



Liquidlogic EHM system

Refer to Adolescent Development Service

Version No	Revision Date	EHM Version	Created By
1.0	11/11/2021	LCS 14.5.4	M. Watkins
2.0	25/01/2024	LCS 16.0.14	F.Walters
2.1	18/02/2024	LCS 16.0.14	F. Walters

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1. Create a new Adolescent Development Service Referral

This Help Guide explains the process of making a referral to the Adolescent Development Service (ADS) from the EHM system.

Search for the record of the child young / person to view their demographics page. Click the **Create a new Adolescent Service Referral** link:

The screenshot displays the 'Basic Demographics' page for a patient named Saffron Springtime, 16 years old (Case No: 436454). The page is organized into several sections:

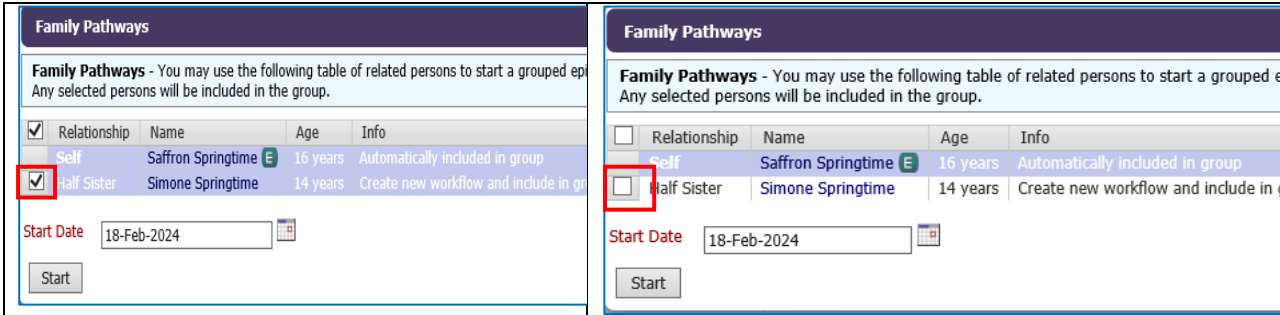
- Name & Gender:** Case Number 436454, Title, Surname Springtime, Forename Saffron, Gender Female.
- Age / Date of Birth:** Actual DOB 01-Feb-2008, Age 16 years, Unborn Child checkbox.
- Status Details:** Marital Status.
- Other Names:** Add Other Name, Mark this Record as a Duplicate.
- Addresses:** Main address 12 Tedder Close, Ruislip, HA4 6NR, from 01-Feb-2012.
- Locality:** Locality, Locality Notes.
- Contact Methods:** Add Contact Number / View Historic Numbers..., Show Relevant Contact Methods.
- E-Mail:**
- Disability:** Is Disabled?, Is on a Disability Register?, See Further Details for disability details.
- Important Information:** No NHS Number recorded, No UPN recorded.
- Actions:** Create a new Contact, Create a new MASH Episode, Create a new EHCP Request, Start SEND Support, EHCP Transfer In from OLA, Create a new Stronger Families Episode, **Create a new Adolescent Development Service Referral** (highlighted), Start SEND Panel, Start a Children's Centres Episode, New Document.
- Relationships:** Saffron Springtime - 16 years, This Child.

The **Start Pathway** box will appear. Enter the **start date** and click **start**:

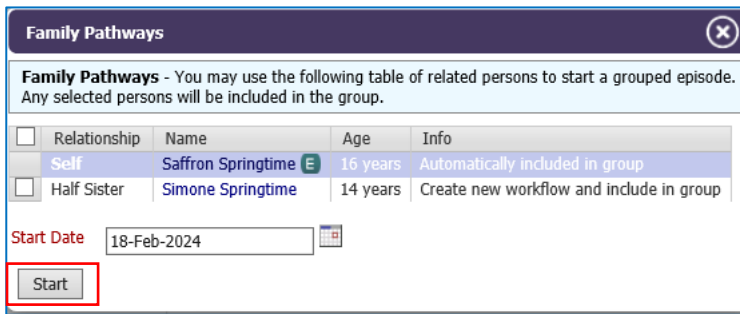
The 'Start pathway' dialog box is shown with a close button (X) in the top right corner. It contains a 'Start Date' label and a text input field containing '18-Feb-2024'. A 'Start' button is located below the input field.

