EHM TRAINING GUIDE

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0-19 EPISODE PATHWAY

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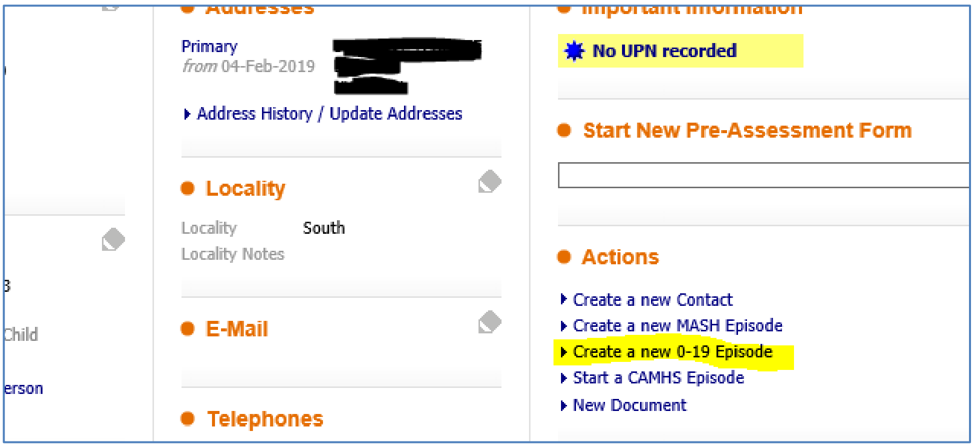
0-19 Userguide

The 0-19 episode is how we record both our Universal Plus and Early Help work.

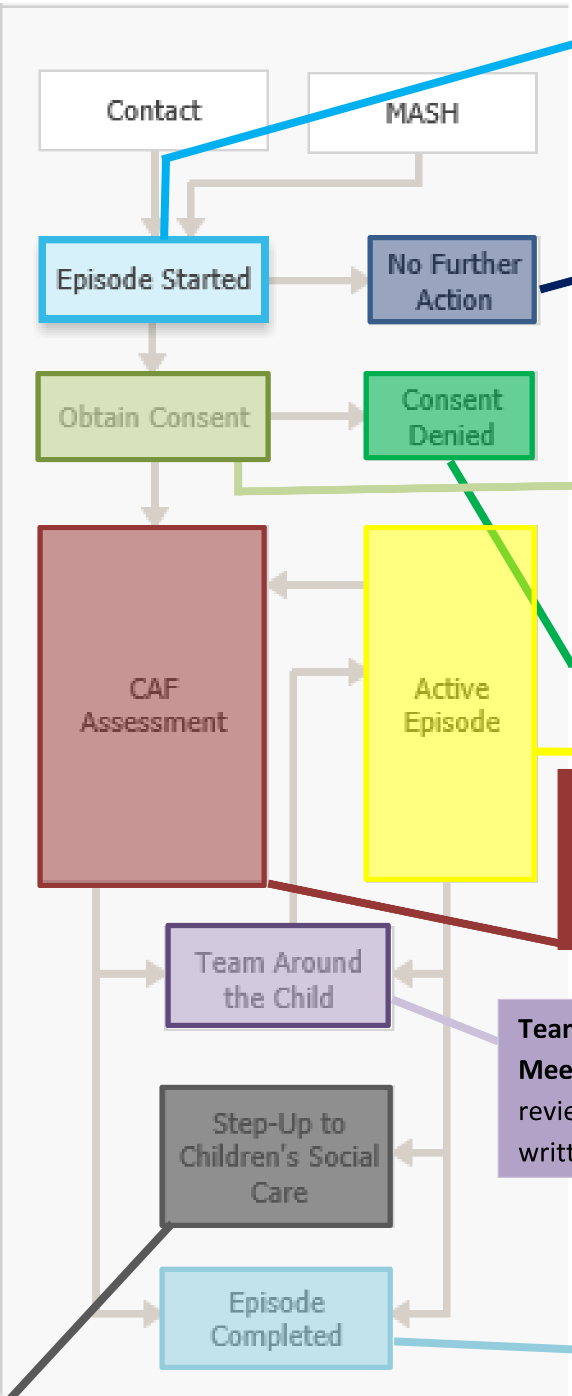
The episode can be started in the following ways:

- **Universal Plus Request (electric form)** - New request for a Universal Plus service from external agencies come in on an electronic form to the locality email inbox. If appropriate, a new 0-19 episode is then created with the “Create a new 0-19 Episode” link on the basic demographics. This is normally completed by the locality manager.



- **Universal Plus Request (referral from MASH)** – New request for a Universal Plus service comes in to MASH via email, phone etc. If appropriate, a Contact and MASH assessment is completed and then added to the correct Universal Plus group tray, where the manager will trigger the 0-19 episode by selecting the outcome to start a new 0-19 episode.
- **Early Help Assessment Request (referral from MASH)** – New request for an Early Help Assessment is received into MASH via email, phone etc. If appropriate, a contact and MASH assessment is completed and then added to the correct locality 0-19 Early Help group tray, where the manager will trigger the 0-19 episode by selecting the outcome to start a new 0-19 episode.
- **Step down from Social Care** – Completed by the social worker – Step down requests are completed in LCS by the Allocated Social Worker after first discussing the case with the 0-19 service. The ASW decides on whether they require a EHA or Universal Plus service, then provides basic details on the request and picks the correct EHM locality tray to assign the request to. Following the transfer, the locality manager can make the decision whether to accept and progress to a 0-19 episode or reject request.

0-19 Pathway Roadmap



Episode Started – it is here where the initial 0-19 referral is made. This section is completed by the locality manager. The presenting issues and the lead professional for this piece of work is established.

No Further Action – if the manager rejects the referral at the Episode Started stage, the manager will need to complete a short statement why the referral was rejected. Once completed, the 0-19 process will close on the system.

Obtain Consent/Record Engagement – this is where the lead professional will detail the family's engagement decision…

…If the family do not wish to engage, the **Consent Denied** stage will be triggered, leading to episode closure

Active Episode – where episode stages can be started manually – meetings, episode closure etc. This is also where the lead professional can transfer the case to another worker.

CAF/0-19 Assessment – This is where the Early Help or Universal Plus assessment and plan is drafted.

Team Around the Child/Review Meetings – here is where the review meetings are scheduled and written up.

Episode Completed – when a 0-19 intervention is no longer required, this stage will need to be triggered in order to complete the closure statement. Once completed, the episode will close.

