

A Closer Look



Working together: seeing the bigger picture @ Wirral Council

Overview

Located in the North West of England, the Wirral is a peninsula of 60 square miles with a population of 320,000.

The Council went live with the Liquidlogic Children's Social Care System (LCS) in 2014 and has recently subscribed to the Liquidlogic Professional Portal to ensure the maximum number of contributions from a variety of professionals involved in a case are collected.

What is the Liquidlogic Professional Portal?

The Professional Portal enables social workers to delegate forms or parts of forms to external professionals in the normal way via the Liquidlogic system, and receive responses via a secure web page directly into the Liquidlogic social care system. By using the Professional Portal, Councils need not train professionals or invest in additional licences for the social care system.

The screenshot shows the 'Professional Portal' interface. At the top, it says 'Liquidlogic Autonomy' and 'Tasks Logout'. Below that, there's a 'Task' section with a 'Close' button, a 'Save' button, and a 'Send Contribution' button. The form fields include:

- Name: Owen Morgan; DOB: 08-Aug-2008; Address: Brookfield House Selby Road, Garton, Leeds, West Yorkshire
- Form Type: Children's Services User Risk Assessment
- Required By: 20-Apr-2016
- Comments: Please do this

 The 'HEALTH AND MEDICAL CONDITIONS' section has three input fields:

- Health and medical conditions: Comment on any serious (physical, asthma, ADHD, diabetes or epilepsy, mental health, CYPD, medication, use of equipment)
- Control measures: Include any restrictions already in place
- Likelihood of Risk: [Dropdown menu]
- Consequence of Risk: [Dropdown menu]

Professional Portal in Wirral

Wirral Council is looking to achieve a number of objectives by rolling out the Liquidlogic Professional Portal, not least maximising valuable input from external professionals in a timely and efficient manner.

Speaking about the implementation, Mark Ellis, Information, Systems & School Projects Manager at Wirral Council comments: Like many Councils, we often seek input from external professionals by issuing paper forms for them to complete and return. There are countless problems in doing this including illegible handwriting and forms getting lost or delayed. With the Liquidlogic Professional Portal, we are able to set timescales for form completion, issue electronic reminders, and most importantly the contributions from external professionals form part of the child's case notes and can be reported on, unlike a third party form which is attached to the case note and can often be missed and doesn't form part of social work reporting. Essentially all the information is held in one place and supports our vision of joined up working.



The Council plans to extend the Professional Portal to 100 local schools requesting their input to Personal Education Plans (PEP). Training will be given to contributors, however this will be based on a shared understanding of expectations as opposed to system training.

Mark Ellis goes on to say: Part of my remit is to ensure that the Looked after Education Service Team understands what is expected of them in terms of timescales for input and how the system will work. The Professional Portal will sit across both our Liquidlogic Children's Social Care System (LCS) and our Liquidlogic Early Help Module (EHM) to maximise the opportunities for secure, collaborative working.

Next Steps

Wirral Council also plans to introduce the Professional Portal to health partners and the third sector including local charities.

Benefits of the Professional Portal

- Reduces time searching for documents and their contents.
- Ensures that all information relevant to a case is held in one place and obtained securely.
- All input from external professionals is included in a case and is reportable.
- Information is legible and received on time.
- Promotes joined up working.
- Provides accurate case information for those who are not familiar with a case.
- Lower costs, reduces the need for additional licences and training for external professionals.

For further details about the Liquidlogic Professional Portal, contact your Liquidlogic Account Manager or e mail marketing@liquidlogic.co.uk