

Liquidlogic Adults' Social Care System LAS



The challenges of delivering effective and efficient adult social care are increasingly demanding and complex. The main themes of Prevention, Safeguarding and Personalisation, whilst offering opportunity and choice, can result in a fundamentally different way of delivering services. A growing elderly population and increased Government emphasis on multi-agency working, particularly across health and social care, is a key challenge many councils are yet to address.

Overview

With a wide range of client groups utilising a variety of service delivery models from re-ablement through personal budgets to traditional case management, the ability to monitor finance and resources is crucial. By providing a range of fully integrated modules around case management, finance and personalisation, Liquidlogic Adults' Social Care System(LAS) provides a fully reportable solution to support authorities meeting the challenges ahead.



Product Overview

Liquidlogic Adults' Social Care System is a proven and flexible case management solution designed to meet the changing requirements within Adults' Social Care.

- A secure browser application which requires no additional software to be installed on the local machine
- Configurable individual Practitioner, Manager, Workgroup, Waiting List and Budget Worktrays
- Configurable and intelligent form design
- Data copied forward from assessment to assessment, regardless of type
- Use of embedded entities to ensure that database information can be readily viewed and updated through forms/assessments
- True multi-agency applications including the ability for different organisations to have their own referral and assessment forms whilst sharing the same data
- Mobile working as standard via wireless hotspots or 3G networks
- Offline working out of the box as standard via the widely used Briefcase functionality
- Highly granular security model
- Intelligent relationship modelling
- Reports available at the click of a button within the application including all statutory returns
- Full suite finance functionality to support all elements of contracts, payments and charges including detailed support around personal budgets
- Data Warehouse Reporting Solution for use with SSRS, Business Objects and other reporting tools
- Business Objects Universe for ad-hoc reporting on case management and finance
- A series of Portals to support intelligent signposting, information and advice
- Online service directories giving client/citizen access to contracted and universal services including interfaces to online market places such as Shop4Support
- Client Access to allow service users and their carers to contribute to and view their own record

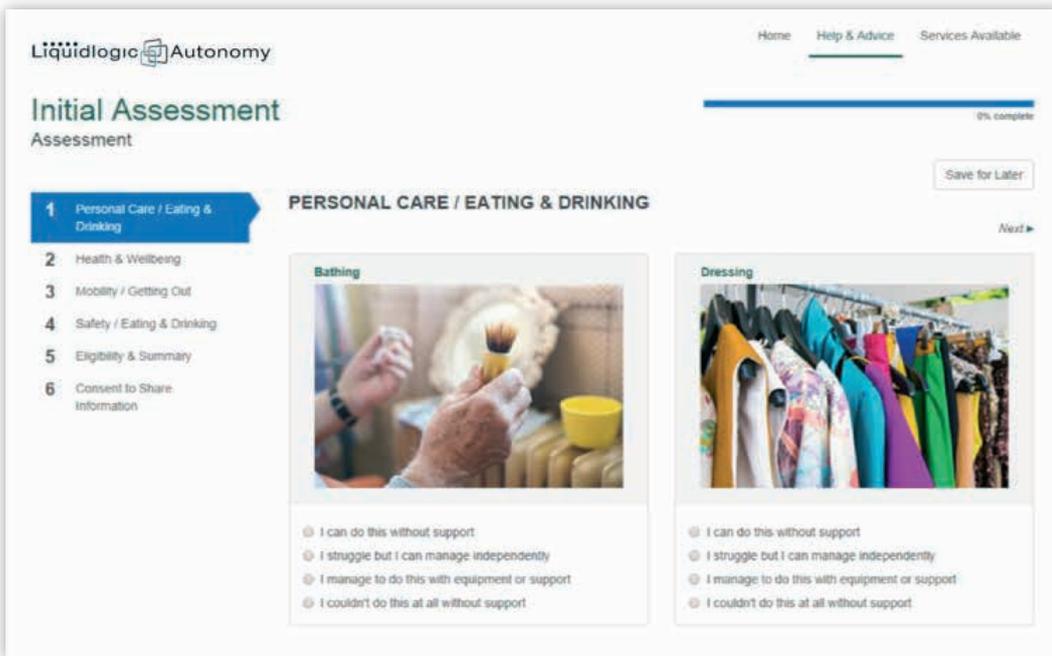
Liquidlogic Autonomy

Liquidlogic Autonomy is the new Social Care Self-Service Solution from Liquidlogic & OCC which has been developed in response to a number of drivers including the Care Act, increasing requests for advice or support and the requirement from some to be able to manage their affairs online.