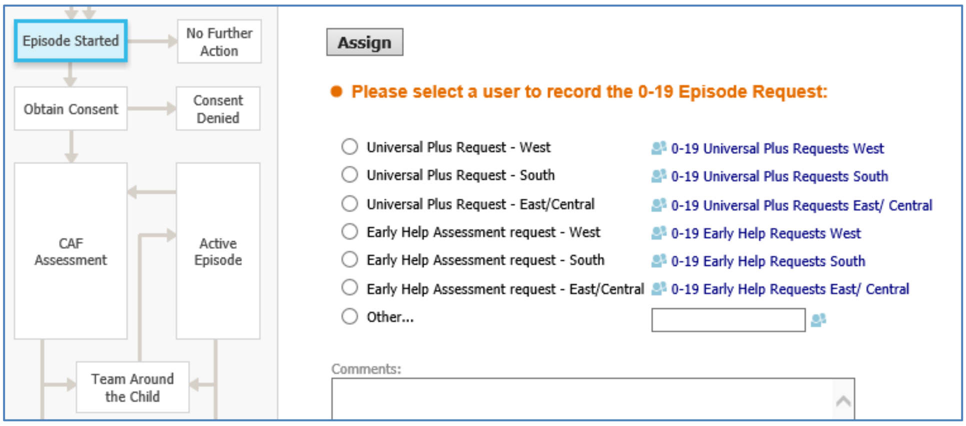
Step-Up to Children's Social Care – if the child/family requires social care intervention, the process of stepping the case up to social care can be started here.

Episode Started – completed by locality manager

At this stage, we are selecting a user to record the 0-19 Episode Request form. As well as the option to assign the task to yourself, the system will suggest various team trays to send the task to – the recipient of this task is dependent on:

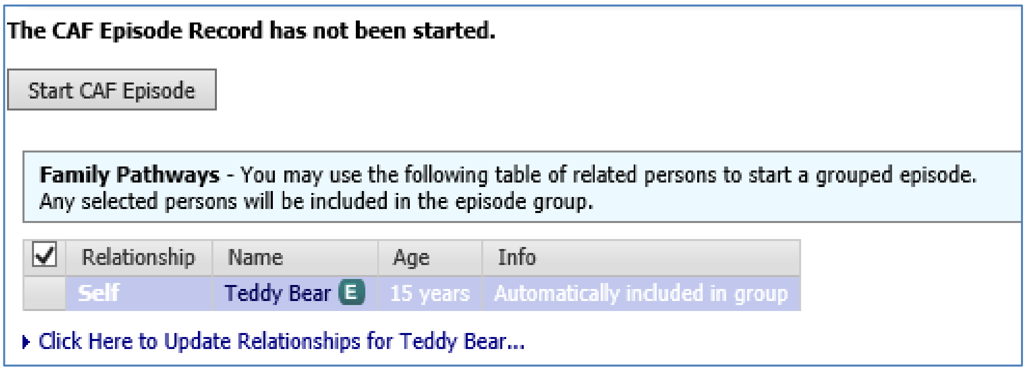
- The type of request – whether the request is for universal plus or early help
- Which locality the family are situated

Under "Other" we can assign the task to any active worker on the system – this can be used if a manager has requested that you assign the task to a specific worker. Once you've selected the desired task destination, click "Assign".

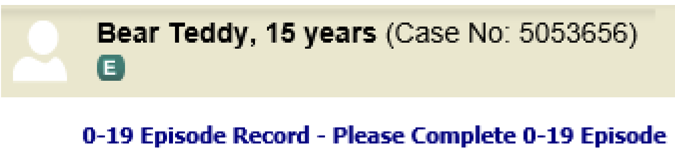


<u>If you are assigned the task</u> of recording the episode request form, click the **Start CAF Episode** button.

N.B. CAF refers to the Common Assessment Framework

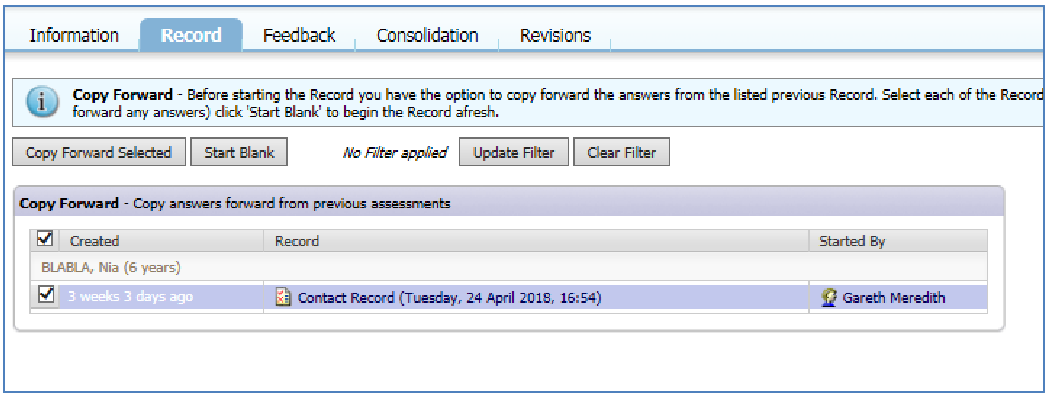


You should now see the below task in your worktray.

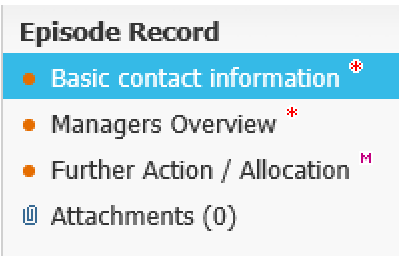


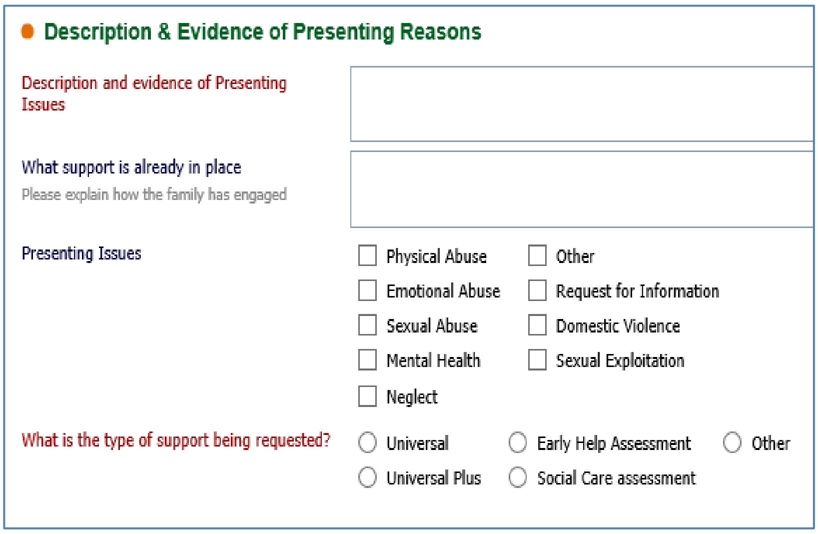
The first page you will encounter is the Copy Forward screen. Some questions within the upcoming form may have been answered in previous forms and assessments. To avoid duplication of work, we can select specific assessments from which to copy over some answers that overlap with this form.

