Carefirst Archive – User Guide/Training

Version 1.5 - November 2017

1/ Carefirst Archive system description:

- The Carefirst Archive system has been built in-house by WCC ICT Services
- The system provides:
  - access to historical data within the Carefirst database. This will continue to work after the Carefirst contract is no longer in place
  - a simple method of accessing the data via PDF files, ensuring staff who have not been trained in Carefirst are able to access the data without Carefirst training
  - seamless integration with the Mosaic and ESCR systems
  - security of access to the same level as ESCR

2/ Summary of how the Carefirst Archive system works:

- Access to the system is via Mosaic and ESCR
  - Initially you look up the person record in Mosaic
    - Some records in Mosaic have restricted access, so you will only be able to access records which you are authorised to see
  - Then you choose 'Documents > ESCR' from the left hand menu
    - If you have authorised access to more than one ESCR, you will be given a choice as to which ESCR you wish to open
  - Once you are in ESCR, there are further security measures in place
    - Some records/documents in ESCR are marked as Private. If you do not have authorisation to see Private records/documents, then you will not see these records/documents

- From within ESCR, if you wish to see the historical data from the Carefirst Database, then click on the button called 'CF Archive'
  - At this point, the system will then check if you have authorisation to see the historical information
    - The security works within same principle as ESCR. If the record is marked Private in ESCR, then you will only see the historical information from the Carefirst Archive if you have authorisation to view Private records/documents in ESCR

3/ Access to the Carefirst Archive:
- The details in the following pages explain how to access the Carefirst Archive. If you do not have the Carefirst Archive buttons described in paragraph 11, then you would need to request access through your authorised person. The request would need to supply your name and username, and ask for you to be added to the Active Directory group WebApp-GGR-CF_Arch_Readers

4/ Screenshots:
- The following pages show screenshots of how the Carefirst Archive links in with Mosaic and ESCR
- Note: Green arrows have been added to aid descriptions, and distorted (pixelated) areas have been used to hide personal details in the sample screenshots

5/ Logging into Mosaic

mosaic

User Name: [_____] Password: [_____] **Login**

Terms of Access

The system you are about to access contains confidential, sensitive and personal information. The terms of access are that **you.**

- Will only log on to this using *your own* unique user id and password
- Will keep your password secret and known *only to you*
- Undertake to treat the information that you obtain from the *system confidentially*
- Will only access and use information for the purpose that it was collected and in accordance with your specific duties.
- Have read, understood and will act in accordance with the Code of Practice for Processing Personal Information
- Report any breach of these terms of access to your supervisor without delay

