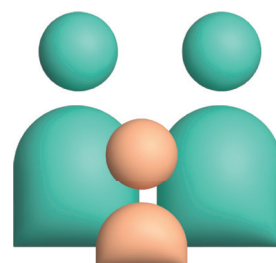# System C
Connecting Care

Liquidlogic Children's Social Care

Liquidlogic Children's Social Care

With the drive towards a more child-centred approach to service delivery, the complete picture of a child and family's circumstances becomes an essential requirement. Liquidlogic has a proven set of products which can each be used alone, or taken together they make up a Children's Social Care System.

Overview

Our Liquidlogic Children's Social Care software comprises the following capabilities:

- Early Help
- Single View of the Child & Family
- Children's Social Care Management
- Financial Management

Liquidlogic Early Help

Ofsted continues to highlight the need for more effective early intervention. Liquidlogic Early Help is designed to manage and monitor this early intervention as well as act as a general case management solution for children outside of Social Care. The flexibility of Liquidlogic systems extends to Early Help, where customers are able to define individual workflow which is relevant to their working practice. It provides the following:

- **Case Management**
  For children and families who do not breach social care thresholds, but merit some support and attention; including forms, assessments, plans, alerts and workflow.
- Service requests and delivery by multiple stakeholders
- **eCAF**
  Recording and management of the Common Assessment Framework process.
- **Referrals in and out of Social Care**
  The ability to electronically escalate and refer cases into Social Care, and similarly to receive electronic referrals from Social Care.

- **Team Around the Child**
  The ability to set up the team around the child or family and coordinate all their activities.
- **MASH**
  Provided as standard in EHM, the Multi Agency Safeguarding Hub (MASH) enables multi agency teams with appropriate access rights to view, contribute to and share all data relating to safeguarding a child.

Family Working

Family Working offers practitioners the best of both worlds; individual child records, as dictated by the Data Protection Act, with the convenience of working in a single form or assessment for multiple siblings. Where details are the same for all children, they are entered once, but where a child has their own needs or strengths they can be recorded separately. The system will keep an individual record for each child, whilst presenting a family view where it is convenient. A multi-agency chronology can also be displayed in the Liquidlogic SingleView system by using data from all systems involved. Some Councils have used SingleView to take initial contacts and then use the system to triage them to the relevant agency. Users can also take advantage of the workflow within the system to do this. Any electronic form or assessment in the system can work this way, minimising effort whilst presenting a concise family view.