In the below example, information was recorded in the Contact that may be relevant to the episode record, such as the presenting issues around this child/family. Therefore, we can select the Contact Record to copy forward. To complete this action, press **Copy Forward Selected**. If we have not selected any previous assessment to copy forward, press **Start Blank.**



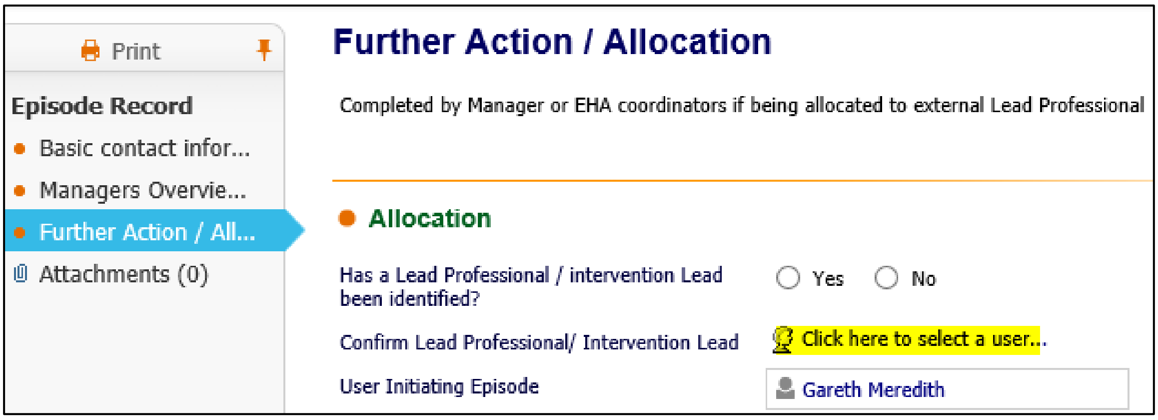
Now you can start filling in the Episode Request Form, navigating through the tabs on the left-hand side, filling in the family details, including the presenting issues, 0-19 request type and the professional who will lead on this episode.



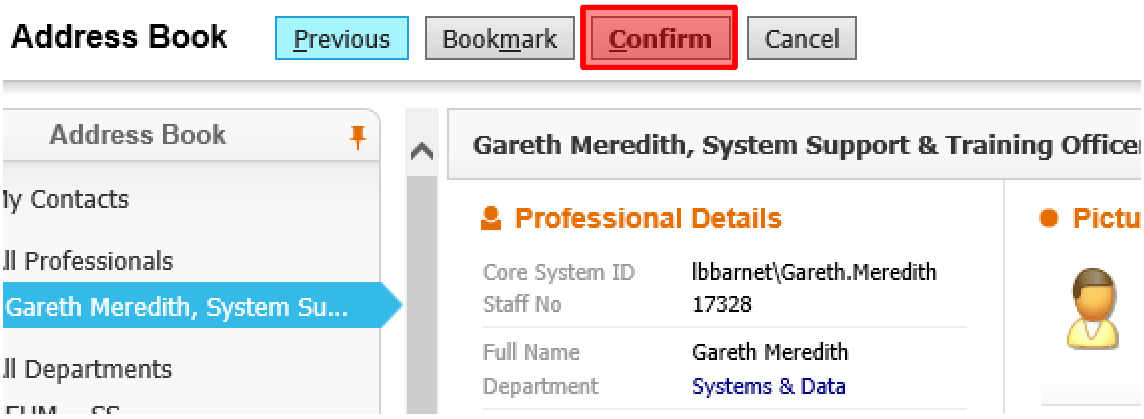


To select a lead professional, navigate to the **Further Action / Allocation** tab where you will have the option to “Click here to select a user”.

Click on the link to take you to the address book where you will be able to search for the professional on the system.

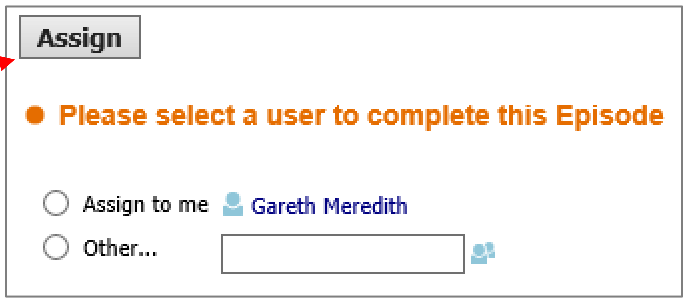


Once you've found the professional in the address book, click "Confirm" and the field will now be populated with the professional's name.

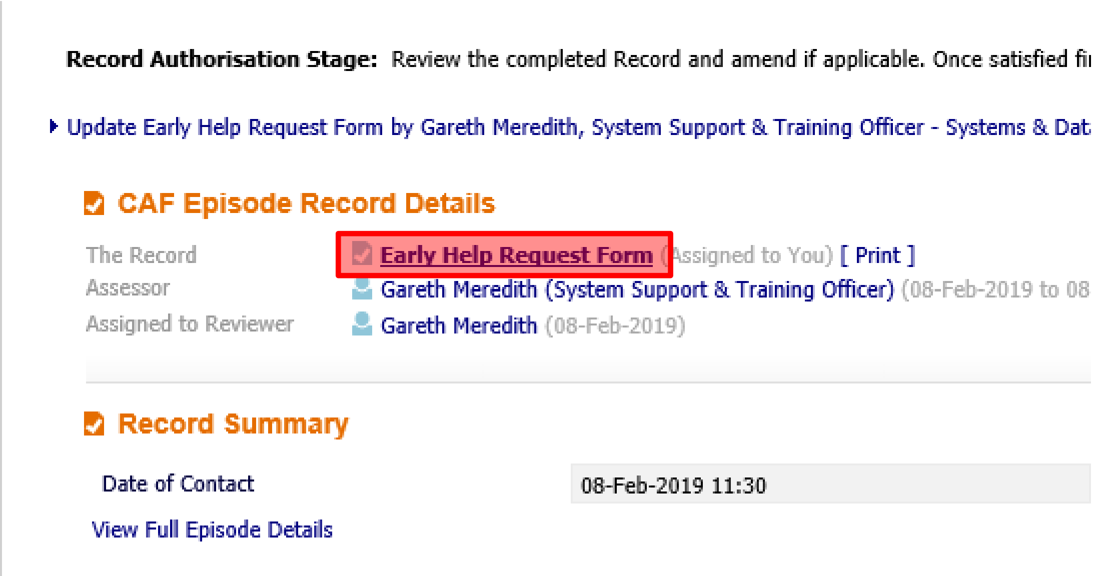


Once all the details have been input into the form, click on the "Finalise Record" button at the top right-hand corner of the form.