The Information & Advice component of the Liquidlogic Autonomy Toolkit gives individuals an indication of the likelihood of qualification for Council assistance, in terms of both need and finances. This component can also be configured to support individuals and their family in identification of universal services available in their area or where appropriate to send online referrals directly to the back office case management system.

The Client Portal component enables individuals and their family to access core details, fill in assessments and reviews, view any personal budget and care account details or exchange messages with the social work department.

The key to Liquidlogic Autonomy is the full integration between its components and the back end case management and finance systems.



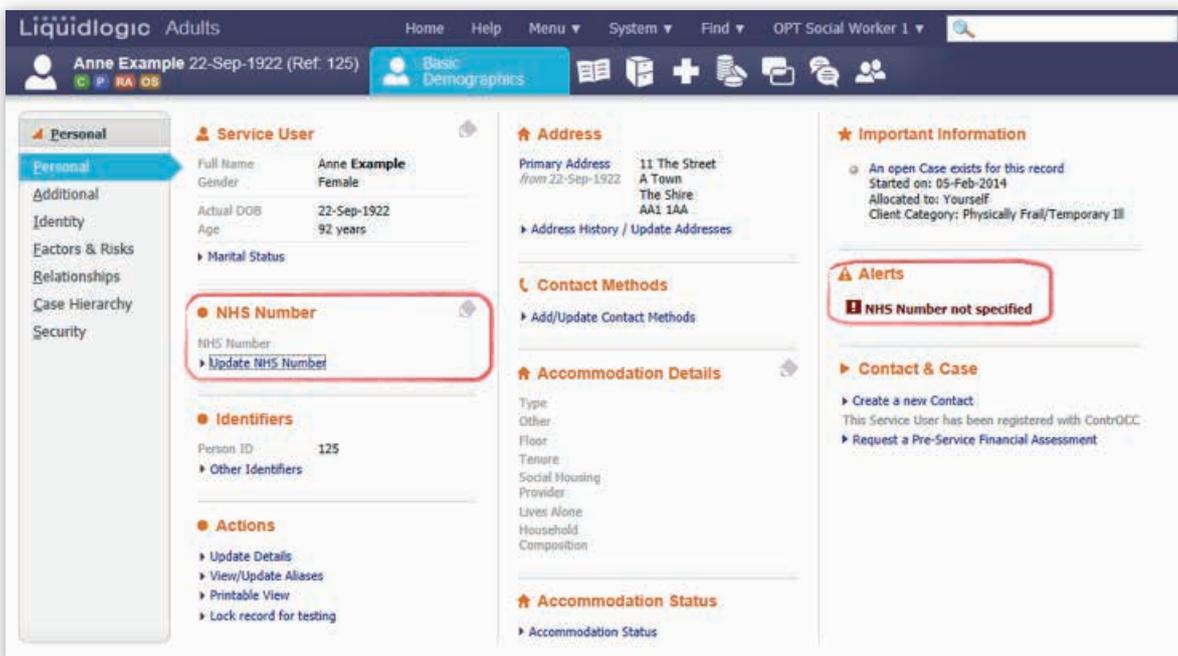
Patient Demographic Service (PDS)

The Liquidlogic Adults' System can support Local Authorities looking to deliver integrated health and social care to improve outcomes and independence through better control and governance.

The system also offers integration with the NHS PDS to allow Authorities to access the NHS details for the client.

