidlogico EHM System - (Preprod.)

Test Boy, 4 years 11-Nov-2014 (Case No: 3411279)
E FC Reg GW

Information **Assessment** Consolidation Delegate Revisions

Consolidated Section for: Test Boy, Test Girl, Test Mum, Test Dad

Family Centre Case Management

Before proceeding through the workflow, please ensure the following have been completed:

The family have completed a Family Centre registration form.
The registration is recorded in Group Work (please see user guide and E-Learning for support).
The Family Centre referral form is completed

For support in completing the Family Centre Workflow please refer to your E-Learning account where there will be a user guide and video.

The next section is the **consent for Family Centre Workflow** where a number of fields need to be completed. Please ensure the family have agreed to this.

Liquidlogix EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277) FC Reg

Information **Assessment** Consolidation Delegate Revisions

Consolidated Section for: Test Mum, Test Boy, Test Girl, Test Dad

Consent for Family Centre Workflow

Service Request Reference No:

Group Work Family ID:

Consent Statement

I/we confirm that I/we have read, understand and agree with the privacy notice and consent for Family Centre Casework

We / I give permission for my / my family's information and any relevant correspondence, discussions with me and my family for any needs and requirements that are subsequently identified) in the interest of providing support and services to

We may also share information if we are legally obliged to do so, for example to safeguard a child at risk of harm.

Parent Information

Parent/Carer Name:

Test Mum, Test Boy, Test Girl, Test Dad

Name of Parent / Carer

Signature:

Date:

Test Mum, Test Boy, Test Girl, Test Dad

Family Worker Details

Assigned Family Centre Worker Name:

The next section is **Family Details**. In this section you need to use the toggle option to assign needs to the relevant members of the family. To do this, select a need that applies to a member of the family.

Mental Health / Emotional Wellbeing:

- Self Harming
- Mental Health - Child / Young Person
- Parental Mental Health
- Emotional Well-being
- Anxiety
- Low Mood
- Challenging Behaviour**

Then click on the toggle option related to the category of need.



The members of the family will then appear above the need category chosen. Click on the members that this need doesn't apply for.

Mental Health / Emotional Wellbeing:

Test Mum, Test Boy, Test Girl, Test Dad

<input type="checkbox"/> Self Harming	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Mental Health - Child / Young Person	<input type="checkbox"/> Low Mood
<input type="checkbox"/> Parental Mental Health	<input checked="" type="checkbox"/> Challenging Behaviour
<input type="checkbox"/> Emotional Well-being	

This then moves members of the family out of the list and places them below.

Mental Health / Emotional Wellbeing:

Test Boy

<input type="checkbox"/> Self Harming	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Mental Health - Child / Young Person	<input type="checkbox"/> Low Mood
<input type="checkbox"/> Parental Mental Health	<input checked="" type="checkbox"/> Challenging Behaviour
<input type="checkbox"/> Emotional Well-being	

Test Mum, Test Girl, Test Dad

<input type="checkbox"/> Self Harming	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Mental Health - Child / Young Person	<input type="checkbox"/> Low Mood
<input type="checkbox"/> Parental Mental Health	<input checked="" type="checkbox"/> Challenging Behaviour
<input type="checkbox"/> Emotional Well-being	

Then remove the **challenging behaviour** tick off the other members of the family. This now shows that **challenging behaviour** applies only to Test Boy. Now repeat the steps for any other needs.

Mental Health / Emotional Wellbeing:

Test Boy

<input type="checkbox"/> Self Harming	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Mental Health - Child / Young Person	<input type="checkbox"/> Low Mood
<input type="checkbox"/> Parental Mental Health	<input checked="" type="checkbox"/> Challenging Behaviour
<input type="checkbox"/> Emotional Well-being	

Test Mum, Test Girl, Test Dad

<input type="checkbox"/> Self Harming	<input type="checkbox"/> Anxiety
<input type="checkbox"/> Mental Health - Child / Young Person	<input type="checkbox"/> Low Mood
<input type="checkbox"/> Parental Mental Health	<input type="checkbox"/> Challenging Behaviour
<input type="checkbox"/> Emotional Well-being	

Further down in the Family Details page there are some other questions that require completing.

What are the needs that the Family Centre will be supporting?