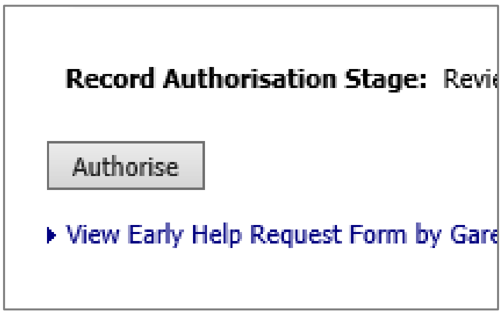
Once assigned, you will need to assign a worker to review the request form, selecting either yourself or another worker.



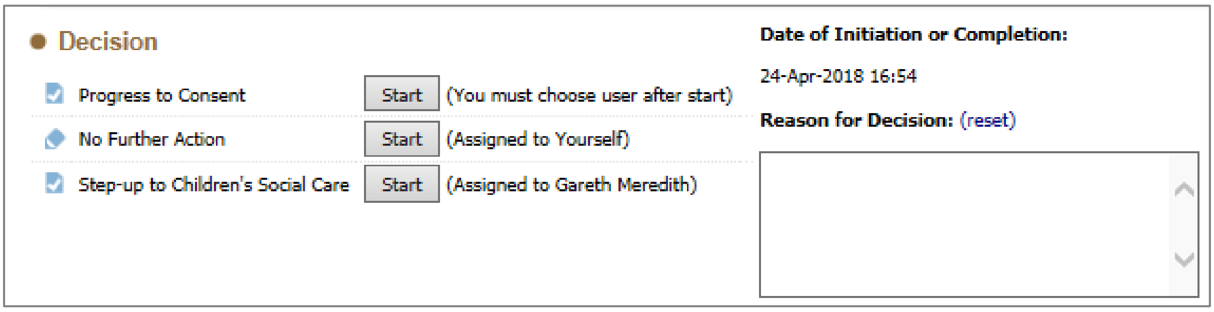
If you have been assigned the task to review the early help request form, you will need to navigate to the form - as demonstrated below – in order to review the details of the referral. Once you've reviewed the details of the referral, click "Finalise Record".



Finally, to complete the request stage of the episode, click Authorise.



Once authorised, you will need to select an outcome to progress the episode with.



<u>Progress to Consent</u> – this outcome will keep the episode open and will progress the 0-19 pathway to the Obtain Consent/Engagement Record stage.

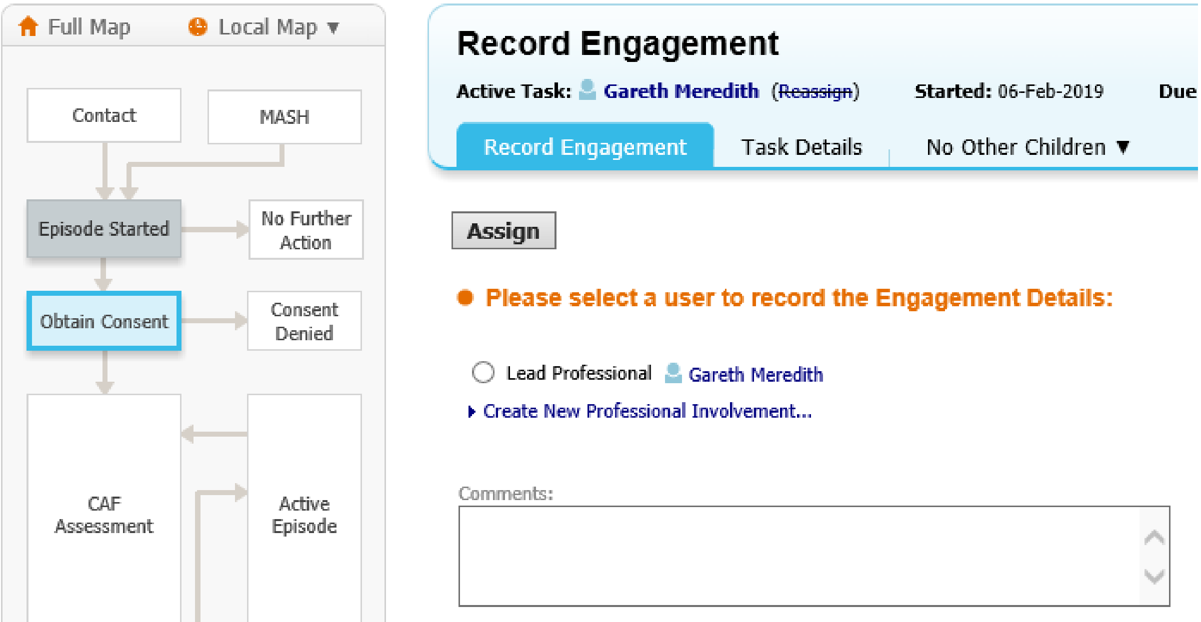
<u>No Further Action</u> – this will close off the 0-19 request

<u>Step-up to Children's Social Care</u> – if the child/family now qualifies for social care intervention, you will need to select this outcome. This will start the referral to Social Care process.

Obtain Consent/Engagement Details – completed by lead professional

The Obtain Consent/Record Engagement stage is where we record the family's engagement decision for the 0-19 episode.

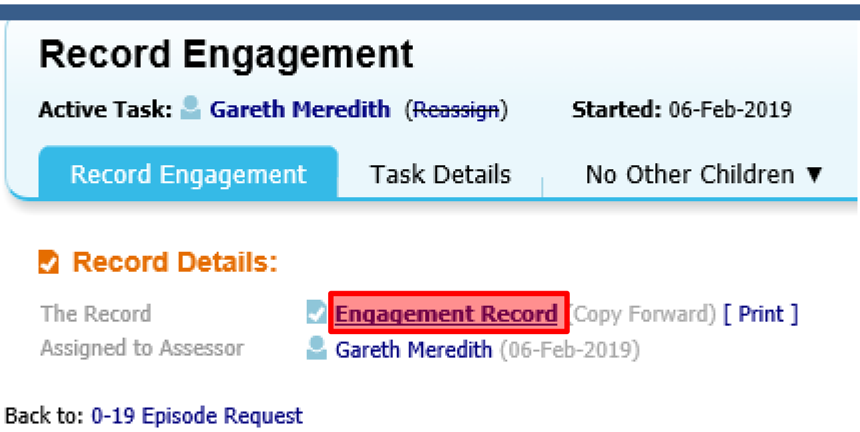
The pathway stage will automatically be assigned to the Lead Professional (the L.P. was established in the Episode Started stage)



Select the appropriate user to complete the Engagement Details and click **Assign.**

If you are assigned the task to complete the form – a task will be in your work tray entitled "0-19 Episode – Record Engagement" - you can start the form by clicking on the Engagement Record link.