By logging in, you are confirming you accept the Terms of Access

6/ Find the client within Mosaic
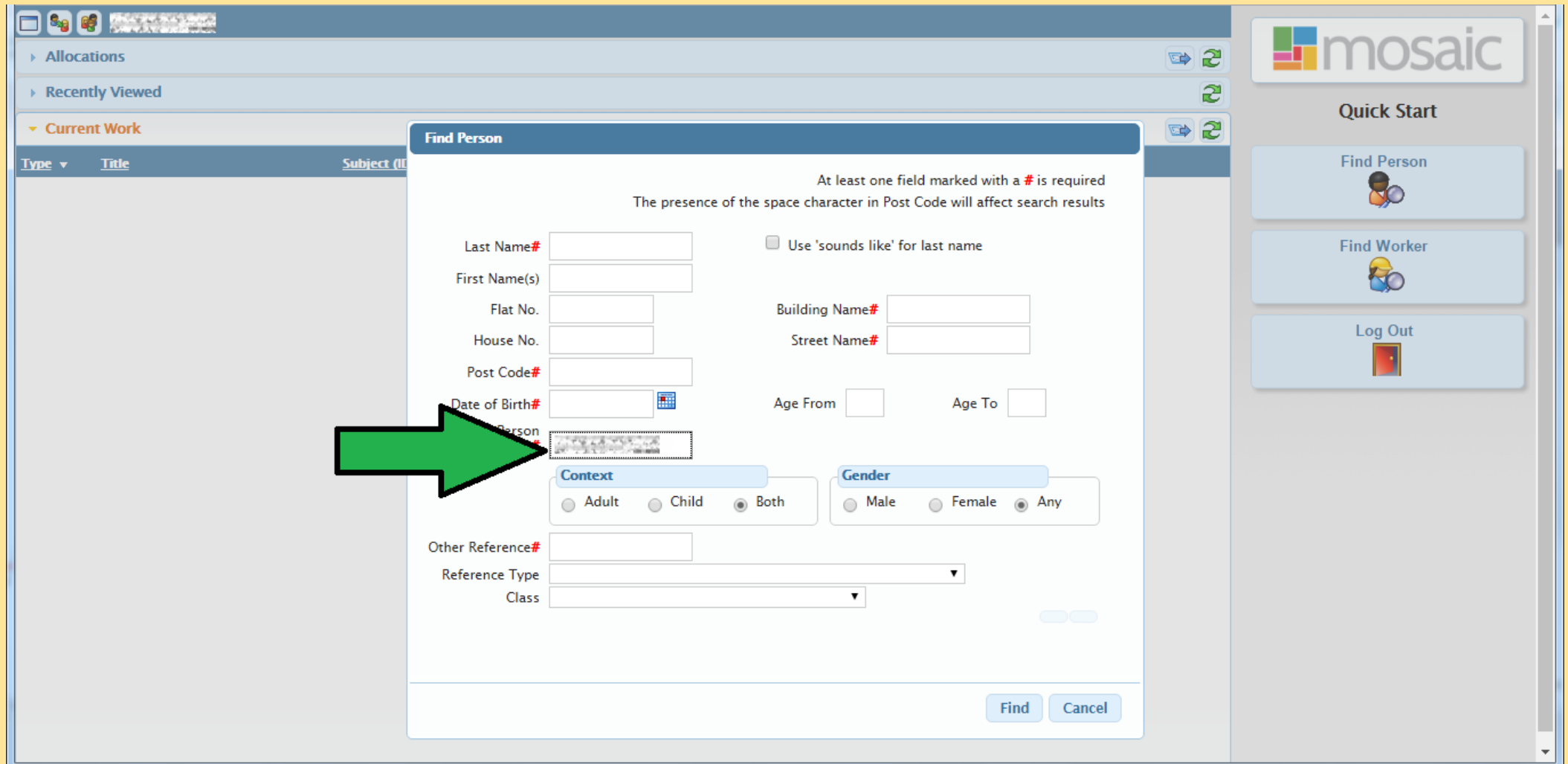
7/ Enter the Mosaic number of the client, or use other search criteria to find the client

8/ Choose the client record required from the results list

At this point, if you only need to use Mosaic, and do not need access to ESCR or the Carefirst Archive, then complete your work for this client in Mosaic and close the screen.

If you need access to ESCR or the Carefirst Archive, then click on the choice 'Documents':

9/ Then choose 'ESCR'

10/ Which ESCR?

If you have authorisation to view more than one ESCR system, you will be given a choice as to which one you wish to open.
If you only have access to one system, such as Children's, then you will be taken directly to that ESCR.
If you are authorised to access the Carefirst Archive, you will be given the choice to access the archive directly from here.
You may also access the Carefirst Archive from within ESCR if you have the authorisation.
The choices screen will look similar to this:

This example is where the user has initially accessed Children's ESCR.

At this point, if you only need to use ESCR, and do not need access to the Carefirst Archive, then complete your work for this client in ESCR and close the screen.

The **CF Archive** button is to allow you to go to Carefirst Archive after having gone to the ESCR of your choice.

The buttons along the top are coloured to look like tabs as follows:

Blue - Active system

Black (Dark Grey) - Other systems you have access to for this client

Light Grey - Other systems you don't have access to.