'Single View' of the Child and Family

Single View enables data to be displayed from various sources to give a holistic Single View of the child. Information can be displayed from the Children's Social Care System modules and a range of third party databases, such as Education, Youth Offending, Connexions, Housing, etc. This gives professionals an understanding of which other agencies are involved with a child or family and enables a more coordinated approach.
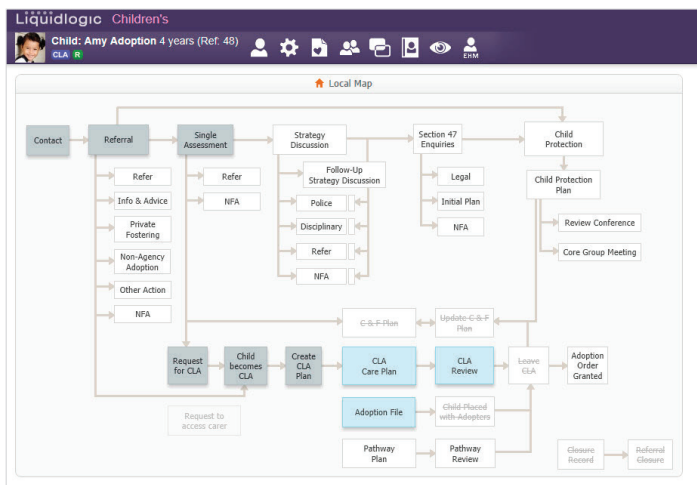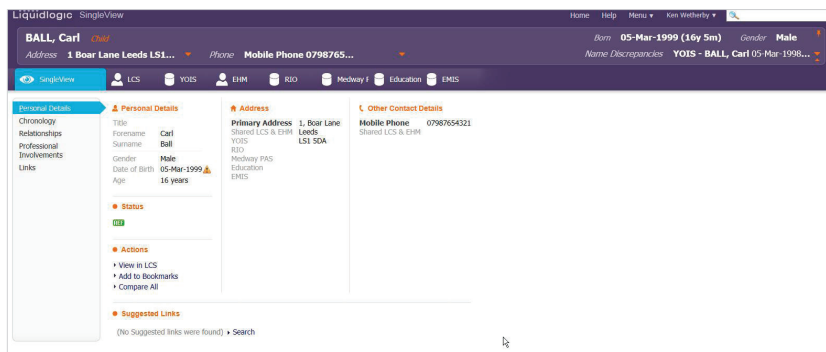
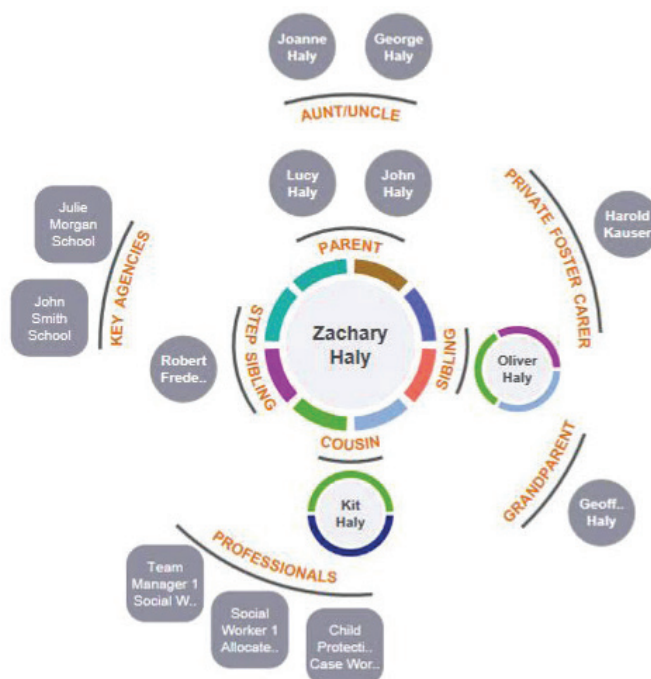

Liquidlogic Children's Social Care System (LCS)

Previously known as the Integrated Children's System (ICS), the Liquidlogic Children's Social Care System (LCS) is used by over 60 Councils and provides full case management capabilities from initial contact through to CIN, CP, CLA, and fostering and adoptions.

Liquidlogic is the marketing leading supplier of social care case management solutions in England. Feedback from recent tender wins indicates that the solution is judged as highly adaptable and user friendly.
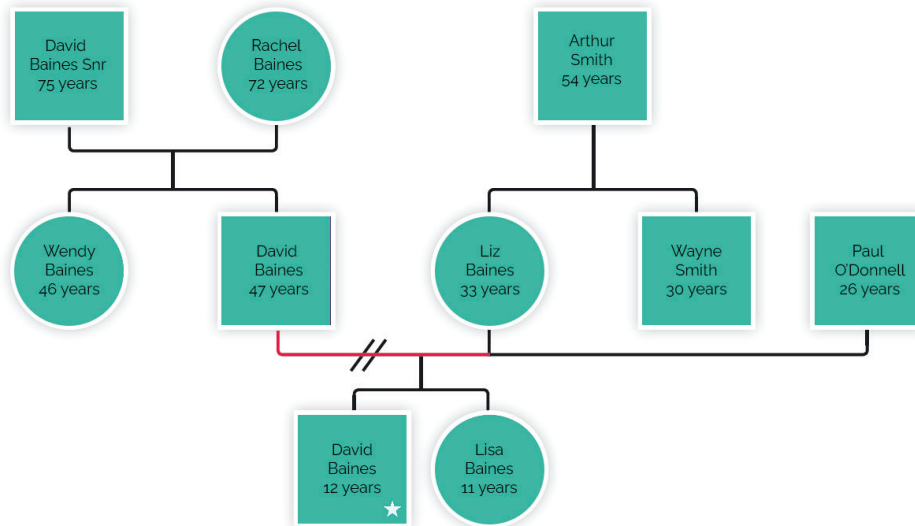
Liquidlogic Atom