Please note: if relationships have been recorded on the system for the adolescent, the **Family Pathways** pop up box will appear. **The ADS service does not accept grouped referrals, so each child needs to be referred individually.**

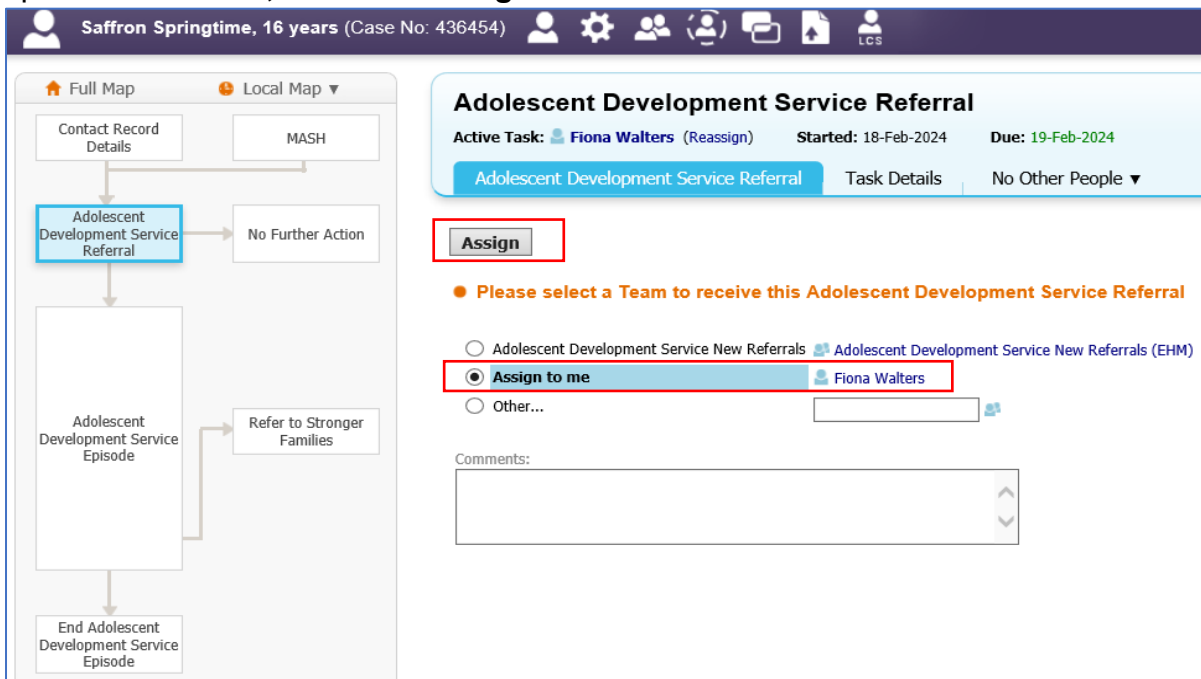
Click the tick next to the listed relationship to **deselect** any related persons so they are not included in the grouped episode.



Check the start date and click on **Start**:



The next step is to choose to assign the referral to a team or individual. **ADS referrals should be referred / assigned to yourself.** Select the **Assign to Me** option. Enter an optional **comment**, and click 'Assign':



The task will open automatically as shown on the next page. This is how it will appear in the assigned worker's work tray. Click the task to open it and begin work:

25-Jan-2024 Winter, Diego (≈ 5 years) [Case No: 436422] CIN R Please do the Adolescent Development Servi...

Select the 'Create a new Adolescent Development Service Referral' button:

Adolescent Development Service Referral
Active Task: Fiona Walters (Reassign) Started: 18-Feb-2024 Due: 19-Feb-2024

Adolescent Development Service Referral Task Details No Other People ▼

The Adolescent Development Service Referral has not been started.

Create a new Adolescent Development Service Referral

Family Pathways - You may use the following table of related persons to start a grouped episode. Any selected persons will be included in the group.

<input type="checkbox"/>	Relationship	Name	Age	Info
<input checked="" type="checkbox"/>	Self	Saffron Springtime	16 years	Automatically included in group

Click Here to Update Relationships for Saffron Springtime...

The system will advise if there are any previous enquiries for the subject and whether you have the option to copy them forward. In the example below, the only option is to select 'Start Blank.'

Saffron Springtime, 16 years (Case No: 436454) Adolescent Development

Information Enquiry Consolidation Revisions

Copy Forward - There are no previous Enquiries for Springtime, Saffron (16 years), so you do not have the option to copy answers forward at this time. Click 'Start Blank' to start the new Enquiry.

Start Blank

2. The ADS Referral form / task

Enter the required information:

- The date the referral was received.
- Select a radio button to indicate who is completing the referral / how it was received:

The screenshot shows the 'Adolescent Development Service Referral' form in the 'Enquiry' tab. The user is Saffron Springtime, 16 years old (Case No: 436454). The form includes a 'Date Referral Received' field set to 18-Feb-2024. Below this is a section titled 'Who is completing the referral / how was it received?' with a list of radio button options. The options are: New Referral received into Referral Tray from Stronger Families Hub (ADS workers only), New Referral received into Referral Tray from Social Care LCS (ADS workers only), Referral received into the ADS Email inbox from the Hillingdon Website (ADS workers only), I am making a referral from a Children's Centre, I am making a referral from the FAST Team, I am making a referral from the SEND Service, I am making a referral from the Portage Service, I am making a referral from a Stronger Families Key Work Team, and Other Route / Service.