11/ When attempting to access the Carefirst Archive, there will be one of three responses from the system:

1. A list of Carefirst documents is displayed relating to the client
   or
2. A message is displayed saying 'No documents matching the current criteria'.
   or
3. A message is displayed to say 'You are not authorised'

12/ List of Carefirst documents: All documents are sorted by Start date of the document when the list is presented. The Start Date of the document is based on the start date held in Carefirst, apart from documents such as Observations and Comprehensive Archive Record under the 'Context' heading of Archived Record. The Observations and Comprehensive Archive Record are dated on the day you run these reports, as these documents are created from the Carefirst client history at that particular point.

Childrens | Adults | Early Help | CF Archive | Pilot Feedback

Carefirst Archive for ▨▨▨▨▨▨ **(Id:** ▨▨▨ **)**

Find documents by type, worker, team etc: [Search for]

Address: ▨▨▨▨▨▨▨▨▨▨

Start Date from: [from (dd/mm/yyyy)] **Start Date to:** [to (dd/mm/yyyy)]

Date of Birth: ▨▨▨▨▨

8 documents match the search criteria . They are sorted by Start Date (descending)

Category Filters

─ All Categories
  ⊞ ─ Archived Record
  ⊞ ─ Case Recording
  ⊞ ─ ICS

Context	Document Type	Start Date ↓	Outcome	Team
Archived Record	Observations	28/09/2017		
Archived Record	Comprehensive Archive Record	28/09/2017		
ICS	A1 Contact Record v4	19/02/2016	No Action and Close	Stratford District Childrens Team
Case Recording	Supervision notes (Management Oversight)	11/01/2016	Further Assessment	South Warks Childrens Assessment Team
Case Recording	Allocation (Management Oversight)	21/01/2015	Further Assessment	South Warks Childrens Assessment Team
ICS	B3 Managing Allegations of Abuse	04/12/2014	{Abandon}	South Warks Childrens Assessment Team
ICS	C Initial Assessment V4 (WCC V2)	04/12/2014	Further Assessment	South Warks Childrens Assessment Team
ICS	B1 Referral Record v5	04/12/2014	Further Assessment	South Warks Childrens Assessment Team

Once the list of documents has been displayed, you can hover over the line of each document (per green arrow below labelled Arrow a) to see the summary data of the document (per the green arrow below labelled Arrow b)

Childrens	Adults	Early Help	CF Archive	Pilot Feedback

Carefirst Archive for ▓▓▓▓▓▓▓▓ (Id: ▓▓▓▓)

Find documents by type, worker, team etc: Search for

Address: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓

Start Date from: from (dd/mm/yyyy)   **Start Date to:** to (dd/mm/yyyy)

Date of Birth: ▓▓▓▓▓▓

8 documents match the search criteria . They are sorted by Start Date (descending)

Category Filters
- All Categories
  - ⊞ Archived Record
  - ⊞ Case Recording
  - ⊞ ICS

Context	Document Type	Start Date ↓	Outcome	Team
Archived Record	Observations	17/08/2017		
Archived Record	Comprehensive Person Record	17/08/2017		
ICS	A1 Contact Record v4	19/02/2016	No Action and Close	Stratford District Childrens Team
Case Recording	Supervision notes (Management Oversight)	11/01/2016	Further Assessment	South Warks Childrens Assessment Team
Case Recording	Allocation (Management Oversight)	21/01/2015	Further Assessment	South Warks Childrens Assessment Team
ICS	B3 Managing Allegations of Abuse	04/12/2014	{Abandon}	South Warks Childrens Assessment Team
ICS	C Initial Assessment V4 (WCC V2)	04/12/2014	Further Assessment	South Warks Childrens Assessment Team
ICS	B1 Referral Record v5	04/12/2014	Further Assessment	South Warks Childrens Assessment Team

Arrow a): → C Initial Assessment V4 (WCC V2)

Arrow b): → ICS : C Initial Assessment V4 (WCC V2). Filename: A2071327.PDF, Outcome: Further Assessment, Worker: ▓▓▓▓▓▓▓▓▓▓ , End Date: 2014-12-15, Complete Date: 2015-01-15, CareFirst ID: ▓▓▓▓▓▓, Mosaic ID: ▓▓▓▓▓▓