N.B. When the icon can be seen next to a link, it indicates that the adjacent link is a form

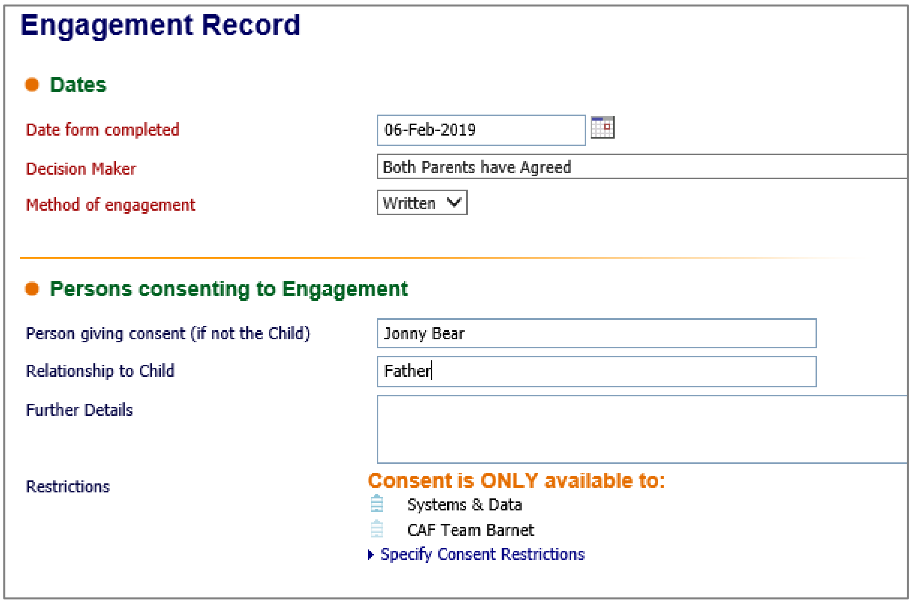


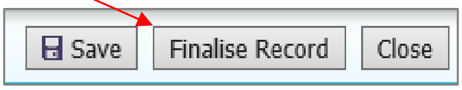
Select any relevant forms from the Copy Forward screen and progress to the form – either by clicking “Copy Forward Selected” or “Start Blank.

N.B. Some questions within the upcoming form may have been answered in previous forms and assessments. To avoid duplication of work, we can select specific assessments from which to copy over some answers that overlap with this form by using the Copy Forward tool.

Complete all sections of the consent form, indicating the decision by the family on whether to engage, as well as the method of engagement.

Once you have filled in the details, click the “Finalise Record” button at the top right-hand corner of the form.



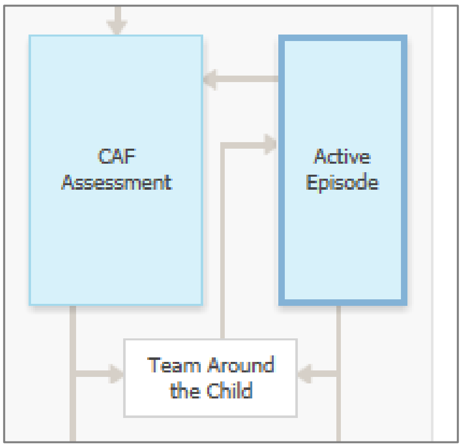


Once you finalise the form, the system will automatically trigger the next stage of the episode. To which stage depends on the answer you selected in the “Decision Maker” field in the Engagement Record form.

- If the family have decided to engage, this will open the 0-19 assessment stage.
- If the family have opted to NOT engage, this will trigger the Consent Denied stage, leading to episode closure.

Active Episode stage

This pathway stage will remain open for the duration of the 0-19 episode. You can use this section of the pathway to do the following:

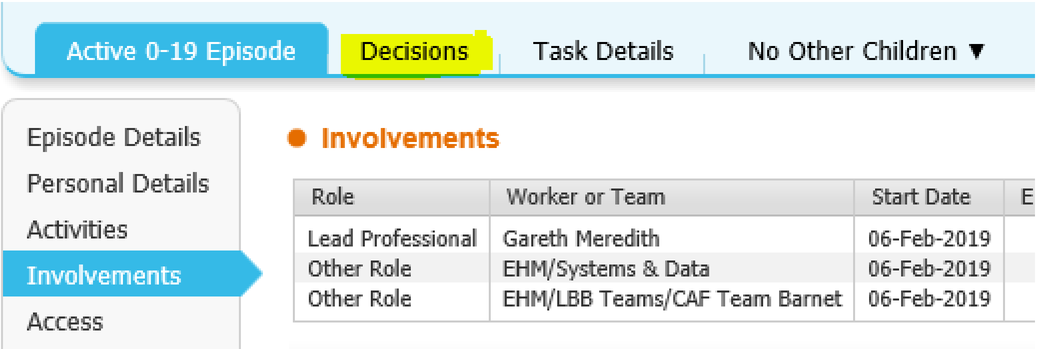


- View the details of the episode
- Update the consent status
- Add any 0-19 related case notes
- Upload any 0-19 related documents
- Change the lead professional
- Trigger pathway steps manually
- Step up the case to social care

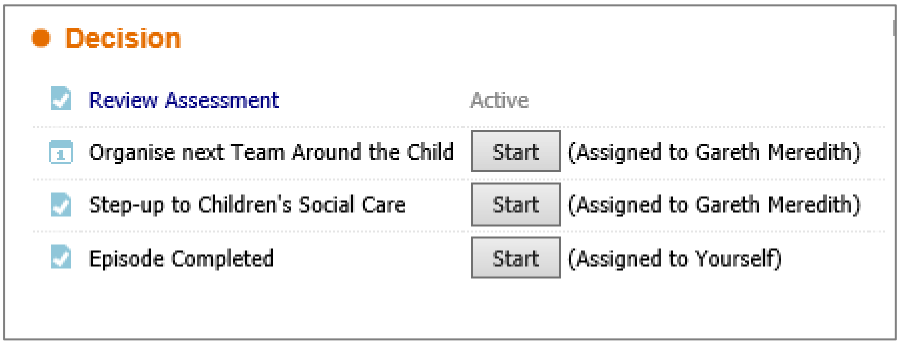
N.B. As long as this pathway stage is open, the lead professional will have the "Active Episode" task in their worktray.