- Emerging
 Targeted
 Parenting

The next section of the family centre case management is the **family plan**. In this section you are required to list the areas of need for the members of the family. The first column (**Area of need being addressed**) is a dropdown of the section titles from the **family details** page. Then enter the specific need within that section in the column **need being addressed**. Then complete all the other columns. To add another need press the + button and repeat the steps.



Family Plan

Section 5: Family Plan Details

Area of need being addressed	Need being addressed	Action	Who?	By when?	Support methods	Family member	Outcomes	
Mental health / emotional wellbeing	Challenging behaviour	To work with the child	Test Worker	30-Nov-2018	Test support	Test Boy	Improved behaviour	+ -

Adding case notes

For Family Centre Workflows started after 28/07/2019:

A new section has been added to the **Family Centre Case Management form** called **Workflow Case Notes**. This is a secure area in which the worker can record notes related to the workflow. All fields are required to be completed. Dropdown options are provided in **contact type** and **method of contact**. **Reason for contact** is a summary sentence of what the note is about. **Detailed notes** is the column in which the full note can be record. If the note relates to more than one person, please enter the one name per line as below in the **family member** column. To add another note, click on the **green plus**.

Workflow Case Notes

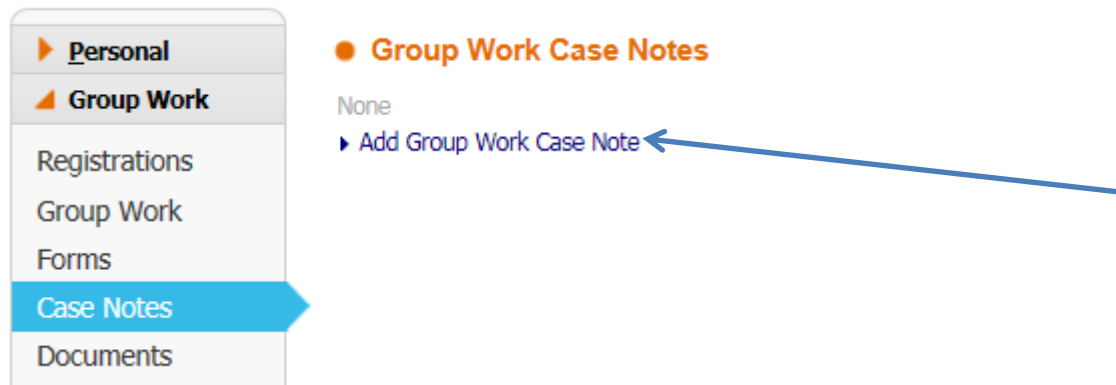
Contact Date:	Contact Type:	Method of contact:	Reason for contact:	Detailed Notes:	Family Member:	
					Test Mum Test Dad	+ -



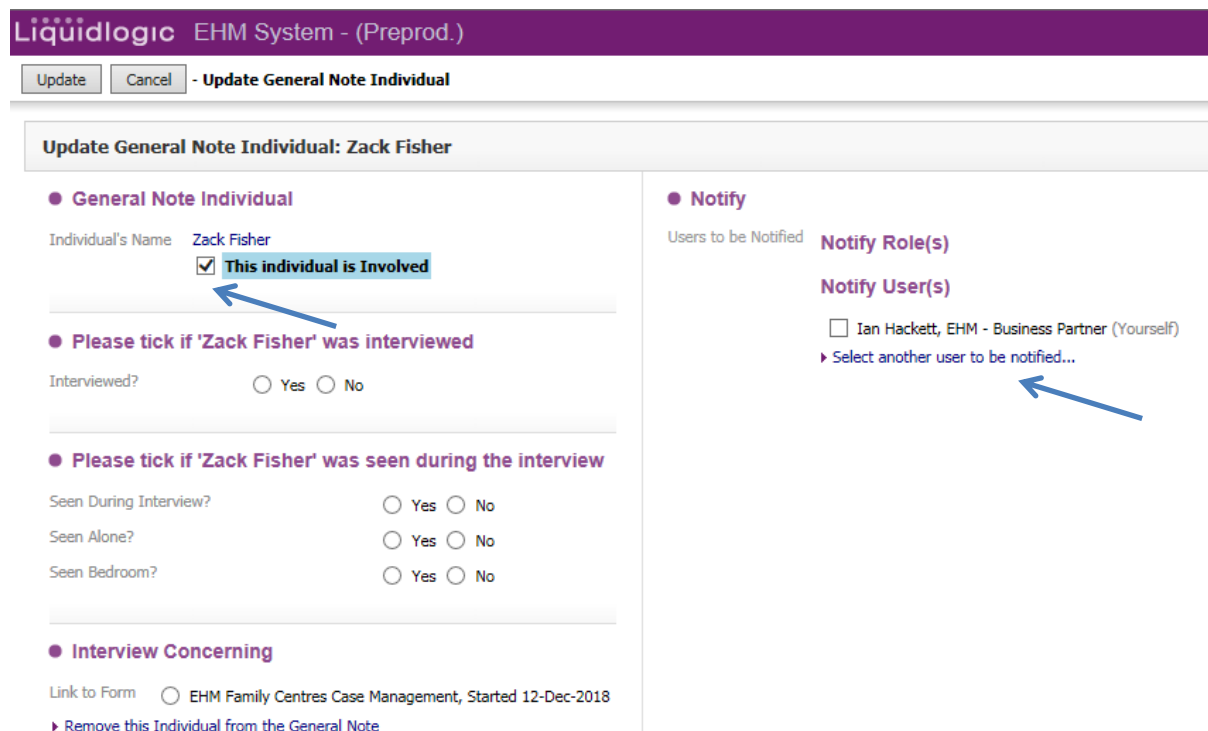
For Family Centre Workflows started before 29/07/2019:

To record case notes related to the workflow, go to **case notes** under **Group Work**.

To add a note please ensure you are on a member record the note relates to and click **Add Group Work Case Note**.



Ensure that **this individual is involved** box is ticked. If another member of staff needs to be made aware of the note you can add them by choosing, **select another user to be notified**.



By clicking **select another user to be notified** you will be taken to the **address book**. Click on **all professionals**, enter a **forename** and **surname** and click **search**.



Select User to be Notified

Previous

Bookmark

Cancel

Address Book

- ★ My Contacts
- All Professionals**
- All Departments
- All Groups



Search Professionals

Reset

Search



Professional Name

Surname

Forename

Professional Details

Job Title

Staff Type

Active Status

Professional Identifiers

Unique ID

Login ID

This will then return the relevant member of staff. Click on their **name**.



Select User to be Notified

Previous

Bookmark

Cancel

Address Book

- ★ My Contacts
- All Professionals**
- All Departments
- All Groups



Search Professionals

Back

Printable View

Query Results (1)			
	Full Name ▲	Job Title	Dept
1	Philip Ward	EHM - Senior Business Partner	EHM - Family Services Commissioning



Then click **confirm**.

Select User to be Notified Previous Bookmark Confirm Cancel

Address Book

- ★ My Contacts
- 👤 All Professionals
- 👤 Philip Ward, EHM - Senior Business Partner
- 🏠 All Departments
- 🏠 EHM - Social Services
- 🏠 EHM Departments - Social Services
 - 🏠 EHM - Business Support Staff - Social Services
 - 🏠 **EHM - Family Services Commissioning - Education**
- 👤 All Groups

Philip Ward, EHM - Senior Business Partner

Professional Details

Staff No	137184
Full Name	Philip Ward
Department	EHM - Family Services Commissioning
Job Title	EHM - Senior Business Partner

Profile


Active Status	Active
Security Profile	EHM - FC GW Team

Contact Details

▶ Add Contact Number...

E-Mail philip.ward@hertfordshire.gov.uk

Picture



Actions

▶ Open Full Record

The staff member will now appear on the note section. Once the note has been finalised an alert will appear in the user's work tray. Repeat the process if you want to add more staff.

Notify

Users to be Notified

Notify Role(s)

Notify User(s)

- Ian Hackett, EHM - Business Partner (Yourself)
- Philip Ward, EHM - Senior Business Partner

▶ Select another user to be notified...

As the note relates to the Family Centre Case Management – Family Centre Workflow tick the radio button in the **interview concerning** section (only applicable when the workflow is open). Then click **update**.