There are 10 documents per page. If there are more than 10 documents for the client, then you can use the page numbers section to move between pages - as shown by the green arrow below.

| | Childrens | Adults | Early Help | CF Archive | Pilot Feedback | **Carefirst Archive for** ▨▨▨▨▨ (Id: ▨▨▨) |

Find documents by type, worker, team etc: Search for

Address: ▨▨▨▨▨▨▨▨

Start Date from: from (dd/mm/yyyy)   **Start Date to:** to (dd/mm/yyyy)

Date of Birth: ▨▨▨▨▨

8 documents match the search criteria . They are sorted by Start Date (descending)

Category Filters
⊟ └─All Categories
  ⊞ └─Archived Record
  ⊞ └─Case Recording
  ⊞ └─ICS

Context	Document Type	Start Date ↓	Outcome	Team
ICS	B1 Referral Record v5	20/05/2016	{Abandon}	Nuneaton District Children Services Team
ICS	B1 Referral Record v5	06/05/2016	No Action and Close	Multi Agency Safeguarding Hub Children
ICS	A1 Contact Record v4	19/02/2016	No Action and Close	Rugby Childrens Services Team
ICS	B1 Referral Record v5	15/02/2016	No Action and Close	Rugby Childrens Services Team
ICS	A1 Contact Record v4	10/12/2015	No Action and Close	Rugby Childrens Services Team
ICS	A1 Contact Record v4	27/11/2015	No Action and Close	Rugby Childrens Services Team
ICS	B1 Referral Record v5	09/10/2015	No Action and Close	Rugby Childrens Services Team
ICS	A1 Contact Record v4	05/03/2015	No Action and Close	Rugby Childrens Services Team
ICS	A1 Contact Record v4	15/12/2014	No Action and Close	Rugby Childrens Services Team
ICS	A1 Contact Record v4	22/10/2014	No Action and Close	Rugby Childrens Services Team

« ‹ 1 **2** 3 › »

When you click on a document within the list of results, a PDF of that document will open, such as the Comprehensive Archive Record. You can then use the scroll bar to the right of the document to scroll through the document.

Comprehensive Social Care Record For:

CONFIDENTIAL

This report contains personal information as recorded on the council's social care client record database.

