

1 - Login

To access the eEHA system, open up your web browser and type the system's URL into the Address bar.

<https://www.ges-online.com/LBTH/eCAF/Live/Login.aspx>

You will then be presented with the eEHA **Log in** page:

The screenshot shows the eEHA Login page. At the top left is the 'Holistix' logo. Below it is a blue header bar with 'LBTH' on the left and system information on the right: 'Client: TowerHamlets', 'Version: V2.1.0', and 'Environment: UAT'. The main content area is titled 'Login' and contains a form with 'Username :', 'Password :', and 'Login' fields. The QES logo is in the bottom left corner.

1. Type in your eEHA username and password.
(This is typically your first name and surname all in lower case e.g. firstnamesurname)

2. Click on 'Login.'

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You will be emailed an **authentication code** immediately after you click 'Login':

(Email will be sent to your registered email account; please check your junk mail if you have not received email. This is done the first time you login each day.)

The screenshot shows the Holistix login interface. At the top left is the 'Holistix' logo, and below it is 'LBTH'. On the top right, it says 'Client: TowerHamlets', 'Version: V0.0.19', and 'Environment: Live'. The main area is titled 'Login' and contains a 'Username' field with 'qesadmin', a 'Password' field, and a 'Login' button. An 'Authentication' modal is open, displaying a message: 'A new authentication code has been sent to your email address 'benjenkins@qes-online.com''. Below the message is an 'Authentication Code' input field and an 'Authenticate' button. Red arrows point from the modal to the external callout boxes.

1. Directly input or Copy and paste the code from your email into this screen.

2. Click on 'Authenticate.'



LBTH Acceptable Use Policy

LBTH is a secure IT system for practitioners to manage information captured through the Common Assessment Framework (CAF).

This system contains personal and sensitive information and its use must be strictly controlled. The following points outline the core principles which govern the acceptable use of the system and are to be followed by all users.

1. Prior to accessing , users must have completed:
 - The necessary Enhanced Criminal Records Bureau (CRB or DBS) checks within the last 3 years and had their results approved.
 - Have attended a Child or Adult Safeguarding training course
2. Users may only log into the system using their own account credentials; at no time are you permitted to disclose these details or provide access directly or indirectly to anyone else.
3. Users must protect their access token at all times and must not write down their PIN or password.
4. Access to the system and the information held within is for business purposes only, and it is limited to only those episodes where access has been authorised.
5. Users must lock their screens or log out of LBTH before leaving their desktop unattended. You must ensure your screen display is out of direct view of any third parties when you are accessing personal, sensitive, confidential or classified information.
6. Users must not allow LBTH screens to be viewed by unauthorised personnel particularly when logging in and when viewing sensitive data.
7. LBTH is monitored for security and audit purposes and any suspected misuse or failure to observe required security measures set out above will be investigated and may result in disciplinary or legal action.

All users are subject to their own organisation's confidentiality, Data Protection and security policies.

Once read, click 'Accept' to gain access to the system



Once you log in, you will be directed to the eEHA **My Message** Screen. Here you can view all messages you have received, and sent, through the system.



Holistix

Logged in as David Hill [Log out](#)

My Messages My cases Check for case Start new case My settings Help

My messages ?

This page is your Family eCAF inbox. Select the message subject to read the whole message. You can only send messages from within a case, but can reply to existing messages from this page.

Inbox Sent Filed Deleted

Flag	Subject	From	Case Id	Received	Read
<input type="checkbox"/>	Mack TheKnife is requesting access to case 8341	Mack TheKnife	8341	18/08/2016 10:47:31	

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Delete Update

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

Click on each tab to filter the messages.

Click on the magnifying glass to search your messages.

Click on a message to view the details

Click on the drop down arrow to see the options for organising your messages.

If you click on a message, you will be taken to the **Message Details** screen. Here you can view the content of the message in more detail, chose to reply to the message, or go to the case:

Holistix

LBTH Logged in as David QES Test 0910 [Log out](#) Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages My cases Check for case My settings Help

My Messages > View Message

My messages ?

Message Details

Related to Case	9327 - QES assessment check
From	QES Admin
Sent	09/10/2017 11:35:34
Subject	Test
Message	Test

[Forward/Reply](#) [Go To Case](#)

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

Click on 'Forward/ Reply' to Reply to the message

Click on 'Got to Case' to go to the relevant case

Once logged in, you can use the **tabs** at the top of the page to navigate the system.

Click on the **My Cases** tab to see which cases you are involved with. It also lists essential information about each case:



Logged in as Mack TheKnife [Log out](#)

[My Messages](#)

[My cases](#)

[Check for case](#)

[Start new case](#)

[My settings](#)

[Help](#)

My cases ?

This page lists all of the cases which you currently have access to. You can use the filter options on the right to filter the list of cases. Click on a row to take you to that case.