Update Cancel - Update General Note Individual

Update General Note Individual: Zack Fisher

● General Note Individual

Individual's Name **Zack Fisher**
 This individual is Involved

● Please tick if 'Zack Fisher' was interviewed

Interviewed? Yes No

● Please tick if 'Zack Fisher' was seen during the interview

Seen During Interview? Yes No

Seen Alone? Yes No

Seen Bedroom? Yes No

● Interview Concerning

Link to Form EHM Family Centres Case Management, Started 12-Dec-2018

▶ Remove this Individual from the General Note

● Notify

Users to be Notified **Notify Role(s)**

Notify User(s)

Ian Hackett, EHM - Business Partner (Yourself)

Philip Ward, EHM - Senior Business Partner

▶ Select another user to be notified...

The following screen is where you record the note. Enter the date of the note in the **contact date field**. Choose a **contact type** from the dropdown. In the **contact regarding** section click on the **green +** to add any other family members the note relates to. If the note involves you actually seeing members then tick **seen** for the relevant members.

Create Cancel - Create New General Note

General Note ● Part 1 - Contact

From Context Of **Zack Fisher**

Contact Date

Contact Type Your selection please ?

Follow-Up Date

Method of Contact

Significant Event

Contact Regarding

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
People involved in this General Note								
▶ Self	Zack Fisher	7 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EHM Family Centres Case Management
Adults also present / interviewed								
No Adults recorded...								
Other relations you can add to this general note								
+	Mother	Zelda Fisher	35 years					

Record a summary of the note in **reason for contact**. Choose **no** on **restrict from Key Worker**. Enter the note in **detailed notes**.

Once you have entered your note you can either click **create** at the top of the page. This means you are able to go back into the note and update it. The other option is clicking **finalise general note** at the bottom of the page. This means that the note is complete and cannot be edited. All notes should be **finalised** once complete.

Create Cancel - Create New General Note

General Note

Part 1 - Contact

From Context Of: Zack Fisher

Contact Date:

Contact Type: Your selection please ?

Follow-Up Date:

Method of Contact:

Significant Event

Contact Regarding:

Relation	Name	Age	At Contact	Interviewed?	Seen?	Alone?	Bedroom?	Regarding Assessment
Self	Zack Fisher	7 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		EHM Family Centres Case Management

Adults also present / interviewed

No Adults recorded...

Other relations you can add to this general note

- Mother: Zelda Fisher, 35 years

Reason for Contact:

Restrict from Key Worker:

Detailed Notes

Detailed Notes:


Part 2 - Write Up

Analysis of information:

Management Decision:

Action:

Actions

Finalise General Note 

Any notes that have been created will then display on the **case notes** section in **Group Work**. For notes that have been **finalised** you can click on the row to view the note read only. For notes that aren't **finalised** click on the row to edit them.


Personal

Group Work

- Registrations
- Group Work
- Forms
- Case Notes
- Documents

Group Work Case Notes

Finalised?	Significant Event	Contact Date	Seen	Contact Type	Contact Regarding	Reason for Contact	Created By
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	22-Feb-2019	<input type="checkbox"/> No	General Notes	Zack Fisher	Child has allergy	Ian Hackett
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	25-Feb-2019	<input checked="" type="checkbox"/> Yes	Follow up - 1 month	Zack Fisher	followed up with parent etc....	Ian Hackett

[Add Group Work Case Note](#) 

Attachments

To add any **attachments** related to the workflow click **add attachment** on a member the attachment relates to.

The screenshot displays the 'Liquidlogic EHM System - (Preprod.)' interface. At the top, a purple header bar contains the system name and a user profile for 'Test Boy, 4 years 11-Nov-2014 (Case No: 3411279)'. Below the header, a navigation bar includes tabs for 'Information', 'Assessment' (which is active), 'Consolidation', 'Delegate', and 'Revisions'. A sidebar on the left lists various case management options, with 'Attachments (0)' highlighted in green. The main content area shows a 'Consolidated Section for:' header listing 'Test Boy, Test Girl, Test Mum, Test Dad'. Below this, the 'Attachments (0)' section is displayed, showing that there are no attached documents for any of the listed family members. For each member, there is a text prompt 'There are no attached documents' followed by a blue 'Add Attachment' link. A blue arrow points to the 'Add Attachment' link for 'Test Boy'.

Choose **Family Centre** in **Category** and then choose the appropriate option in **type**. Enter the **date** the attachment relates to and a brief description in the **notes** text box. Then click **next**.