Trigger pathway steps manually

In the Active Episode stage, navigate to the Decisions tab.



Here you will be able to trigger different pathway steps – for example, if during the 0-19 process the threshold for social care is passed, you can trigger the Step Up to Children's Social Care process. This will set in motion the process of transferring the case to LCS – the social care system.



Updating the family engagement details

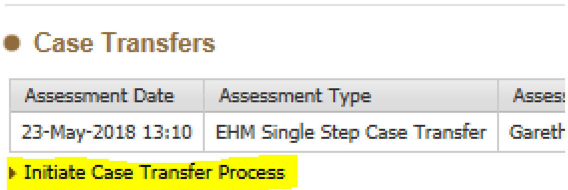
In the Active Episode stage, navigate to the Episode Details tab.

At the bottom of this page, you will see the engagement decision. If the engagement status changes, you can restart the Obtain Consent/Record Engagement stage by clicking the “New Consent Statement” link. This will activate the Obtain Consent/Record Engagement stage again.

Changing the lead professional

You can change the lead professional through the Active Episode stage. To do this you will need to navigate to the Involvements tab within the Active Episode stage. This tab will show you the current and historical professional involvements on the case as well as the open tasks on the child/family’s record. From here, you can also initiate the case transfer process – it is from here that we transfer the case to a new lead professional.

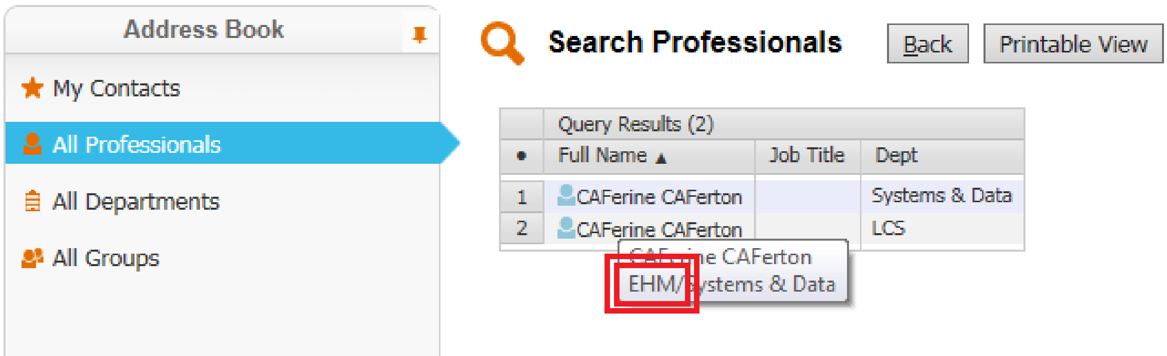
Click the “Initiate Case Transfer Process” link



This will open the case transfer form – you will also receive a task in your worktray to complete the transfer. Populate the form informing on what has been sent to the new lead professional, case files etc. From here you will be selecting the new professional from the address book. Once completed, click “Finalise Case Transfer”.

The new lead professional is recorded in the “Record new Coordinator” field. The link as shown below will take you to the Address Book where you will search for the inheriting professional.

*N.B. Once in the address book, you can search for the new lead professional from the All Professionals section. When searching the professional, be weary that the search results may display the same person twice! If a professional has an account for EHM **and** LCS, their name will display twice. This is due to EHM's address book having a shared database with LCS. Of the two, you must select the professional's EHM account. To distinguish the two, hover your cursor over one of the search entries and a pop-up message will appear – this will advise which one is the LCS account, and which one is the EHM account. ENSURE THE EHM ACCOUNT IS SELECTED.*

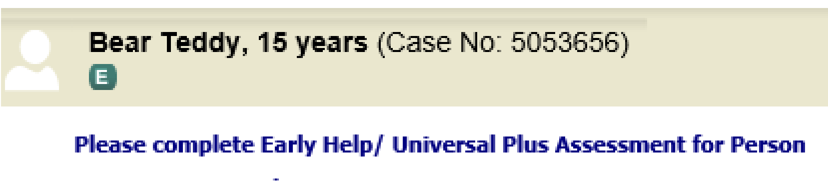


If the case transfer is no longer required, you can click on the "Cancel" button.

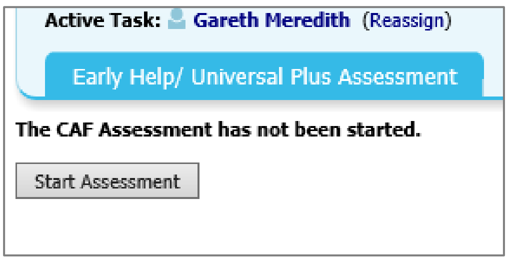
Once the case transfer is completed, all active tasks relating to the episode will be transferred to the new lead professional.

0-19 Assessment

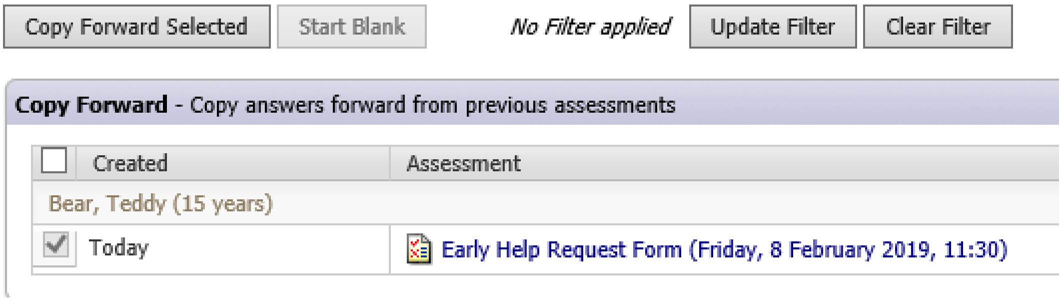
When the assessment stage has been triggered, a task will go into the lead professional's tray.



In the 0-19 Assessment stage, click "Start Assessment" – this will generate the 0-19 Assessment form.

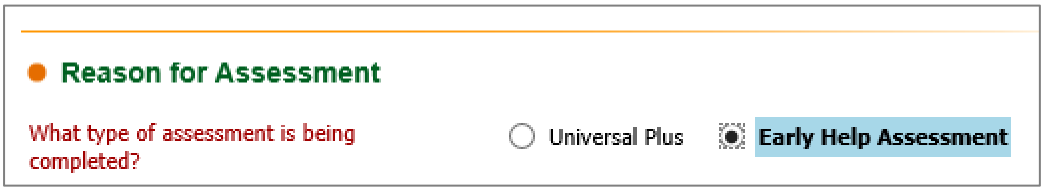


The first step of the assessment form is to select what to copy forward. The system will auto-select the Early Help Request Form to integrate the presenting issues into your assessment.