We recognise that children are part of a family system which can often be very complex, with needs and presenting risks changing all of the time as well as movement in and out of different classifi cations and cohorts. This complexity and movement can be presented in a user friendly format called Liquidlogic Atom.

Atom allows users to see an up-to-date social network for a person incorporating not just personal relationships, but also professional involvements and agencies, as well as a newsfeed about persons within their network, referrals, incidents etc

Genogram

Using relationships already created in the Children's Social Care System, the genogram is simple and effective. This saves time for practitioners and provides a view of a child's family at a glance.

Financial Management

Financial Management is likely to grow in importance, particularly as budgetary pressures continue to bite. Liquidlogic's finance module operates with the Social Care and Early Help modules to enable the true costs associated with a child and family to be understood.

The finance element of the Children's Social Care System enables cost benefi t analysis of different approaches to care and provides authorities with a reliable mechanism for modelling the cost implications of new approaches. All providers can be paid and managed, including foster carers. Budget monitoring and reporting is inherent within the solution and workflow can also be set to manage financial authorisation, according to local rules and alerts to potential overspends.

Key Themes of the Children's Social Care System

Flexibility

The Children's Social Care System modules include a Forms Designer that enables Local Authorities to build, amend and deploy their own forms, as well as adapt rapidly to changing needs and priorities. This powerful tool does more than build questionnaires; logic can be embedded within forms to enable data to be re-used, to reduce user input. Forms can also interact with workflow so that answers or scores from an assessment can initiate new workflows and procedures.

The workflow is extremely configurable, with the ability to amend the maps within the software and tailor workflow according to local requirements.

Security

The security model is locally confi gurable and can enforce data protection requirements. Security profi ling is very granular per organisation or individual and can enable multiple agencies to use the system appropriately; a prerequisite for true multi-agency working.

Customers can locally defi ne data sharing between the Early Help Module and Social Care systems, and stipulate which agencies/ professionals can see this information.

Joined Up Working

Whilst each module can be taken separately and is useful in its own right, the real power of the Children's Social Care System is when it is used in its entirety as an integrated solution. This enables a more coordinated effort across agencies and facilitates referrals between organisations.

Cases can be assessed and referred either to agencies such as Education or Youth Offending, or to systems such as Early Help where a Team Around the Child can then progress a plan of action.

Cases can also be referred to social care via the system, and where appropriate, back from social care to Early Help. This actually encourages professionals to talk and work together, and it provides a full and clear audit trail of the child/family's history and story. It becomes much more difficult for cases to fall between the cracks as they are always visible within the Children's Social Care System and overdue items are flagged and alerted.

Summary

The Liquidlogic Children's Social Care System provides a flexible local framework to support multi-agency coordination and provision of early help, as well as more specialist services in social care and financial management. The Children's Social Care System enables authorities to manage processes across agencies and makes inter-agency referrals and cooperation much more transparent. It is a user friendly and flexible solution that offers a high degree of local tailoring and configuration.

> *I like the focus which Liquidlogic gives to the customer along with the willingness to develop new and innovative functionality. The level of control that is given to customers for configuring the system and building bespoke changes is also valuable.*

**James Stenning
Cheshire West and
Chester Council**

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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