
SOCIAL WORK CAREFIRST ACTION PLAN UPDATE

1. INTRODUCTION

Carefirst is a web based case management system that went live in Argyll & Bute Council, Social Work Department in 2000. It comprises a comprehensive suite of integrated modules covering the full spectrum of children's and adults service client groups.

This report provides the updated action plan relating to the on-going implementation of Caredocs 2 and the continued reviewing activity of client Carefirst files across social work services.

2. RECOMMENDATION

2.1 The Audit Committee is asked to note the contents of this report and timescales for implementation

3. DETAILS

3.1 Action Plan Point 2 & 3 (Appendix 1)

Caredocs 2 has been chosen as the electronic solution to the development of a fully electronic data store for all current community care document templates. Operational managers have been tasked with compiling all current pro-forma in use and these will be transferred to Caredocs 2 within the target implementation date

3.2 Action Plan Point 4(Appendix 1)

Ongoing monthly internal reviews on case files by a Resource Worker from Planning & Information and one of the Carefirst trainers. These internal case file reviews provide a robust internal control check on the accuracy of information recorded on case files within Carefirst. A yearly diary of review is in place until March 2013

4 CONCLUSION

4.1 The implementation of the action plan in relation to improving the carefirst system for users across community services is on-going and within the implementation dates noted. All efforts are being made in line with the audit recommendations to improve the quality of information, monitoring and control.

ACTION PLAN (Appendix 1)

No.	FINDINGS	PRIORITY	RECOMMENDATION	UPDATE	IMPLEMENTATION DATE/RESPONSIBLE OFFICER
2	<p>Internal Audit was advised that the CareDoc module of Carefirst, which allows standard word document templates to be generated, completed and stored in the Carefirst client record, had been purchased. However, it was found that in order to enable this to be implemented it would require a central file capable of storing a large number of word documents linked to client records.</p>	Medium	<p>Customer and Support Services should work with Community Services Social Work to explore options and install the relevant technology that will enable Social Work to implement the CareDoc module of Carefirst.</p>	<p>The purchase of caredocs 2 has been discussed at the social work management information group(SWMIG) and has been agreed that operational managers will compile list of all pro-formas required by staff and managers. This list of documents will be discussed at the next SWMIG on 2nd July 2012. The SWMG will then work with Carefirst systems support officer to liase with OLM and discuss the service specification requirement</p>	<p>Team Leader Planning and Information and Carefirst systems administrator.</p> <p>Updated expected timescale for implentation of Caredocs 2 By end September 2012.</p>

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3	<p>On enquiry Internal Audit was advised by staff that not all forms relevant to a Social Workers' tasks were available on Carefirst, AWI Forms were used as an example. It was noted that where Carefirst did not have the relevant form available on the system the Social Worker had to complete the form and save it on computer file. This was then stored on the clients paper file. A note then had to be made on Carefirst that the appropriate form had been completed and was available in the client's paper file.</p>	Medium	<p>A review should be undertaken of forms in regular use by social workers and where they are not available on carefirst steps should be undertaken to make these available on carefirst</p>	<p>This recommendation links into the work concerning recommendation 2. And this work will be delivered by the SWMIG and Team Leader Planning and Information within the timescales outlined within recommendation 2.</p> <p>Please note all Adult at risk documentation is now live on Carefirst which is greatly assisting the completion of statutory work in relation to Adult Support and Protection.</p>	<p>Team Leader Planning and Information/ Carefirst systems administrator</p> <p>Completion date for this work by end September 2012</p>
4	<p>The Carefirst Trainers routinely undertake data management</p>	High	<p>The current process of internal client case file review and</p>	<p>This work is on-going via the</p>	<p>Team Leader Planning and Information</p>

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	<p>exercises this includes the identification of duplicate entries and monthly internal Carefirst client case file reviews are carried out on Social Worker client case files.</p>		<p>regular exercises for data management should continue.</p>	<p>Planning and Information Team and a dedicated audit timetable is in place for the rest of the year.</p>	<p>Review date March 2013</p>