Complete each section down the left-hand side of the form. Please note, any questions in red text are mandatory:

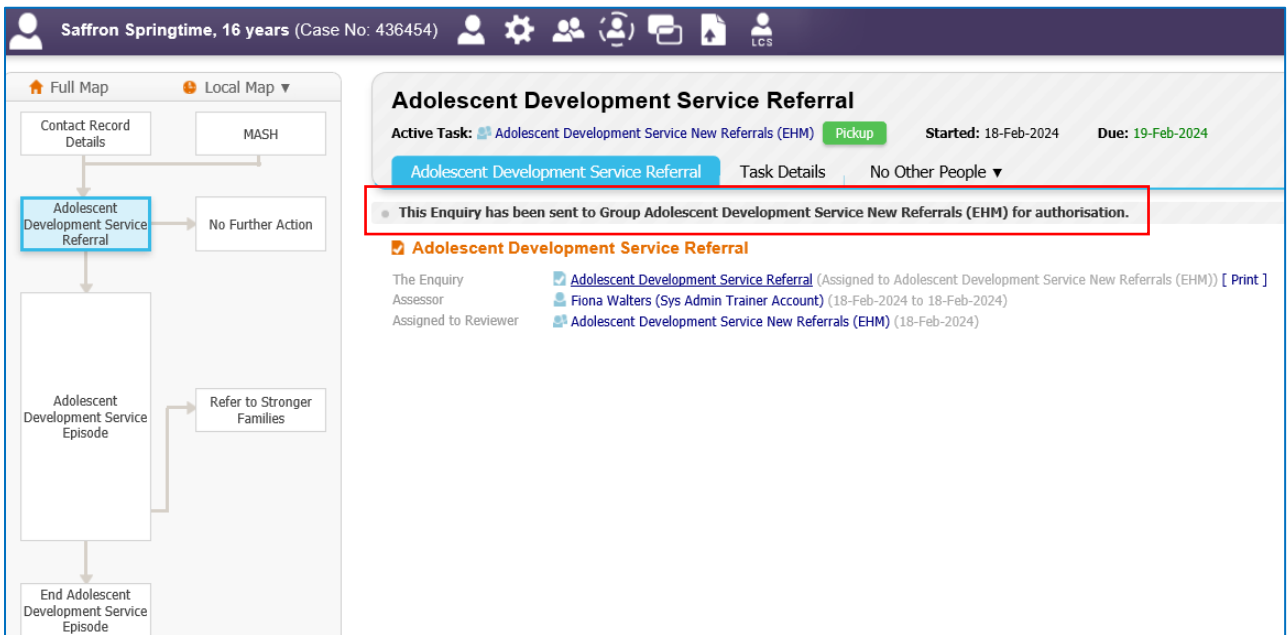
This screenshot is similar to the previous one but highlights the left-hand side navigation menu with a red box. The menu items are: Adolescent Develo..., Personal Details, Stronger Families..., Referral Details, About the Person B..., and Attachments (0). The 'Who is completing the referral / how was it received?' section now has the first radio button option selected: 'New Referral received into Referral Tray from Stronger Families Hub (ADS workers only)'.

Once all the pages / sections of the form are completed, select **Finalise Enquiry**:

(Please note, it is advisable to click **Save** regularly while completing forms.)

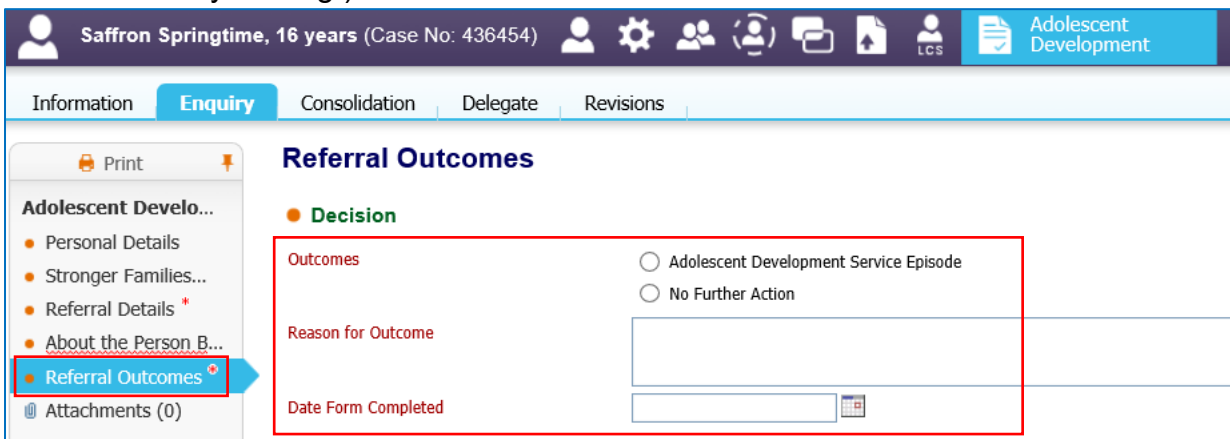
The screenshot shows the bottom navigation bar of the form with four buttons: 'Save', 'Finalise Enquiry', 'Cancel', and 'Close'. The 'Finalise Enquiry' button is highlighted with a red box.