The integration facilitates search and retrieve of a Local or PDS Service User

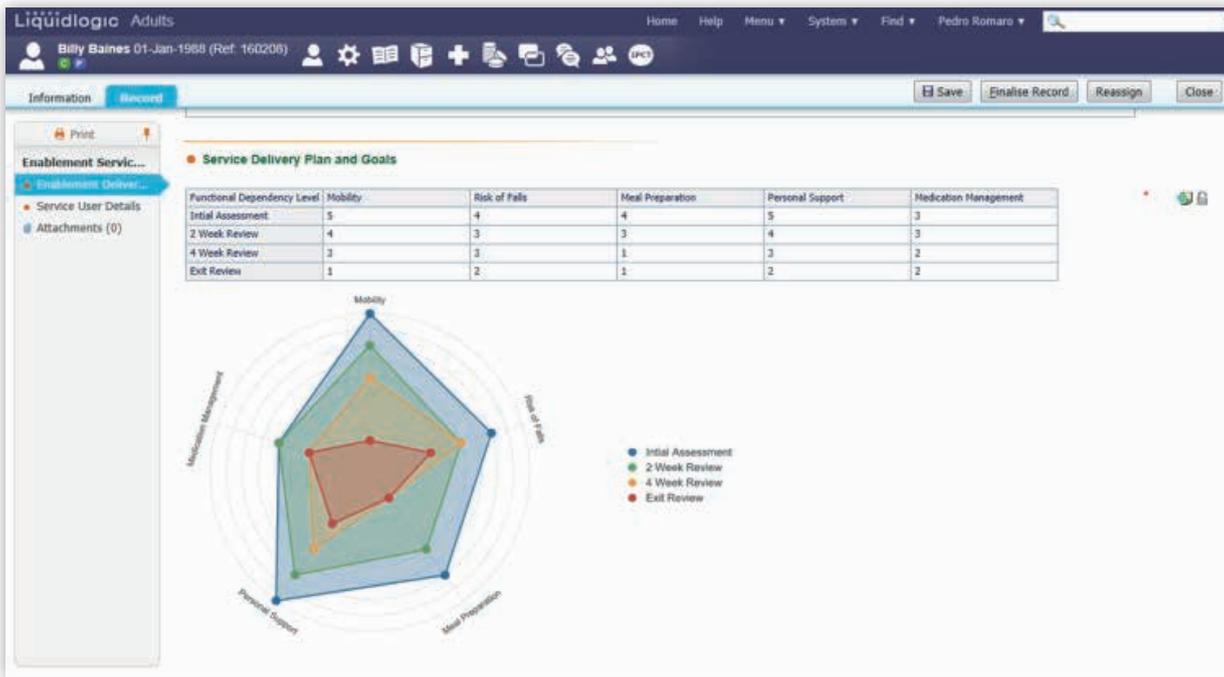
- Link a local Service Users record to PDS
- 'Un-link' a Service Users Local record from the PDS
- Highlight data discrepancies between a linked Local / PDS record
- Create a Local Service User record using a PDS record
- Update a Local Service User record using a PDS record
- Update the PDS from a Local record



Re-ablement Process

The evidence for providing intensive short term services as an alternative to longer term services would appear to be strong and has the potential to deliver real cost savings. Liquidlogic provides the ability to record and manage the re-ablement process through assessment and planning, monitoring and review. The LAS system also includes the ability to embed Radar Charts within its forms to visually demonstrate the change in needs captured at each review and present these in user friendly exports from the application.

For clients who require long term services beyond re-ablement, Liquidlogic offers the advantage of linking outstanding re-ablement needs and outcomes to a RAS and support plan, to avoid duplication of data.



Resource Allocation System (RAS)

By working with a number of providers and customers the Liquidlogic Adults' Social Care System is capable of supporting all RAS tools. Liquidlogic is able to distinguish between the needs based assessment and the financial planning tool to ensure that Authorities have maximum control and flexibility over their own RAS calculations. Liquidlogic forms are readily able to dynamically calculate budget and eligibility scores within a RAS and make these visible to the assessor.

Question 2: Meeting My Personal Care Needs
 This part is about looking after yourself and the support you may/may not need. (Things like washing, dressing and going to the toilet):

Is this Question Applicable? Yes No

What I want to achieve?