Filter by: ▼

Case Id ▼	Case Name	My Role	Case Coordinator	Status and effective date	Next Review
8341	Smith	Case Coordinator	Mack TheKnife	Pre-Assessment - 21/07/2016	

<< (1) << Prev **1** Next >> (1) >> Page Size ▼

Click the drop down arrow to see your 'Filter By' options.

Clicking on the case will take you to the 'Case Summary' page.

Use of Family eCAF is subject to the following [Acceptable use policy](#).



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2 – My Settings Tab

The **My Settings** tab allows you to update your personal preferences for using the system. The **My Details** screen will show your user details, which you can check and update.

The screenshot shows the 'My Settings' page in the eEHA system. The user is logged in as Shanur Miah. The 'My settings' tab is selected in the navigation bar. The 'My Details' section is active, showing user information. The 'System Roles' section shows the user is a 'Practitioner'. The 'Manager' section has an 'Add' button. The 'Address Details' section has a search field for a postcode and five lines for address details.

1. Click on the 'My Settings' tab

2. Click on 'My Details' to see your User Details

3. Check your user details to ensure they are correct. Update them if necessary.

4. Click to add system roles.

5. Click to select Manager

You will only be able to add your **manager** if they have an active eEHA account.

In this section:

- My details**
- My Alert Settings
- My Proxy Settings
- Change Password

My Details

My Details

Here you can edit your user information. Make any changes and press 'Save' to save your changes.

User Details

Title	<input type="text"/>
First name(s) *	<input type="text" value="Mack"/>
Surname *	<input type="text" value="TheKnife"/>
Requested name	<input type="text"/>

Find User
First name
Surname

Job Title	<input type="text"/>
National Service *	<input type="text" value="Assessment & Early Intervention"/>
Local Service	No Information Entered
Local Service Coordinator	<input type="checkbox"/>

System Roles

Selected Role(s) *	Practitioner
--------------------	--------------

Manager

Select Manager	<input type="button" value="Add"/>
----------------	------------------------------------

Address Details

Please enter a postcode to search for	<input type="text"/>
Line 1	<input type="text"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>
Line 5	<input type="text"/>

1. Enter First Name

2. Enter Surname

3. Click on 'Search'

In this section:

- [My details](#)
- [My Alert Settings](#)
- [My Proxy Settings](#)
- [Change Password](#)

My Details

My Details

Here you can edit your user information. Make any changes and press 'Save' to save your changes.

User Details

Title	<input type="text"/>
First name(s) *	<input type="text" value="Mack"/>
Surname *	<input type="text" value="TheKnife"/>
Requested name	<input type="text"/>

Find User

Surname	Given name(s)
Majors	Brad

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[Back](#)

National Service *	<input type="text" value="Assessment & Early Intervention"/>
Local Service	<input type="text" value="No Information Entered"/>
Local Service Coordinator	<input type="checkbox"/>

System Roles

Selected Role(s) *	<input type="text" value="Practitioner"/>
--------------------	---

Manager

Select Manager	<input type="button" value="Add"/>
----------------	------------------------------------

Address Details

Please enter a postcode to search for	<input type="text"/>
---------------------------------------	----------------------

Line 1	<input type="text"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>
Line 5	<input type="text"/>

Select the Correct User

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Once selected, the user is shown as your **assigned manager**.