The form will be automatically sent to the **Group ADS New Referrals (EHM)** tray for authorisation / decision making:

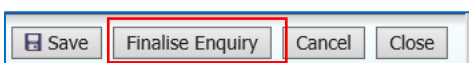


The approver will pick up the task, open it, and check through the sections / pages. An additional section / page **'Referral Outcomes'** will appear. The approver can record their decision / outcome here.

(Please note, an outcome decision of No Further Action will result in the, the workflow automatically closing.)



Finally, the approver must select **Finalise Enquiry**.



The approver can then **Authorise** or **Request further information**.

Adolescent Development Service Referral

Active Task: **Fiona Walters** (Reassign) Started: 18-Feb-2024 Due: 19-Feb-2024

Adolescent Development Service Referral Task Details No Other People ▼

Enquiry Authorisation Stage: Review the completed Enquiry and amend if applicable. Once satisfied finalise the Enquiry and choose to Grant Authorisation or to Request Further Information.

▶ View Adolescent Development Service Referral by Fiona Walters (Top Level Department (EHM)) - Top Level Department (EHM) (Awaiting Authorisation) ▶ Amend

Adolescent Development Service Referral

The Enquiry	Adolescent Development Service Referral (Session Finalised) [Print]
Assessor	Fiona Walters (Sys Admin Trainer Account) (18-Feb-2024 to 18-Feb-2024)
Reviewer	Fiona Walters (Sys Admin Trainer Account) (18-Feb-2024 to 18-Feb-2024)

The ADS referral will be returned to the assigned worker and appear as below in their work tray:

Springtime Saffron 16 years 01-Feb-2008 (Case No: 436454) (1)

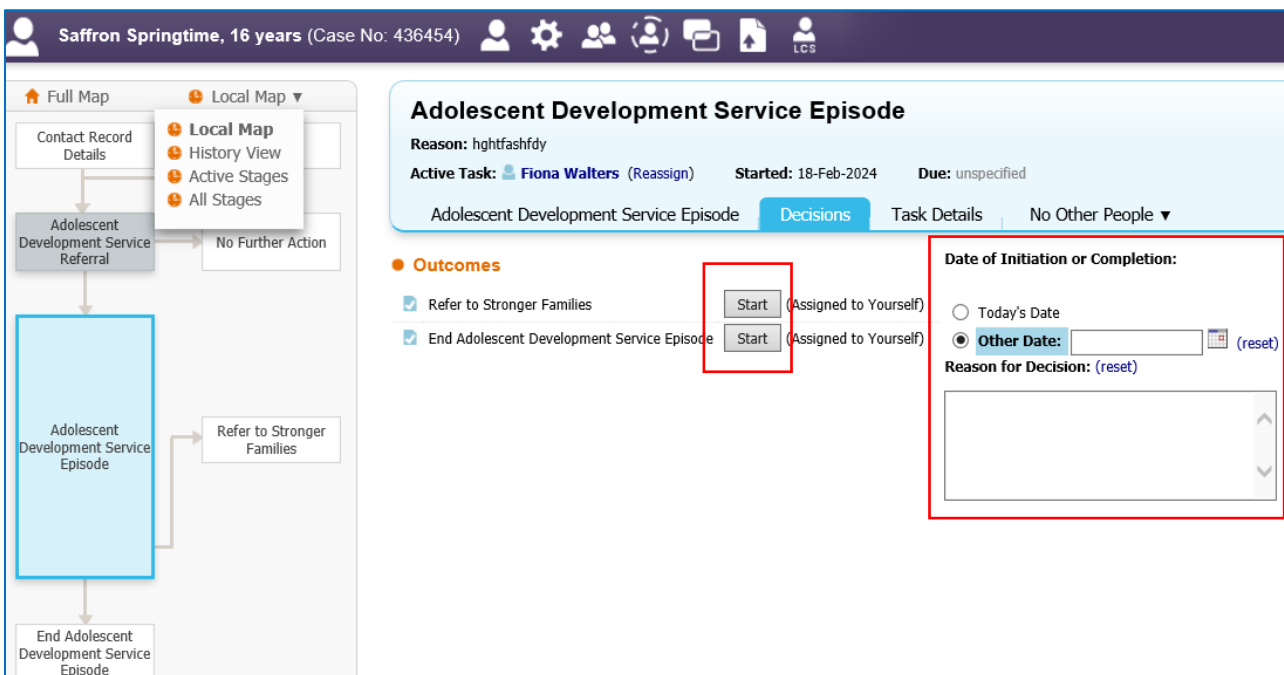
Active Adolescent Development Service Episode