New Attachment ✕

Previous **Next** Finish

● **Document Type**

Category **Family Centre** ▼ ←

Type **Outcome Star** ▼ ←

Link to the form's subject

Link to all forms

Date **25-Jul-2019** 📅 ←

Notes

● **Notification**

Notification **None Selected**

Change notifications for involved users

▶ [Update notifications](#)

The next page allows you to link to attachment to other members in the workflow. Then click **next**.

New Attachment ✕

Previous **Next** Finish

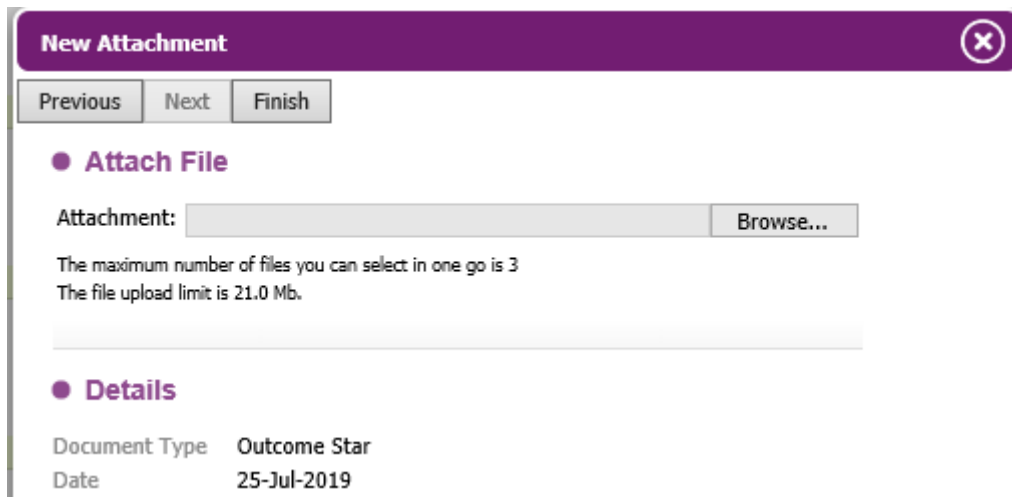
Link to Others

Test Girl

Test Mum


Test Dad

The next page will allow to upload your attachment my clicking **browse**. Once uploaded click **finish**.



The attachment is now assigned to the member(s).

Attachments (1)

 Test Boy


Date	Category	Type	Status	Editor	Notes	Download
25-Jul-2019	Family Centre	Outcome Star	Completed	Ian Hackett - EHM - Family Services Commissioning		getting-to-county-hall.pdf

Finalising Family Centre Case Management Form

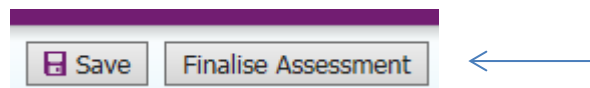
When the work has been completed the following fields need to be entered.

Suggested Outcomes Work Completed ←

Reasons for these Suggested Outcomes ←

Date Work Completed:  ←

Once all details have been entered press **finalise assessment**. Please note by clicking **finalise assessment** you won't be able to make any more changes to the **family centre case management form**.



Registration for FFE

After the **Family Centre Case Management** has been completed if the member(s) require multi-agency support then the next step is **registration for FFE**. To initiate this, go to the decisions tab of the **Family Centre workflow** and click **start for Registration for FFE**.

The screenshot shows the 'Liquidlogic EHM System - (Preprod.)' interface. At the top, the user is logged in as 'Test Boy, 4 years 11-Nov-2014 (Case No: 3411279)'. The main navigation bar includes 'Full Map' and 'Local Map'. The 'Family Centre' workflow is displayed on the left, with 'Registration for FFE' highlighted. The right-hand panel shows the 'Family Centre' task details, including the active task 'Ian Hackett (Reassign)', start date '25-Jul-2019', and due date 'unspecified'. The 'Decisions' tab is active, showing a list of tasks: 'Family Centre Case Management', 'Registration for FFE', and 'Family Centre Closure'. The 'Registration for FFE' task is selected, and the 'Start' button is highlighted with a blue arrow. The 'Date of Initiation or Completion' section shows 'Today's Date' selected, and the 'Reason for Decision' field is empty.

The following screen will display for you to confirm the **Registration to FFE**, members involved, date and reason for decision. Once satisfied with what has been entered click **confirm**.

