

# Deprivation of Liberties Safeguarding System

## Managing the Assessment and Authorisation of Deprivation of Liberty

iCasework DOLS is a case management system designed to support supervisory bodies in meeting statutory requirements for administering MCA DOLS. The system will assist in ensuring a consistent approach to the co-ordination of the assessment and authorisation process, and that the requirements for clear and comprehensive record keeping are met. Extensive business intelligence capabilities and automated data returns will assist with reporting and monitoring requirements. The iCasework DOLS system has been developed in collaboration with a supervisory body and is aligned with Department of Health guidance for implementing procedural safeguards.

### Support for the MCA DOLS process

The case management system enables reporting, tracking and management of standard and urgent authorisations and tasks arising from the assessment process including:

- applications for authorisations
- requests from third parties
- appointment of assessors and relevant person representatives
- requests for review
- suspension and termination of authorisations

All granted authorisations are fed into a queryable knowledge base which is easily accessible by authorised social care practitioners.

### Full workflow capability

All authorised staff can easily access electronic case files and authorisation registers as all information, including forms, is kept in one place. Built in configurable workflow with notifications and alerts ensures that timescales are met, and the assessment and authorisation process progresses smoothly, as everyone involved knows what actions are due and when. Overdue tasks can be escalated as and when required.

### Email integration

Forms are automatically loaded from emails and faxes received. Correspondence may be sent by email whilst assessors and other parties involved in processing cases are automatically alerted of new and overdue tasks. Any incoming replies to emails are automatically loaded against the correct case.

### Automated generation of periodic data collection returns

Relevant monitoring and authorisation application and resolution data is captured and reported on, to allow automatic generation of returns to the relevant agencies.

### Key features:

- Easy to use
- Easy to deploy
- All information in one place
- Extensive email integration
- Secure
- Full audit trail
- Notifications and alerts
- Automated data collection returns.

### Benefits:

- Complete register of authorisations
- Consistent handling of casework
- Fully electronic records
- Automated allocation of assessments
- Enables tight timescales to be met
- Effective management information



## Easy to use

A case worker portal guides staff through the process. Context sensitive action windows clearly display next actions due, letters generated, case notes and current status. Interfaces to match users needs will ensure that minimum training is required allowing for quick deployment throughout the organisation

## Value for money solution

The system represents excellent value for money. Licensing is flexible, and as the system is web-browser based it can be easily deployed either to small teams, or across the whole organisation.

## Comprehensive reporting

The extensive business intelligence and reporting capabilities enables effective monitoring of MCA DOLS.

## Full audit trail

All actions undertaken on the system leave an audit trail, ensuring a complete record of everything that has happened during the life of a case.

## Security

Access to information can be restricted through assignment of privileges as appropriate on a case by case basis. A case can also be marked or pre-set as confidential so that it can only be accessed by the relevant officer.