3. The Active ADS Episode Task

Click on the 'Active ADS Episode' task to open it:



The decisions tab will open. Two outcome choices will appear. Enter the **date** of initiation or completion and a **reason for the decision**, then click the **Start** button for the chosen outcome choice:



Please note: Where the chosen outcome is **End Adolescent Development Service Episode**, the workflow will automatically close.

Having selected to refer the case Stronger Families, enter a **date** and **reason for decision**. Select **Confirm** to proceed:

Adolescent Development Service Episode
Reason: hghtfashfdy
Active Task: **Fiona Walters** (Reassign) Started: 18-Feb-2024 Due: unspecified
Adolescent Development Service Episode **Decisions** Task Details No Other People ▼

Confirm Cancel

Refer to Stronger Families - You must confirm the following Date & Reason are correct before continuing with this action.

Saffron Springtime Refer to Stronger Families (Assigned to Yourself)
Date of Initiation or Completion:
 Today's Date
 Other Date: (reset)
Reason for Decision: (reset)

The following screen will appear:

Refer to Stronger Families
Active Task: **Fiona Walters** (Reassign) Started: 18-Feb-2024 Due: 23-Feb-2024
Refer to Stronger Families Task Details No Other People ▼

Refer to Stronger Families

The Record **Targeted Support Programmes - Transfer Record** (Copy Forward) [Print]
Assigned to Assessor **Fiona Walters (Sys Admin Trainer Account)** (18-Feb-2024)

Back to: [Adolescent Development Service Episode](#)

In the assigned worker's work tray there will now be two tasks:

Springtime Saffron 16 years 01-Feb-2008 (Case No: 436454) (2)

Targeted Support Programmes - Refer to Stronger Families

Active Adolescent Development Service Episode

4. Targeted Support Programmes - Refer to Stronger Families task

Select the **Targeted Support Programmes – Refer to Stronger Families** task from your work tray to open it. This is the transfer record:

Springtime Saffron 16 years 01-Feb-2008 (Case No: 436454) (2)

Targeted Support Programmes - Refer to Stronger Families

Active Adolescent Development Service Episode

You have the option to copy forward answers from previous documents / forms. Tick the forms you would like to copy forward and click **Copy Forward Selected** or click **Start blank** to begin a blank form:

Saffron Springtime, 16 years (Case No: 436454)

Information **Record** Consolidation Revisions

Copy Forward - Before starting the Record you have the option to copy forward the answers from the listed previous Record. Select each of the Records you wish to copy forward and click Copy Forward Selected. You can also click Start Blank to start a new Record. Refresh.

Copy Forward Selected Start Blank No Filter applied Update Filter Clear Filter

Copy Forward - Copy answers forward from previous assessments

<input checked="" type="checkbox"/>	Created	Record	Started By
<input checked="" type="checkbox"/>	Springtime, Saffron (16 years)		
<input checked="" type="checkbox"/>	Today	Adolescent Development Service Referral (Sunday, 18 February 2024)	Fiona Walters

Complete the boxes and enter the name of the manager who has agreed to accept the case by clicking on the **blue link**:

Information **Record** Consolidation Delegate Revisions

Print

Name of Stronger F...

- Personal Details
- Consent
- Additional Details
- Services
- The Child and their...
- Attachments (0)

Name of Stronger Families Manager agreeing the transfer

Name of worker Creating the form: Fiona Walters

Role:

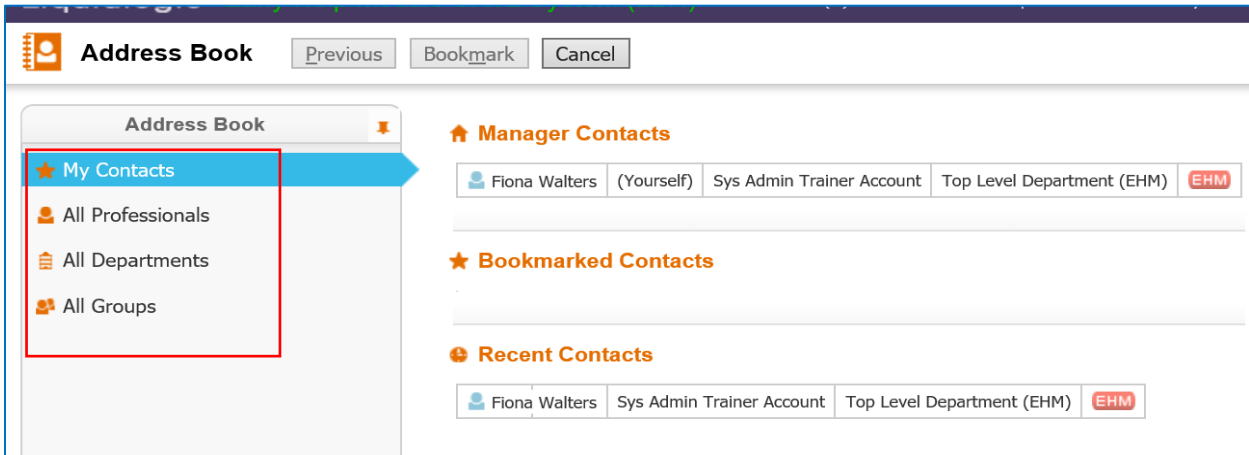
Name of Department of worker creating form: Top Level Department (EHM)