The screenshot shows the 'Liquidlogic EHM System - (Preprod.)' interface. The user is logged in as 'Test Boy, 4 years 11-Nov-2014 (Case No: 3411279)'. The main navigation bar includes 'Full Map' and 'Local Map'. The 'Family Centre' workflow is displayed on the left, with 'Registration for FFE' highlighted. The right-hand panel shows the 'Family Centre' task details, including the active task 'Ian Hackett (Reassign)', start date '25-Jul-2019', and due date 'unspecified'. The 'Decisions' tab is active, showing a list of tasks: 'Family Centre Case Management', 'Registration for FFE', and 'Family Centre Closure'. The 'Registration for FFE' task is selected, and the 'Confirm' button is highlighted with a blue arrow. The 'Date of Initiation or Completion' section shows 'Today's Date' selected, and the 'Reason for Decision' field is empty. The 'Registration for FFE' confirmation screen displays a list of members involved: 'Test Boy', 'Test Girl', 'Test Mum', and 'Test Dad', all with 'Registration for FFE' assigned to themselves. The 'Date of Initiation or Completion' section shows 'Today's Date' selected, and the 'Reason for Decision' field is empty.

Complete the following fields and then click **finalise record**. This will then **send the registration to FFE**.

The screenshot shows the 'Liquidlogic EHM System - (Preprod.)' interface. At the top, the patient information is 'Test Boy, 4 years 11-Nov-2014 (Case No: 3411279)'. Below this, there are tabs for 'Information', 'Record', 'Consolidation', 'Delegate', and 'Revisions'. The 'Record' tab is active, and a yellow banner indicates 'Consolidated Section for: Test Boy, Test Girl, Test Mum, Test Dad'. On the left, there is a 'Print' button and a 'Registration for FFE' section with 'Attachments (0)'. The main area is titled 'Registration for FFE' and contains three input fields: 'Type of Transfer' (a dropdown menu), 'Details' (a text area), and 'Date Transfer Record Completed' (a date picker). Blue arrows point to each of these fields.

Please note if the **Family Centre Workflow** still needs to be **closed** if the case has gone to **Registration for FFE**.

Family Centre Closure

To initiate this, go to the **decisions** tab of the Family Centre Workflow. Enter a **date**, **reason for decision** and then click **start** for **Family Centre Closure**.

The screenshot shows the 'Liquidlogic EHM System - (Preprod.)' interface for 'Test Mum, 39 years 25-Nov-1978 (Case No: 3411277)'. The 'Family Centre' workflow is displayed, with the 'Decisions' tab selected. The 'Active Task' is 'Ian Hackett (Reassign)'. The 'Decisions' tab shows a list of tasks: 'Family Centre Case Management', 'Registration for FFE', and 'Family Centre Closure'. The 'Family Centre Closure' task is selected, and the 'Start' button is highlighted with a blue arrow. To the right, the 'Date of Initiation or Completion' section has 'Other Date' selected with a date of '23-Nov-2018'. Below this, the 'Reason for Decision' field contains the text 'Case closed'. A blue arrow points from the 'Start' button to the 'Reason for Decision' field.

The following screen will display for you to confirm the **Family Centre Closure, members involved, date and reason for decision**. Once satisfied with what has been entered click **confirm**.

Family Centre
 Active Task: **Ian Hackett** (Reassign) Started: 19-Nov-2018 Due: unspecified

Family Centre **Decisions** Task Details All People (4) ▼

Combined Stage for: **Test Mum, Test Boy, Test Girl, Test Dad.**

Confirm Cancel

Family Centre Closure - You must confirm the following Date & Reason are correct before continuing with this action.

- Test Mum** Family Centre Closure (Assigned to Yourself)
- Test Boy** Family Centre Closure (Assigned to Yourself)
- Test Girl** Family Centre Closure (Assigned to Yourself)
- Test Dad** Family Centre Closure (Assigned to Yourself)

Date of Initiation or Completion:

Today's Date

Other Date: 23-Nov-2018 (reset)

Reason for Decision: (reset)

Case closed

Then click **start the family centre closure**.