It has been secured against alteration for the purposes of data protection subject access and case file audit.
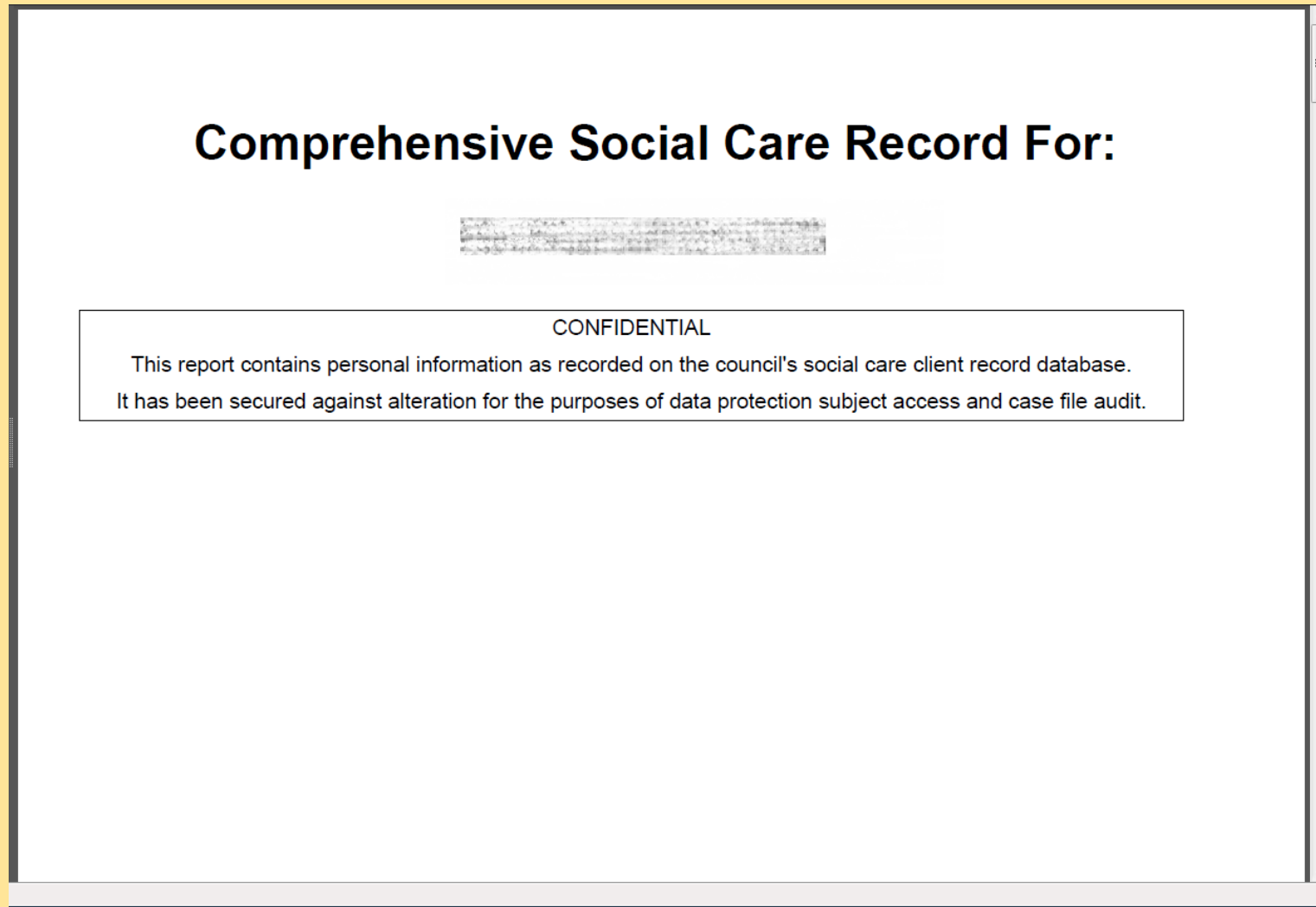
13/ There are three types of search facility for the documents:

i. **Find documents by type, worker, team etc:** When looking at the list of documents, you can use the 'Find documents by type, worker, team etc' search facility at the top of the page:

This will search the 'summary' data of the document. The summary data of the document was discussed in section 13/ in regards to when you hover over a document, and shown again below. Arrow b) shows where the summary data appears when you hover over a document in the list. It is this summary data which is searched when you use the search facility to 'Find documents by type, worker, team etc'

Note: This does not search the content within the PDF documents. The PDF search is covered in item 3 below.

The 'Find documents by type, worker, team etc' facility searches the following summary data:
    Document Context (such as Archived Record, Case Recording, ICS)
    Document Type (such as Observations, Initial Assessment, Referral Record)
    Worker Name (the Case Workers name)
    Outcome (such as Further Assessment, No Action and Close)
    Team Name (such as Nuneaton, Stratford)
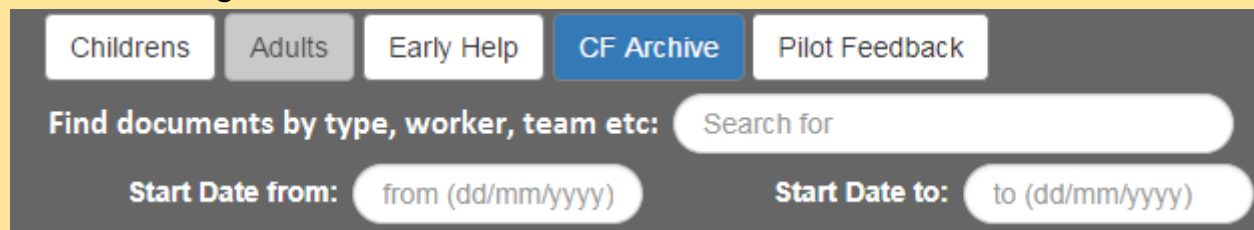
N.b. You can enter part of the criteria you are looking for in the search. For example searching for **Nuneaton** will bring back results for **Nuneaton District Children Services Team**