Address Department of worker creating form:

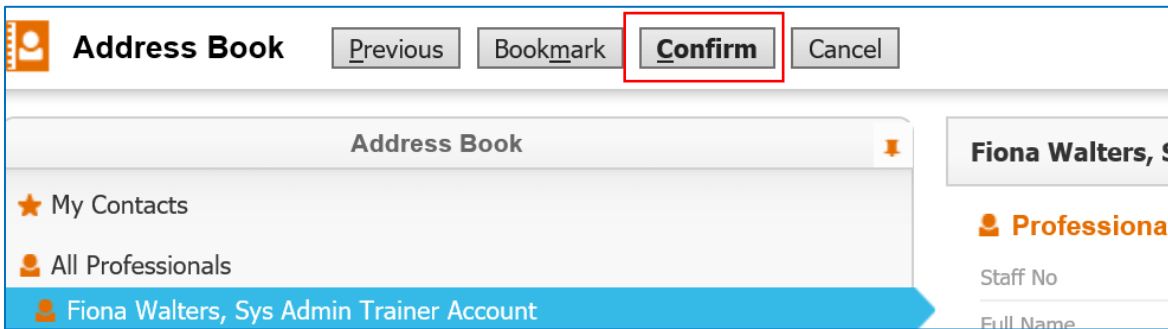
Phone Number of Department of worker creating form:

Name of Manager who has agreed to accept the case: [Click here to select a user...](#)

Select from any contacts listed or use the search options down the left-hand side of the screen.

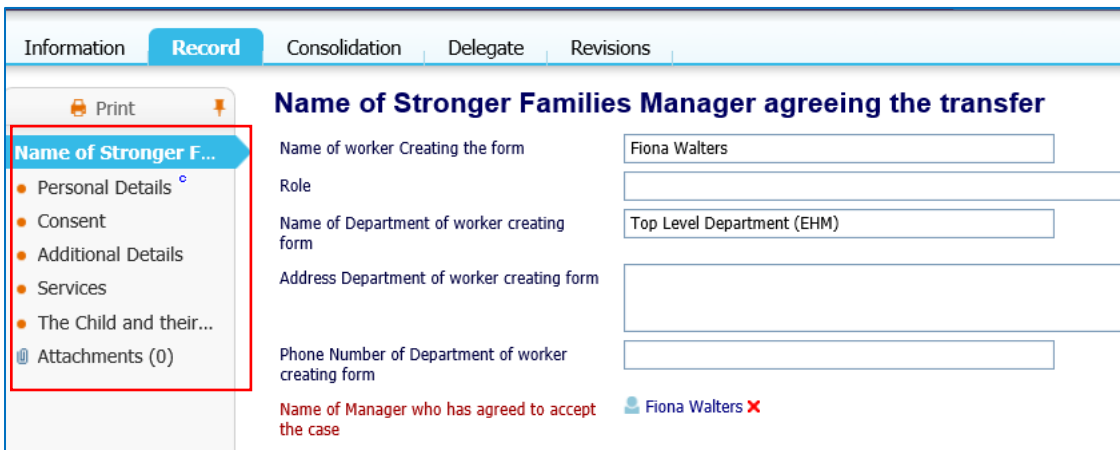


Click **confirm** to select the chosen manager:

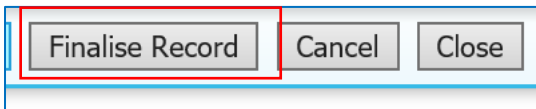


For further guidance on searching, please refer to **the LCS Searching guide** on the intranet.