End Family Centre
 Reason: Case closed
 Active Task: **Ian Hackett** (Reassign) Started: 23-Nov-2018 Due: 26-Nov-2018

End Family Centre Task Details All People (4) ▼

Combined Stage for: **Test Mum**, **Test Boy**, **Test Girl**, **Test Dad.**

The Family Centre Closure has not been started

Start the Family Centre Closure ←

Reason for Assessment/Record

Reason For: **Test Mum, Test Boy, Test Girl, Test Dad**

Case closed

Back to: [Family Centre](#)

Fill out the **closure dates and reasons** fields.

Liquidlogic EHM System - (Preprod.)

Test Mum, 39 years 25-Nov-1978 (Case No: 3411277) E FC Reg

Information **Children's Centre Case Management** Consolidation Delegate Revisions

Consolidated Section for: Test Mum, Test Boy, Test Girl, Test Dad

Print

Family Centre Case... Attachments (0)

Family Centre Case Management Closure

- **Closure Dates & Reasons**

Start Date: → 19-Nov-2018

Reason for Closing: →

Closure Date: → 

Fill out the **closure questions**.

● **Closure Questions**

Brief overview of the referral and intended outcomes



State any significant events or changes in people or circumstances that have taken place during the period of support:



Brief information regarding the plan of work offered and number of sessions offered & attended



Summary of work undertaken (what has been achieved):



Has Outcomes Star been used to measure Journey of Change:



Are there any goals that have not been achieved? If yes, please state which and why?



What is the family's view of the work undertaken?



Has a referral to another agency been required on closure?

Yes No



Once completed click **finalise children's centre case management**.

Adding follow up notes

Workflow follow up notes are recorded in **case notes** under **Group Work**. Under **contact type follow up dropdown options** are provided. For guidance on how to create a **case note** in **Group Works** please refer to the **registration and demographics** user guide.

Reassigning the Family Centre Workflow

If the **Family Centre Workflow** needs **reassigning** to another worker you can do this via your task tray. On the right hand side of each task will be a **spanner icon**. By clicking on this will display the following screen.

Boy, Test (4 years)

Save Cancel

Reassign Task

Task Details

Reference Test Boy, 4 years
Subject Family Centre - Registration for FFE

Task Dates

Date Started 25-Jul-2019 16:07
Due Date 25-Jul-2019

Assignment

From Ian Hackett - EHM - Family Services Commissioning
Reassign Task To Ian Hackett **X** ←

Priority High Normal Low Not Given

Comments

Save Cancel

Click on the **red x**. This will then allow you to type the name of the new worker or you can search using the **green person icon**.

Assignment

From Ian Hackett - EHM - Family Services Commissioning
Reassign Task To ←
changed from...
 Ian Hackett

By clicking on the **green person icon** go to **all professionals** and you can search by name.



Select an Active User, Department or Group

Previous

Bookmark

Cancel

Address Book

- ★ My Contacts
- All Professionals**
- All Departments
- All Groups



Search Professionals

Reset

Search



Professional Name

Surname

Forename

Professional Details

Job Title

Staff Type

Active Status

Professional Identifiers

Unique ID

Login ID

Once you have found the worker click on their record and click **confirm**.



Select an Active User, Department or Group

Previous

Bookmark

Confirm

Cancel

Address Book

- ★ My Contacts
- All Professionals
- Philip Ward, EHM - Senior Business Partner**
- All Departments
 - EHM - Social Services
 - EHM Departments - Social Services
 - EHM - Business Support Staff - Social Services
 - EHM - Family Services Commissioning - Education**
- All Groups

Philip Ward, EHM - Senior Business Partner

Professional Details

Staff No 137184

Full Name Philip Ward
Department EHM - Family Services Commissioning

Job Title EHM - Senior Business Partner

Profile

Active Status Active
Security Profile EHM - FC GW Team

Contact Details

▶ Add Contact Number...

EEmail philip.ward@hertfordshire.gov.uk

Picture



▶ Actions

▶ Open Full Record



This will take you back to the **reassign window**. Click **save** to confirm the reassignment.

Boy, Test (4 years) [Close]

Save Cancel

Reassign Task

Task Details

Reference Test Boy, 4 years
Subject Family Centre - Registration for FFE

Task Dates

Date Started 25-Jul-2019 16:07
Due Date 25-Jul-2019

Assignment

From Ian Hackett - EHM - Family Services Commissioning
Reassign Task To Philip Ward ✖

changed from...
Ian Hackett

Priority High Normal Low Not Given

Comments [Text Area]

Save Cancel