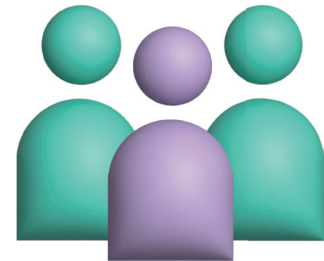# System C
Connecting Care

Liquidlogic Adult's Social Care

Liquidlogic Adult's Social Care

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

Liquidlogic Adults Social Care 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

Self-Service Capability

Our Self-Service capability 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.

Information & Advice 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.

Our Client Portal 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. This offers full integration between its components and the back end case management and finance systems.

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 Liquidlogic Adults Social Care 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.
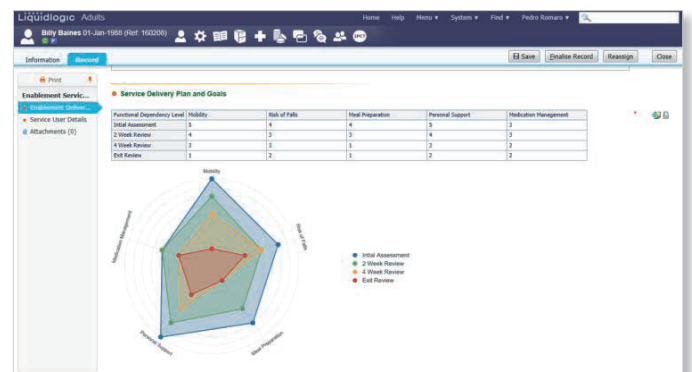
NHS Patient Demographic Service (PDS)

The Liquidlogic Adults Social Care solution 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. This capability allows you to :-

- 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

Resource Allocation System (RAS)

By working with a number of providers and customers the Liquidlogic Adults' Social Care solution 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.

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.

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.
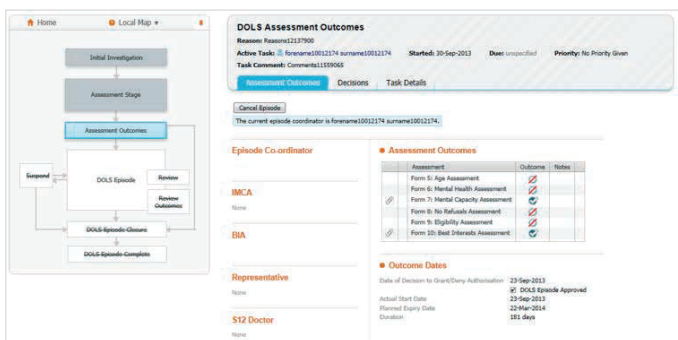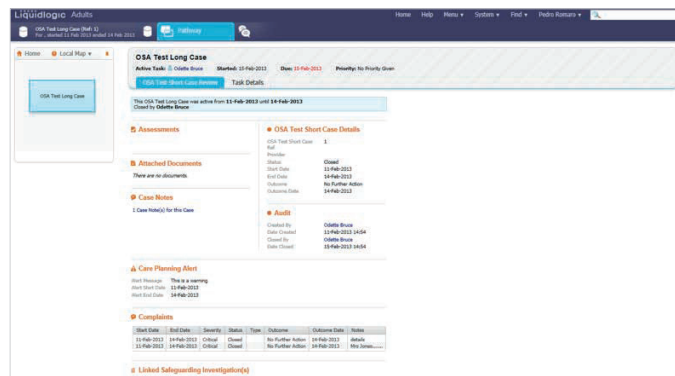

Safeguarding

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.

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.


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.

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.
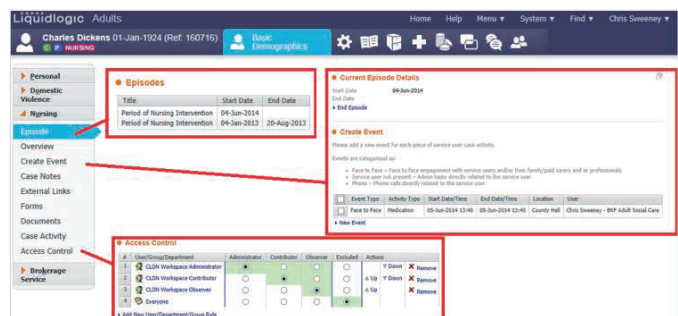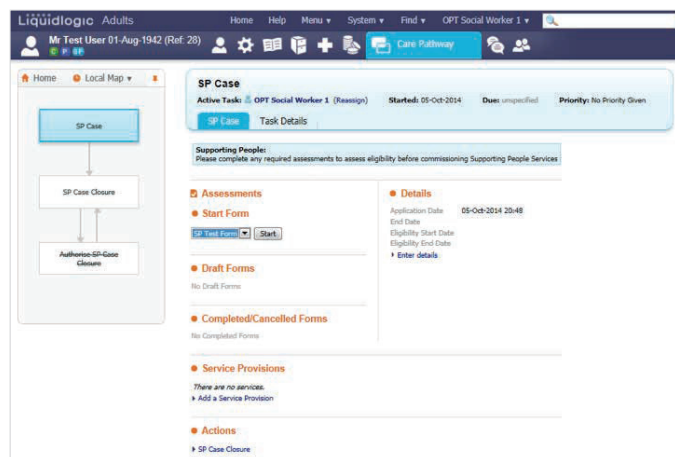
Workspaces

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.

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.
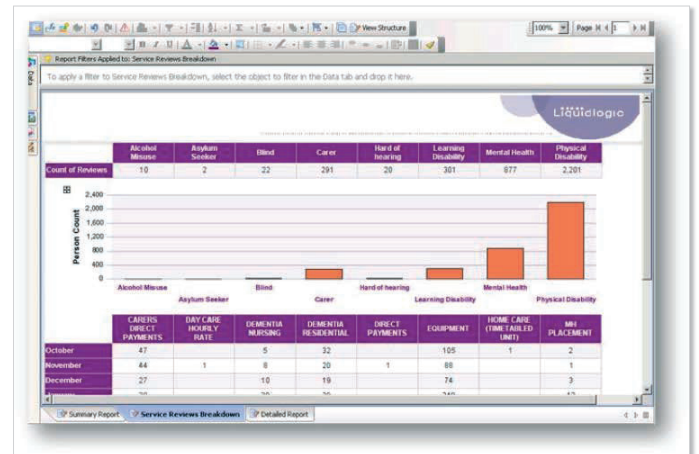
Our System C Mission

Technology with the power to connect and transform health and care outcomes for all.

Need more information?

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