Assessment Information:

Please pick one answer which best describes you:

2A) I occasionally need help or encouragement with my personal care needs.

2B) I need a lot of support with personal care during the day

2C) I need a lot of support with personal care during the day and night

2D) I need two people to support with personal care

How much support is, and will continue to be in place? e.g. family, friends, other funding (ILF)

The answer to Question 2 highlighted FAC Eligibility Code **CS1/CC1**

Needs & Outcomes Assessment Summary

Needs & Outcomes Assessment Total Score:	41
Annual indicative budget	£9,940.00
Weekly indicative budget	£188.72

Finance

Liquidlogic Adults' Social Care System provides a comprehensive and integrated financial module from Oxford Computer Consultants (OCC). Uniquely within the social care IT market a rich layer of integration is provided between finance and case management functionality to ensure users only ever use a single interface to view information.

Costs

Care Package Costs Rounded | Precise

Total Cost **£390**

Service Description	Service Details	Service Period	Annual Cost
Financial Year 2012/2013:			
Home Care - DOMCAREN Blitz Clean STD WEEKDAY (HOUR) 1 x HOUR		11/03/2013 onwards	£30
Financial Year 2013/2014:			
Home Care - DOMCAREN Blitz Clean STD WEEKDAY (HOUR) 1 x HOUR		11/03/2013 onwards	£360

Non Plan Service Provisions

[Add a Service Provision](#)

A single interface provides clear links between the assessment, issues and outcomes defined within the assessment, the services prescribed/commissioned to achieve the outcomes and the cost of those services and impact on budgets. Budget Holders are able to see the immediate impact of a service on their budget and the overall budget.

Finance plays a key role within personalisation and the solution has been developed to manage personal budgets and to allow Fairer Contribution Assessments to be undertaken against notional services, to allow contributions and an Actual Budget to be calculated.

The Personalisation Agenda requires fundamental links between financial data and case management data to support RAS calculations. In addition, Liquidlogic also supports Contribution Assessments and Personal Budget setting and monitoring. Without this level of integration, support for personalisation would be cumbersome and difficult to achieve.

Safeguarding

Liquidlogic Adults' System provides full and configurable functionality to support the organisation and recording of Local Authorities' safeguarding procedures for vulnerable adults. Safeguarding can be recorded as part of a client's case or as a separate process. Functionality supports the recording of information gathering, risk assessment, as well as the planning and recording of meetings where required.

Liquidlogic Adults

Home Help Menu System Find Sarah Thompson

Christopher Leek 12-Dec-1940 (Ref: 160400)

Safeguarding Adults Episode

Active Task: Sarah Thompson (Reassign) Started: 20-Jan-2014 Due: 17-Feb-2014 Priority: None Given

Task Comment: (Complete Safeguarding Investigation)

As the current safeguarding adults coordinator please manage the following task(s):

- Complete Safeguarding Investigation - within 4 weeks of the contact (due 17 Feb, 7 months ago)
- Organise a Case Conference: You can begin to organise this at any time

Safeguarding Investigation

- Start New Safeguarding Investigation
- Link to Organisational Safeguarding Case

Risk Assessments

- Start New Risk Assessment
- Update Safeguarding Risk Assessment (Assigned to You, Started 24 Sep)
- View Safeguarding Risk Assessment (Started 24 Sep, Completed 24 Sep)
- View Safeguarding Risk Assessment (Started 24 Sep, Completed 24 Sep)

Other Assessments

Case Conferences

- Organise New Case Conference

Case Notes

0 Case Note(s) for this Episode

- Add Case Note

Episode Details

SA Referral ID: 172
Start Date: 20-Jan-2014 15:51

Initial Contact

20-Jan-2014 15:49, Recorded By John Pierrepont (Admin) - Hillingdon Adult Social Care

Organisational Safeguarding

As well as individually recording safeguarding cases against clients, there is the ability to record safeguarding investigations against Providers and Establishments within the system. Organisational Safeguarding can be linked to a number of clients within the system and will also alert system users if there is an outstanding investigation against the Provider or Establishment.

