CPP

Centre for Professional Practice

Practice Briefing Note

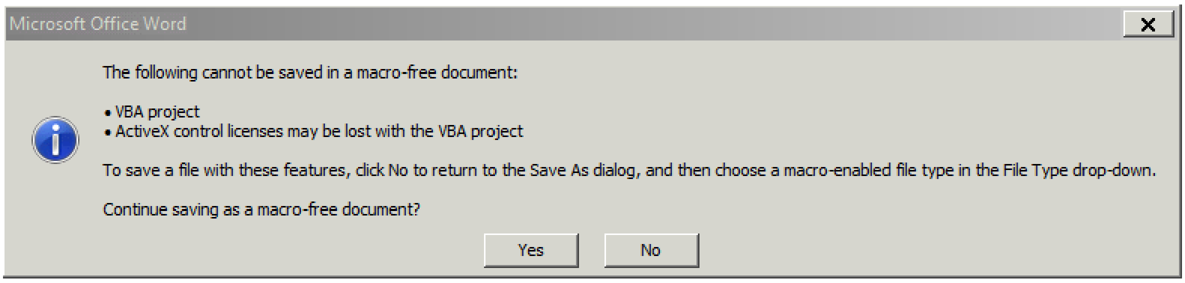
Title:	**CCM Case Transfer/Closure Audit Checklist**
Effective From:	24th July 2018
Practice Note:	The Audit Checklist has been introduced to audit the case prior to transfer or closure. This will enable the Social Worker, Team Manager and Business Support Staff to check that all outstanding tasks have been completed e.g. assessments/letters issued to parents/Professionals notified. This tool should be used to ensure that all cases are administratively audited when they are due for closure, transfer or stepdown leading to the completion of any outstanding activities by the social worker/Business Support Team (Pod coordinators). An Audit checklist will need to be completed for each case that is transferring or closing. Ensure you adhere to the above from immediate effect. Please follow the below guidance: 1. Social Worker Guidance 2. Managers Guidance 3. Business Support Guidance
Reason:	To assist in ensuring all tasks within CCM are completed upon transfer or closure of a case.
Adopted at:	BDG
Authorised by:	Darren Shaw, Head of Practice Improvement (PSW)
Date:	24th July 2018
Review Date:	24th July 2019
Reference No:	0035/2018/CPP

Dudley
Metropolitan Borough Council

How to use the electronic Audit Checklist from within CCM

Social Worker Guidance

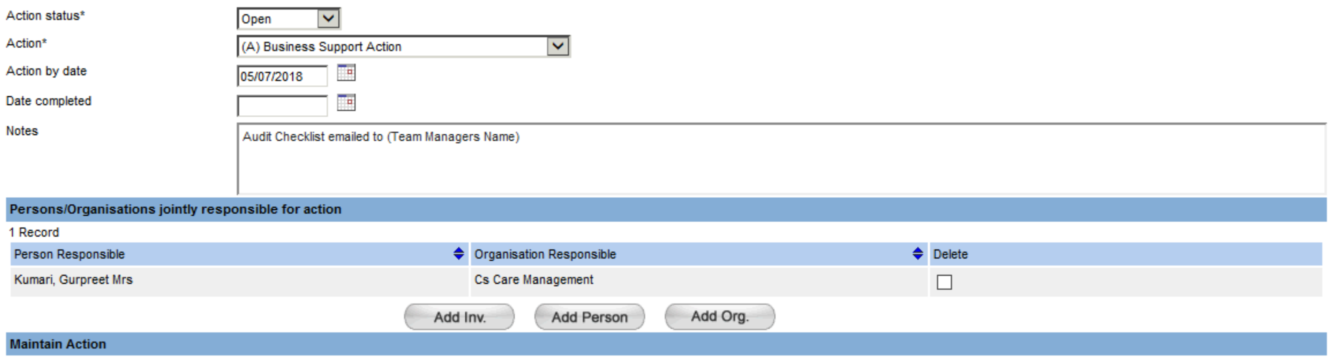
- Load the Childs record that you need to complete an Audit Checklist for.
- Click Core Person Details
- Click Person Details
- From the top right click
- This will load a list of documents available, click the 'Audit Checklist' hyperlink
- Wait for the application to load
- When the security warning window loads, tick I accept the risk and want to run this application.
- Then click Run
- The Audit Checklist will now open up in a Word document. Some fields will auto populate from information held in CCM (e.g. Childs name, CCM pin, Allocated Social worker)
- The Social Worker will now proceed to fully complete all the information in the Audit Checklist by typing straight in to the document
- Note at this stage if there are more siblings then you will need to manually input the name(s) and pin(s) in the top section of the Audit Checklist
- Once the Audit checklist is fully completed email this to your line manager
- To email from within Word click , then click Send , then click E-mail Send a copy of the document in an e-mail message as an attachment.
- On this next window which pops up click 'Yes'