ii. **Date search:** When looking at the list of documents, you can use the dates search facility, to search for documents which were created within a range of dates:

Start Date from: Use this to specify the date you wish the range to start <u>from</u>. I.e. documents created since this date.
Start Date to: Use this to specify the date you wish the range to end. I.e. only display documents created <u>up to</u> this date. If you leave this field blank, then the system will use today's date as the default.

iii. <u>**Search within a document - Control+F:**</u> When you have opened a specific document, you can search inside the document using the Control+F search facility (such as within the 'Comprehensive Archive Record' document): For example, when you click on a link within the list of archive documents, the document will open as a PDF document. When the document opens, you can type Control+F to open up a search box in the top right corner of the document.

In the example below, I have searched for the word <u>Father</u>. The results then show that the word Father occurs 4 times within the document. In the Chrome browser, you can use the up ∧ and down ∨ arrows within the search box to move around the document to all the results found. (Note: In the Internet Explorer browser, you will see a Next and Previous button instead of the up ∧ and down ∨ arrows.)
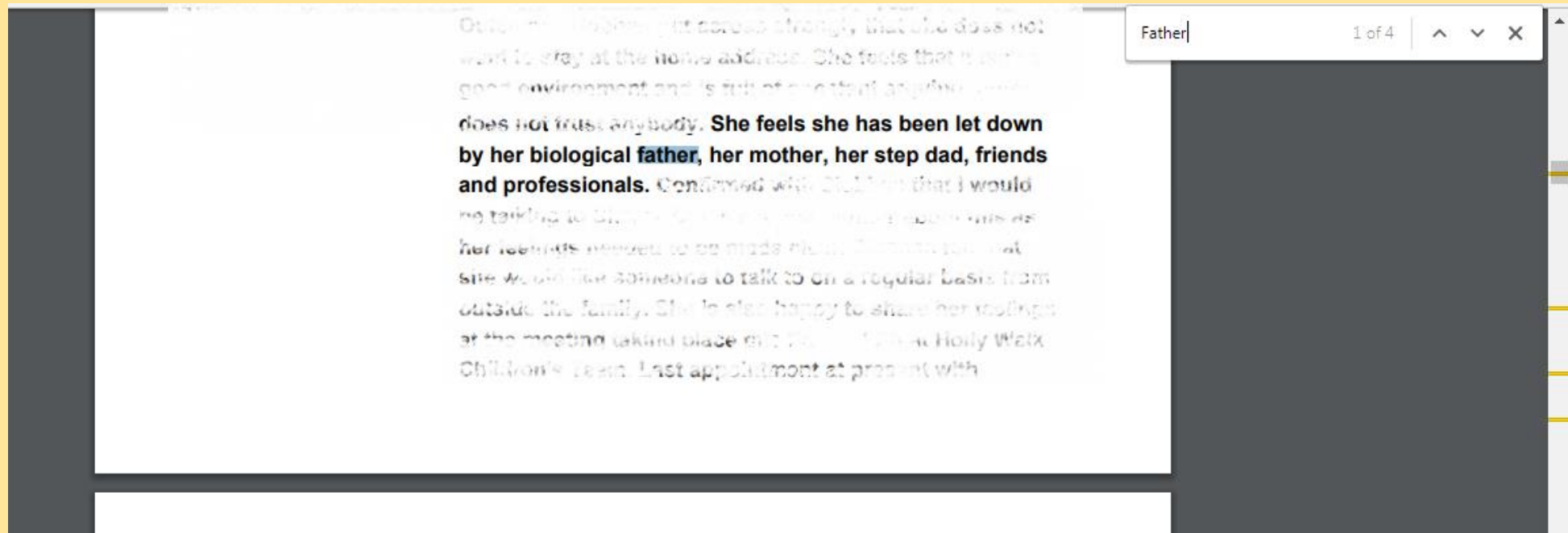
This search facility will search the whole PDF document you have opened, for whatever keyword or phrase you enter as the search criteria. For example, when you open the 'Comprehensive Archive Record' document, you could search for <u>Key Events</u> or you could search for <u>Relation</u>, or any word such as the example above of <u>Father</u>. You can search for part words. For example, searching for Relation will also bring back results for the words Relation, Relations, Relationship, Relationships.