Populate all the fields within the assessment, navigating the tabs on the left-hand side.

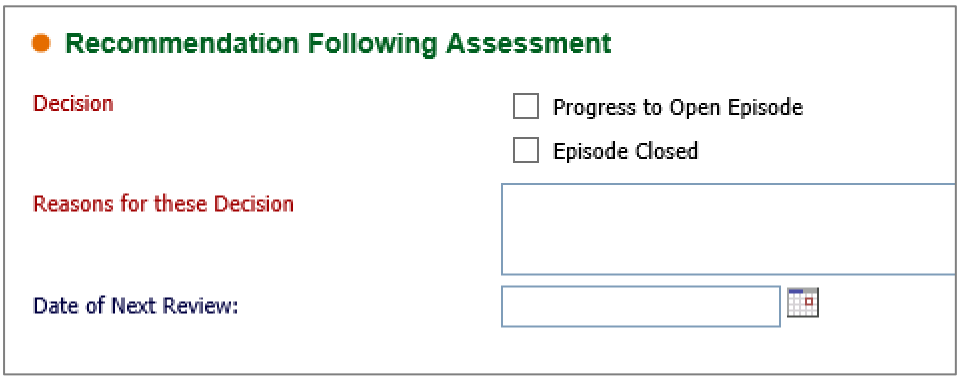
In the first section of the form will ask you to indicate what type of assessment is being completed. It is critical that this is completed correctly as the assessment questions differ greatly depending on the answer to this question.



In the **Recommendations** tab of the form, you will need to select an outcome that has resulted from the assessment. This can either be:

- to progress to an Open Episode - this will move the episode on to the first meeting, where you will review the early help/universal plus plan you have outlined in the assessment.
- to start the Episode Closed process. This will trigger the episode closure.

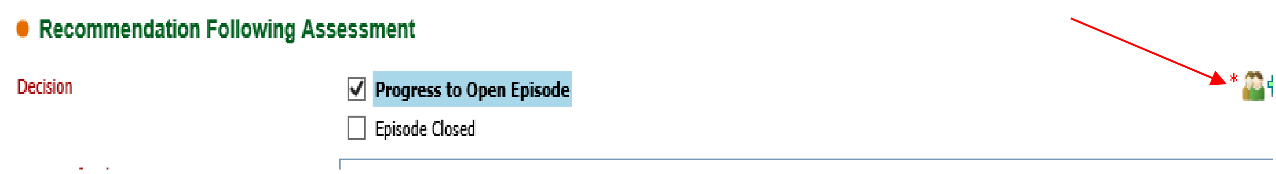
You will also be required to state the reason for your decision.



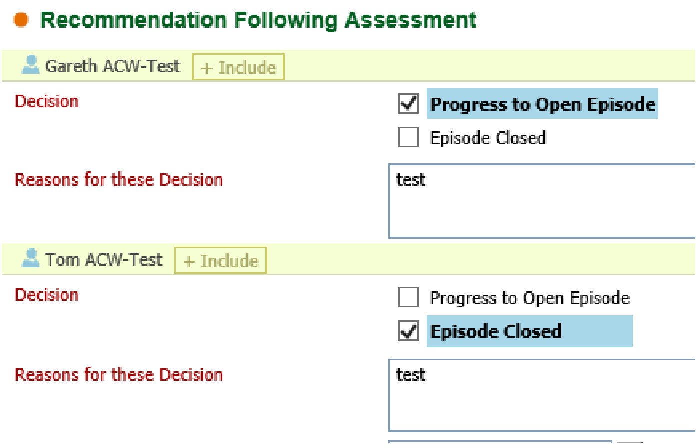
N.B If you are completing a grouped episode and an action is specific to certain members of the family, you can use the Toggle Answer Grouping function next to the field this will allow you to split the family members for specific fields.

In the below example, the two children need to have a different outcome from the assessment. One needs their episode closing, the other needs to be progressed to the first review meeting. When the toggle button is enabled, a banner will appear on the specified field. To split the siblings, click on a name of one of the children.

Toggle Answer Grouping function Disabled



Toggle Answer Grouping function Enabled



Once you complete all sections of the form, you will be able to finalise the assessment – clicking the Finalise Assessment button.

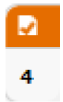
Once finalised, you will be required to send the assessment for authorisation. Select the appropriate management tray and click the **Assign** button.

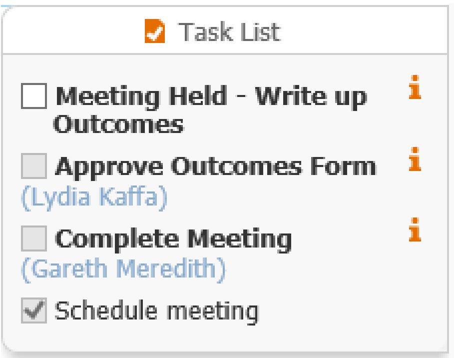
The manager will then pick up the authorsation task from the group tray, review the form and authorise, if no further amendments are required.

Review Meeting/Team Around the Child

N.B. While this stage is open, the lead professional will see a task titled "Meeting – Organise Review Meeting" – this is in place to remind you that the meeting is due.

N.B.2 This stage has a task list function which allows you to see the steps required to complete the stage and who is assigned those tasks. Click on the orange icon on the right hand side to view the task list.



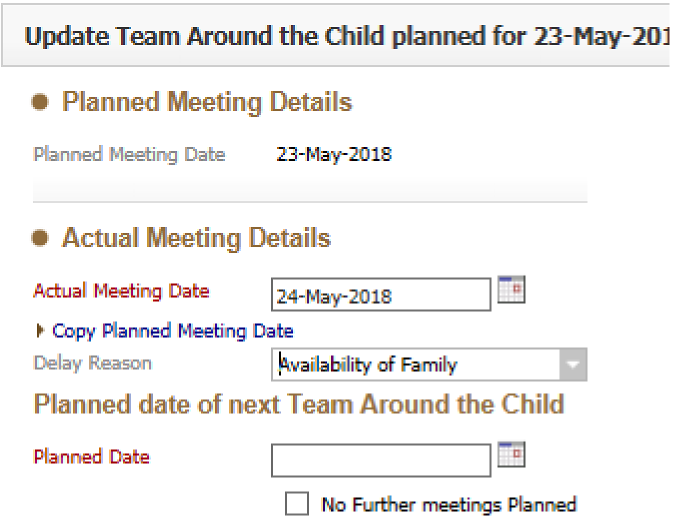


If the first task is to schedule the meeting, Click on either the Schedule Meeting task in the tasklist or on the Update Meeting Details and Scheduling to do this.