OSA Test Long Case
Active Task: Odette Bruce | Started: 15-Feb-2013 | Due: 15-Feb-2013 | Priority: No Priority Given

This OSA Test Long Case was active from 11-Feb-2013 until 14-Feb-2013
Closed by Odette Bruce

Assessments

Attached Documents
There are no documents.

Case Notes
1 Case Note(s) for this Case

OSA Test Short Case Details

OSA Test Short Case	1
Ref:	
Provider:	
Status:	Closed
Start Date:	11-Feb-2013
End Date:	14-Feb-2013
Outcome:	No Further Action
Outcome Date:	14-Feb-2013

Audit

Created By:	Odette Bruce
Date Created:	15-Feb-2013 14:54
Closed By:	Odette Bruce
Date Closed:	15-Feb-2013 14:54

Care Planning Alert

Alert Message: This is a warning
Alert Start Date: 11-Feb-2013
Alert End Date: 14-Feb-2013

Complaints

Start Date	End Date	Severity	Status	Type	Outcome	Outcome Date	Notes
11-Feb-2013	14-Feb-2013	Critical	Closed		No Further Action	14-Feb-2013	details
11-Feb-2013	14-Feb-2013	Critical	Closed		No Further Action	14-Feb-2013	Mrs Jones.....

Linked Safeguarding Investigation(s)

DoLS

The system supports the recording of the DoLS (Deprivation of Liberty Safeguards) process and as standard includes all of the DH forms within the generic application. Both the Safeguarding and DoLS modules support the changes for the ZBR (Zero Based Review) reporting requirements.

DOLS Assessment Outcomes
Reason: Reasons12137900
Active Task: forename10012174 surname10012174 | Started: 30-Sep-2013 | Due: unspecified | Priority: No Priority Given
Task Comment: Comments11559065

Assessment Outcomes | Decisions | Task Details

Cancel Episode
The current episode coordinator is forename10012174 surname10012174.

Episode Co-ordinator

IMCA
Name:

BIA
Name:

Representative
Name:

S12 Doctor
Name:

Assessment Outcomes

Assessment	Outcome	Notes
Form 5: Age Assessment	✓	
Form 6: Mental Health Assessment	✓	
Form 7: Mental Capacity Assessment	✓	
Form 8: No Refusals Assessment	✓	
Form 9: Eligibility Assessment	✓	
Form 10: Best Interests Assessment	✓	

Outcome Dates

Date of Decision to Grant/Deny Authorisation	23-Sep-2013
Actual Start Date	23-Sep-2013
Planned Expiry Date	22-Mar-2014
Duration	181 days

Supporting People Process

A Supporting People module has been added to the system to allow the recording of services commissioned outside of the Support Planning process, e.g. Housing Benefit Assessment.

Workspaces

Workspaces enable all information relevant to a case to be securely held in the Liquidlogic Social Care System, reducing the total number of IT systems needed.

Liquidlogic has developed a 'toolset' to create specific functions which can be designed and adapted to meet local requirements.

#	User/Group/Department	Administrator	Contributor	Observer	Excluded	Actions
1	CLDN Workspace Administrator	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	▼ Down <input checked="" type="checkbox"/> Remove
2	CLDN Workspace Contributor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	▲ Up ▼ Down <input checked="" type="checkbox"/> Remove
3	CLDN Workspace Observer	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	▲ Up <input checked="" type="checkbox"/> Remove
4	Everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Reporting

The Liquidlogic Adults' Social Care System (LAS) delivers reporting in a number of ways. Interactive worktrays provide up to the minute accurate summaries of current activity and caseload information in relation to individuals and teams. The system also provides a portfolio of interactive reports, including statutory returns, which can be run at the click of a button.

A Data Warehouse has been developed to deliver optimised reporting from the application and facilitate ad-hoc reporting from a wide variety of reporting mechanisms, according to your local strategy.

The example report shown below has been created using Business Objects but similar reports can be generated using other reporting solutions.