- This will open up a draft email with the checklist you have completed attached.
- Input your line managers name in the 'To' field
- Input the email subject '(Childs name) Audit Checklist'
- Click send to send the email
- Now go back in to CCM
- Click Case Notes / Visits and then click Create Case Note / Visit
- Note/Visit Type – Select 'Case Closure'
- Date of Case note – is today's date
- Input Headline – Case Closure
- Under Notes input your case closure summary and rationale for closure. At the end of the case note input 'Audit Checklist sent to (Team Managers name)'

- Click Save
- Click Workflow
- Click Add Action
- Complete Workflow to your line manager
- Under Action select 'Case Closure'
- Action by date – 'Today's Date'
- Under notes input – 'Audit Checklist emailed to (name of Manager)
- Click Add Person
- Search for your manager and select your manager to whom you are sending the task flow

<u>Your screen should look similar to the below</u>



- Now click Continue in order to send the workflow
- Click Continue once more and this will take you back to the case note
- Copy note to any siblings if needed, and click Continue

Managers Guidance

- You will also see in your task list that there is a task set for you

Select	Currency	Description	Due Date	Task Type	Rag Status	Countdown Timer	Action Notes	Created By	Assigned To
☐	Current	(A) Business Support Action for Xxxx, Baby Master (465127)	05/07/2018	(A) Business Support Action			Audit Checklist emailed to (Team Managers Name)	Kumari, Gurpreet Mrs	Kumari, Gurpreet Mrs

- Open your email and find the email that the Social Worker has sent to you
- Complete your audit from the checklist
- Once you have completed this, input your name at the bottom of page 1
- Email the audit checklist to your assigned admin email inbox for action of remaining tasks (such as sending CYPA, transfer/closure letter)
- Now click on **Task List**, put a tick against Audit task you have just completed and click **Complete Task**
- Click **Case Notes / Visits** and then click **Create Case Note / Visit**
- Note/Visit Type – Select 'Case Closure'
- Date of Case note – is today's date
- Input Headline – Audit Checklist
- Under notes input – Audit Checklist completed, emailed to (designated admin email address)
- Copy case note to siblings if required
- Click **Continue**

Business Support (Admin) Guidance

- Open the Audit Checklist that has been emailed to you
- Identify the tasks which need completing, e.g. sending closure letters, CYPA's etc.
- Prepare and send letters, reports, etc. (Note – ensure you use the address that the Social Worker has inputted in the Audit Checklist, as this may in fact be different from the one showing on CCM)
- Input your name at the bottom of page 1 on the Audit Checklist and input the date that the Assessment was sent out.
- Save and index the Audit Checklist to the child(s) pin(s)
- Index any letters that have been sent out, against the child(s) pin(s)
- Open CCM to input a Case note, to detail the work you have completed
- Open the Child's pin
- Click **Case Notes / Visits** and then click **Create Case Note / Visit**
- Select Case note type relating to your area (e.g. Care Management Case Note)
- Input the date you completed the Audit Checklist
- In the headline input 'Audit Checklist Completed'
- In the Notes section input – all actions you have completed, (e.g. CYPA sent out, closure letters sent out, etc.)
- Copy case not to any siblings if applicable
- Click **Continue**