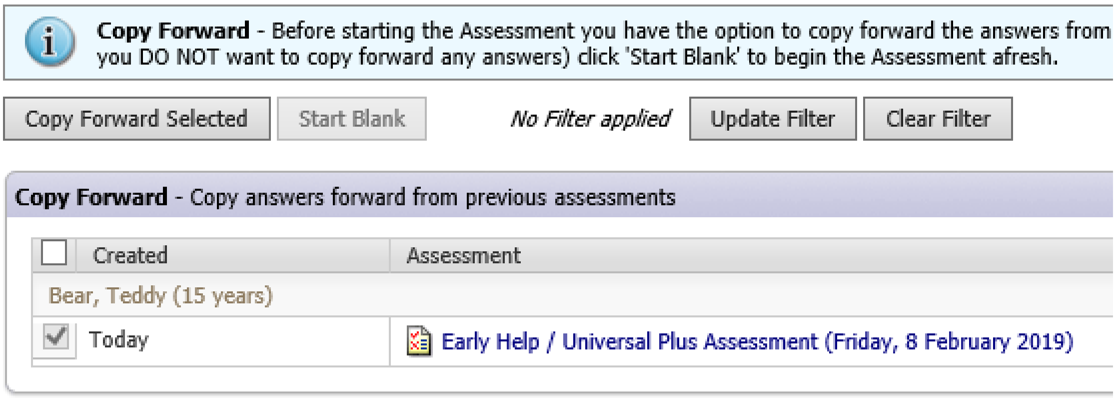
Once the meeting has been scheduled and taken place, you will need to complete the Meeting Outcomes form. To do this, you will need to either select the **Meeting Held – Write Up Outcomes** link within the task list or on the main screen.

The first step of completing the outcomes form is to state the actual date of the meeting. If the actual meeting date is later than the planned meeting date you will need to state the Delay Reason. If you also know when the next meeting will take place, input the date here.

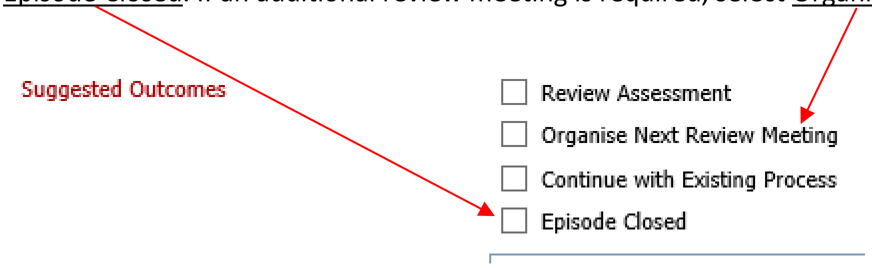
Once completed, click Update.



The following copy forward screen will auto-select the assessment in order to pull through the PCI scores. Click Copy Forward Selected to progress.



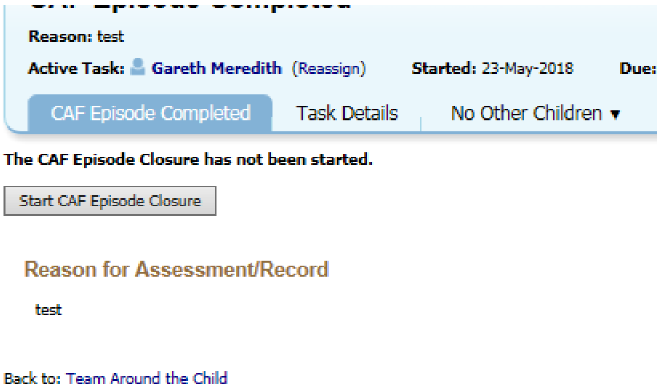
Complete the meeting outcomes form, adding review notes to the 0-19 action plan and updating the PCI scores. You will need to input the suggested outcomes. If the episode is to be closed, select <u>Episode Closed</u>. If an additional review meeting is required, select <u>Organise Next Review Meeting</u>.



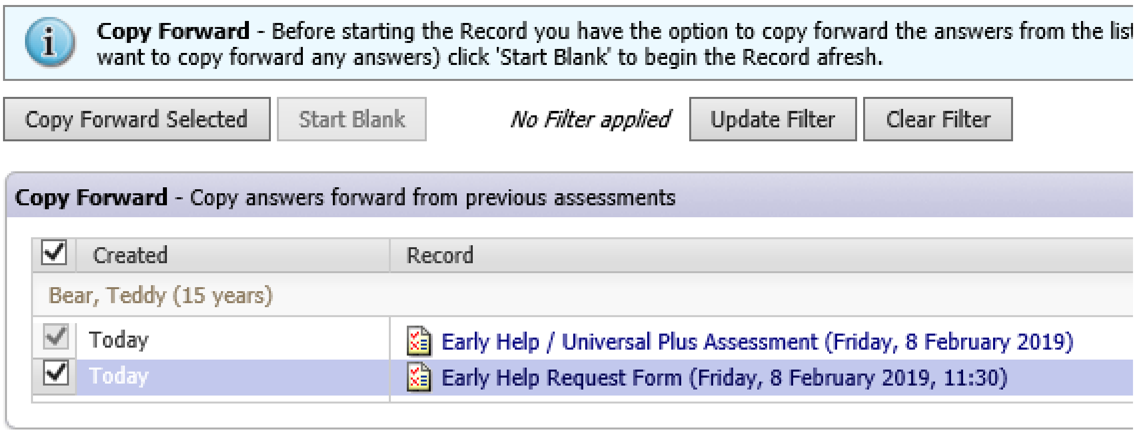
Once the outcomes form is completed, the form will be sent to your manager automatically for the authorising worker to review the form and approve the outcomes form.

Episode Completed

To generate the Episode Closure form, click on the Start CAF Episode Closure button from the Episode Completed stage.



You will then be presented with a Copy Forward screen, where you will be able to copy forward the initial Episode Request form to compare the initial presenting issues with the end outcomes for the family.



The episode closure form is an opportunity to outline the success of the episode and the reason why the episode is being closed.

Once the form is finalised, the form will need to be authorised. Once this form is authorised, the episode will close.

Once the episode is closed, the Episode (the letter 'E') flag will be crossed out.

Please note this Document is a Guide Only – not a definitive 'Step by Step' Instruction Manual and has been written by experienced LCS Trainers who are aware of 'frequently asked questions'. This Guide should be used to inform workers of the I&P LCS Work Flows. It is expected that any Case Worker that has attended formal I&P Training and has been given a copy of this Guide will 'self help' before contacting the LCS Team for support.