Tip: The Control+F function can be used in websites, word documents, excel etc. So it is not just for the Carefirst Archive. It basically searches whatever you have open on your screen.

14/ There is also a Category Filter function

On the left hand side of the list of documents, you will see a section titled 'Category Filters'.

	Context	Document Type	Start Date ↓	Outcome	Team
8 documents match the search criteria . They are sorted by Start Date (descending)					
Category Filters	Archived Record	Observations	04/10/2017		
	Archived Record	Comprehensive Archive Record	04/10/2017		
⊟ └ All Categories	ICS	A1 Contact Record v4	19/02/2016	No Action and Close	Stratford District Childrens Team
⊞ └ Archived Record	Case Recording	Supervision notes (Management Oversight)	11/01/2016	Further Assessment	South Warks Childrens Assessment Team
⊞ └ Case Recording	Case Recording	Allocation (Management Oversight)	21/01/2015	Further Assessment	South Warks Childrens Assessment Team
⊞ └ ICS	ICS	B3 Managing Allegations of Abuse	04/12/2014	{Abandon}	South Warks Childrens Assessment Team
	ICS	C Initial Assessment V4 (WCC V2)	04/12/2014	Further Assessment	South Warks Childrens Assessment Team
	ICS	B1 Referral Record v5	04/12/2014	Further Assessment	South Warks Childrens Assessment Team

The available filters will change according to what documents are available for the person's record you are looking at.

You can use the + box beside each filter title to expand that filter, and then choose the documents you want to filter on.

For example, the screenshot below shows where I have expanded the filter for ICS (Integrated Children's System), and chosen the filter for 'A1 Contact Record v4', and the results returned one document which matches the filter based on the 'Document Type'. You can then click on 'All Categories' to remove the filter and the screen returns to showing all documents in the list.

	Context	Document Type	Start Date ↓	Outcome	Team
1 document matches the search criteria in context: ICS of type: A1 Contact Record v4					
Category Filters	ICS	A1 Contact Record v4	19/02/2016	No Action and Close	Stratford District Childrens Team
⊟ └ All Categories					
⊞ └ Archived Record					
⊞ └ Case Recording					
⊟ └ ICS					
└ **A1 Contact Record v4**					
└ B1 Referral Record v5					
└ B3 Managing Allegations of Abus					
└ C Initial Assessment V4 (WCC V2					

15/ The key document with most information is the 'Comprehensive Archive Record':

This document provides the user with a summary of events and Observations (Case Notes). The majority of information relating to the Client is in this report.

An example of what is contained in the 'Comprehensive Archive Record':

Tip: You can use any of the terms below as a search parameter when searching through the Comprehensive Archive Record using Control+F

- **Person details**
- **Life Events**
- **Relationships**
- **History of contact, assessment and activity.**
  - This is from earliest to latest
  - This report has all the Observations (which also show in the Observations report)
  - You will also find basic details in this report for things such as:
    - Interview
    - Statutory Visit
    - Looked After Child Review
    - Interview Summary
    - Supervision Notes
  - You may find all the information you need within the 'Comprehensive Archive Record'. In some cases, you may want to return to the CF Archive menu of PDFs and pick a specific document such as A1 Contact Record to get the full detail entered in the document.
    - For example, within the Comprehensive Archive Record, it will provide the following information about the A1 Contact Record:
      - End Date
      - Team Name
      - Worker Name
      - Outcome
      - Complete Date

■ If you want the full details contained within the A1 Contact Record, then you simply return to the menu of documents, and click on the A1 Contact Record, and you will then be presented with a PDF of that individual document.