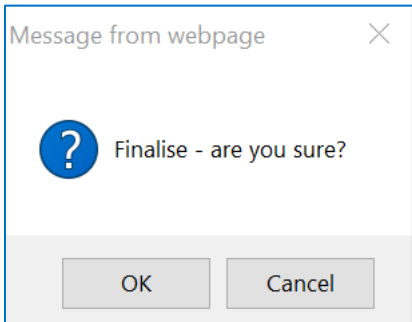
Complete all the pages / sections of the form listed down the left-hand side:



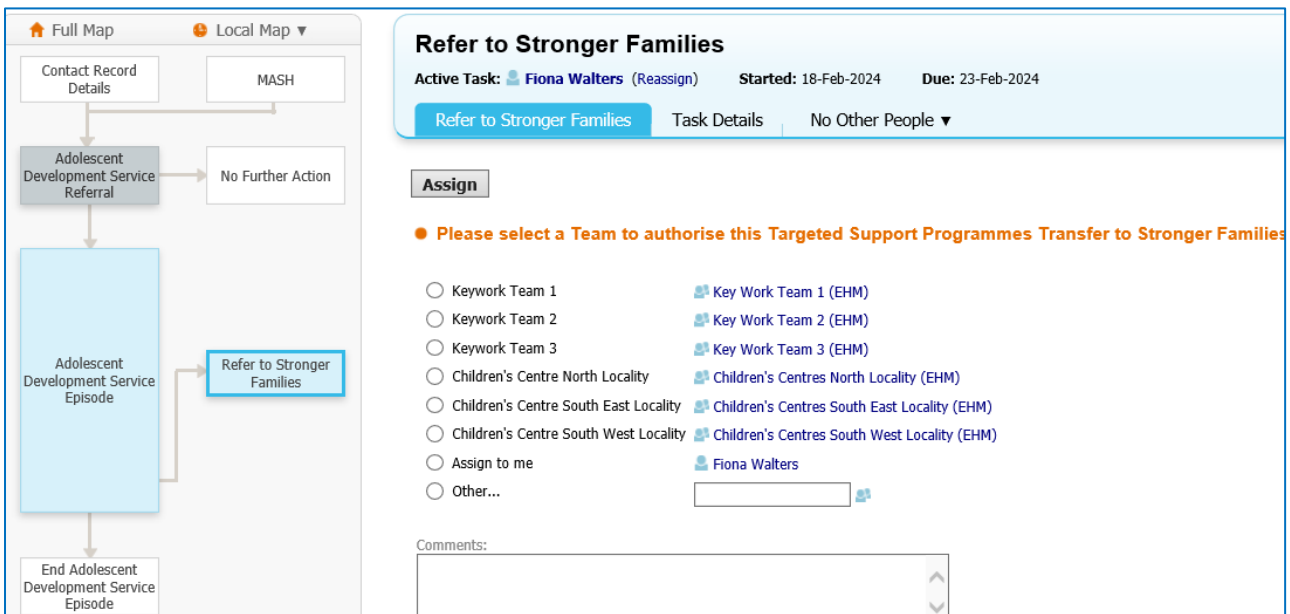
Once all the sections are completed, select **Finalise Record**.



Click **OK** to confirm:



Select a team to authorise the 'Targeted Support Programmes Transfer to Stronger Families' task. Add an optional **comment** and click **Assign**:



Refer to Stronger Families
Active Task: **Fiona Walters** (Reassign) Started: 18-Feb-2024 Due: 23-Feb-2024

Refer to Stronger Families Task Details No Other People ▼


Assign

● Please select a Team to authorise this Targeted Support Programmes Transfer to Stronger Families

- Keywork Team 1 **Key Work Team 1 (EHM)**
- Keywork Team 2 **Key Work Team 2 (EHM)**
- Keywork Team 3 **Key Work Team 3 (EHM)**
- Children's Centre North Locality **Children's Centres North Locality (EHM)**
- Children's Centre South East Locality **Children's Centres South East Locality (EHM)**
- Children's Centre South West Locality **Children's Centres South West Locality (EHM)**
- Assign to me **Fiona Walters**
- Other...

Comments:

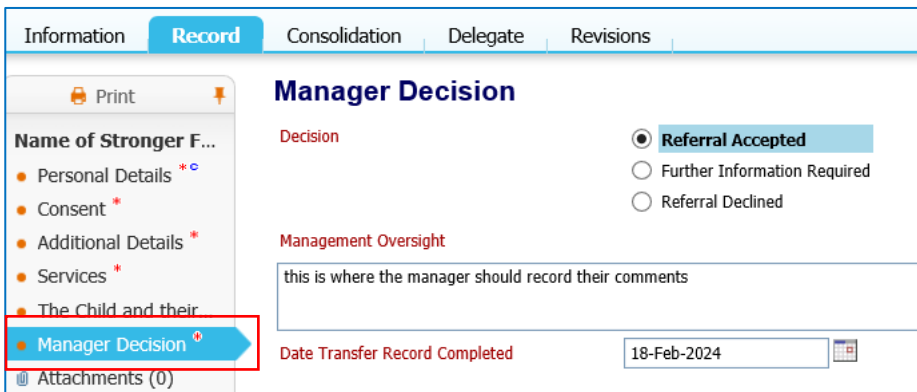
The task will appear in the work tray of the chosen approver, who must click the task to open it, review the form and choose to approve or request further information.

	Winter Winona ≈ 15 years (Case No: 436435) (2) R
01-Feb-2024	Targeted Support Programmes Referral to Stronger Families - Authorise

The form will open. An **extra section** entitled: **'Manager Decision'** will appear on the left-hand side of the form.

The approver must indicate their **decision** from three options.

They must add **text** in the **'Management Oversight'** box and enter the **date** the transfer record was completed:



Information **Record** Consolidation Delegate Revisions

Print

Name of Stronger F...

- Personal Details *^c
- Consent *
- Additional Details *
- Services *
- The Child and their
- Manager Decision** *
- Attachments (0)

Manager Decision

Decision

Referral Accepted

Further Information Required

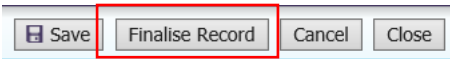
Referral Declined

Management Oversight

this is where the manager should record their comments

Date Transfer Record Completed: 18-Feb-2024

Finally, the approver should click **Finalise Record**:



Save Finalise Record Cancel Close


The task will then need to be approved. The approver can select the **blue link to view or amend the task** and then decide to either **Authorise** or **Request Further Information**:

5. The Early Help Episode

On approval, the Targeted Support Programmes task will trigger an Early Help Episode.

Select the team tray / worker you wish to assign the Early Help allocation task to. Click **Assign**:

The Early Help episode task is triggered and appears in the assigned work tray as below. Click on the Early Help Episode Allocation task to open and begin it:



Winter Winona ≈ 15 years (Case No: 436435) (2)

E R

01-Feb-2024

Early Help Episode - Please complete the Allocation Task

Active Adolescent Development Service Episode

Any recorded relationships to the person will be listed. **De-select any relationships that you do not want to be included in the Early Help Episode by removing the tick(s).** (Relationships can be updated by using the blue 'click here to update relationships link.)

Click **Start Early Help Episode**:

Full Map Local Map ▾

Contact

MASH

↓

Start Early Help Episode

Obtain Consent

Consent Denied

↓

Early Help Assessment

↓

Team Around

Early Help Episode

Active Task: Fiona Walters (Reassign) Started: 18-Feb-2024 Due: 23-Feb-2024

Early Help Episode
Task Details
No Other Children ▾

The Early Help Episode Record has not been started.


Start Early Help Episode

Family Pathways - You may use the following table of related persons to start a grouped episode. Any selected persons will be included in the episode group.

	Relationship	Name	Age	Info
<input checked="" type="checkbox"/>	Self	Saffron Springtime E	16 years	Automatically included in group
<input checked="" type="checkbox"/>	Half Sister	Simone Springtime	14 years	Create new Episode and include in group

▶ Click Here to Update Relationships for Saffron Springtime...

The copy forward option will appear. If no forms are available to copy forward. Click on **Start Blank**:



Saffron Springtime, 16 years (Case No: 436454)

E

Episode Record, 18-Feb-2024

Information
Record
Feedback
Consolidation
Revisions

Copy Forward - There are no previous Records for Springtime, Saffron (16 years), so you do not have the option to copy answers forward at this time. Click 'Start Blank' to start the new Record.

Start Blank

The Stronger Families Episode Record will open. Further guidance on this process can be found on the intranet:

The screenshot shows a web application interface for recording a Stronger Families Episode. At the top, the user is identified as 'Saffron Springtime, 16 years (Case No: 436454)'. The page title is 'Episode Record, 18-Feb-2024'. The main navigation bar includes 'Information', 'Record', 'Feedback', 'Consolidation', 'Delegate', and 'Revisions'. Action buttons for 'Save', 'Finalise Record', 'Cancel', and 'Close' are located in the top right corner.

The form content is as follows:

- Print** button.
- Stronger Families Episode Record** section header.
- Instruction: "Please record brief details about the reason for the Stronger Families Episode. It is important to record details even when services cannot be provided immediately, or at all."
- Stronger Families Episode Start Date** section:
 - Field: Stronger Families Episode Start Date (18-Feb-2024)
 - Route of Referral to Stronger Families:
 - New Referral into the Service from Triage, MASH
 - Other Agency (please select below)
 - Step Down from Statutory Social Care
 - Young person was not included in the original referral with other household members
 - Is this a Youth Justice Turnaround referral? Yes No
- Stronger Families Episode Allocation** section:
 - Manager Initiating Episode: Fiona Walters
 - Assign person to coordinate the Episode on EHN: [Click here to select a user...](#)
 - Please select the role of the person that will coordinate this Episode:
 - Lead Professional
 - Supporting other lead professional