- **Identified Needs**
- **Disabled Person Badge**
- **Child Looked After**
- **Child Protection Register**
- **Care Plans**
- **Service Agreements**

16/ Abandoned documents

In Carefirst, there will be a number of Abandoned documents. For example, where a Social Worker has started to create a record by mistake, or created the record against the wrong person, then they would have abandoned that record in Carefirst. In order to ensure we have an audit trail of these documents as part of the Carefirst Archive, all abandoned records will show {Abandon} as the Outcome, per example screenshot below against 'B3 Managing Allegations of Abuse':

8 documents match the search criteria . They are sorted by Start Date (descending)

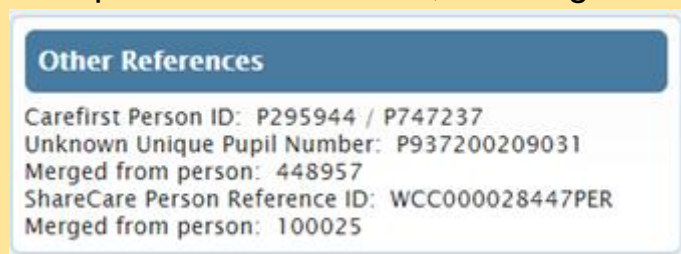|	Context	Document Type	Start Date ↓	Outcome	Team
Category Filters	Archived Record	Observations	04/10/2017		
All Categories	Archived Record	Comprehensive Archive Record	04/10/2017		
Archived Record	ICS	A1 Contact Record v4	19/02/2016	No Action and Close	Stratford District Childrens Team
Case Recording	Case Recording	Supervision notes (Management Oversight)	11/01/2016	Further Assessment	South Warks Childrens Assessment Team
ICS	Case Recording	Allocation (Management Oversight)	21/01/2015	Further Assessment	South Warks Childrens Assessment Team
	ICS	B3 Managing Allegations of Abuse	04/12/2014	{Abandon}	Warks Childrens Assessment Team
	ICS	C Initial Assessment V4 (WCC V2)	04/12/2014	Further Assessment	South Warks Childrens Assessment Team
	ICS	B1 Referral Record v5	04/12/2014	Further Assessment	South Warks Childrens Assessment Team

17/ Merged/Duplicate Records in Mosaic:

In most cases one person record in Mosaic has been created from one person record in CareFirst. In some cases, e.g. where records have been duplicated at some point in the past, two or more Mosaic records are now being merged into one. Therefore, one person record in Mosaic may be associated with more than one person record on CareFirst. However, at the time of writing this guide, this will not be apparent when using the current release of the CareFirst Archive application. Potential solutions for this are being looked at for building into a future release of the Archive system. In the meantime, check to see whether the Mosaic person record is affected by this issue by checking the Other References section of the Person Summary screen in Mosaic. Where multiple CareFirst Person IDs are shown, the Archive application will currently only display records for the Carefirst ID which is recorded in the Mosaic Master record.

Example of Mosaic record, showing the Carefirst IDs associated with the deleted/merged Mosaic IDs:

Other References

Carefirst Person ID: P295944 / P747237
Unknown Unique Pupil Number: P937200209031
Merged from person: 448957
ShareCare Person Reference ID: WCC000028447PER
Merged from person: 100025

Until access to the original Carefirst system comes to an end, you will need to use the original system if you wish to look up duplicate records shown in the Mosaic Other References section.

A future development of the Carefirst Archive will show the duplicate records. It will be apparent when this happens, as the duplicate records will be marked as 'Duplicate' or marked with the previous Carefirst ID's.

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End of User Guide/Training