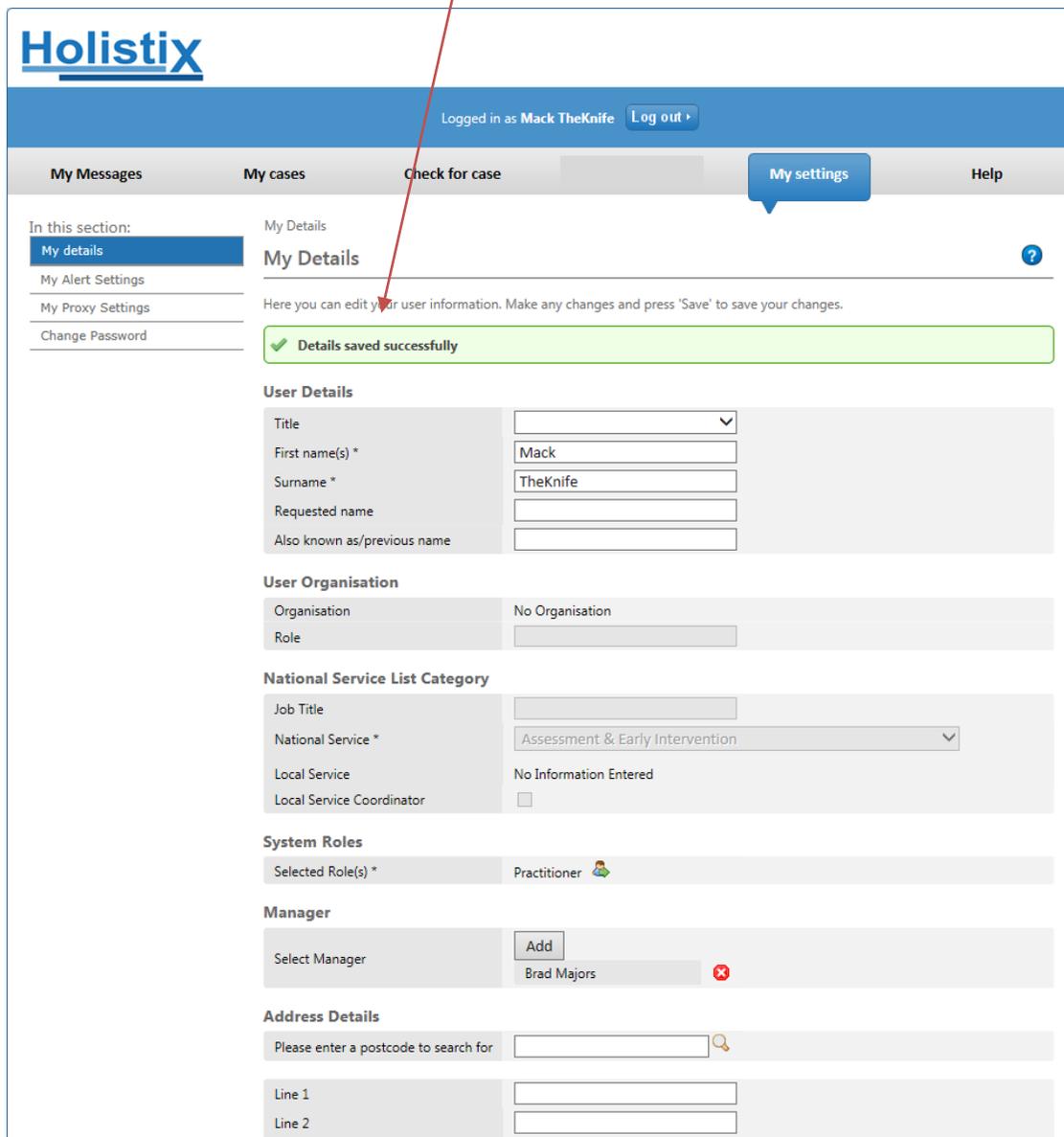
Requested name	<input type="text"/>
Also known as/previous name	<input type="text"/>
User Organisation	
Organisation	No Organisation
Role	<input type="text"/>
National Service List Category	
Job Title	<input type="text"/>
National Service *	Assessment & Early Intervention
Local Service	No Information Entered
Local Service Coordinator	<input type="checkbox"/>
System Roles	
Selected Role(s) *	Practitioner
Manager	
Select Manager	<input type="button" value="Add"/> Brad Majors
Address Details	
Please enter a postcode to search for	<input type="text"/>
Line 1	<input type="text"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>
Line 5	<input type="text"/>
Post Code	<input type="text"/>
Contact Details	
Contact Number	<input type="text"/>
Type	<input type="text"/>
Email Address *	davidhill@qes-online.com
Comments	<input type="text"/>
User Authentication	
Preferred Authentication Type	Email
<input type="button" value="Save"/>	

1. Check all your user details to ensure they are correct. Update them if necessary.

2. Once all the details are correct, click 'Save'

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Once **saved**, you will see the following message:



The screenshot shows the 'My Details' page in the Holistix system. At the top, the user is logged in as 'Mack TheKnife' with a 'Log out' button. The navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings' (highlighted), and 'Help'. On the left, a sidebar lists 'My details' (selected), 'My Alert Settings', 'My Proxy Settings', and 'Change Password'. The main content area is titled 'My Details' and contains a green success message: 'Details saved successfully'. Below this, the 'User Details' section includes fields for Title, First name(s) (Mack), Surname (TheKnife), Requested name, and Also known as/previous name. The 'User Organisation' section shows Organisation as 'No Organisation' and Role as an empty field. The 'National Service List Category' section includes Job Title, National Service (Assessment & Early Intervention), Local Service (No Information Entered), and Local Service Coordinator (checkbox). The 'System Roles' section shows Selected Role(s) as 'Practitioner'. The 'Manager' section has an 'Add' button and a dropdown for 'Brad Majors'. The 'Address Details' section includes a postcode search field and two lines for address details.

You can also update your **password** for the system.

The screenshot shows the Holistix user interface. At the top, the user is logged in as 'Mack TheKnife' with a 'Log out' button. The navigation menu includes 'My Messages', 'My cases', 'Check for case', 'Start new case', 'My settings', and 'Help'. The 'My settings' menu item is highlighted with a blue callout box labeled '1. Click on 'My settings''. Below the navigation, the breadcrumb trail is 'My Details > Change Password'. The main heading is 'Change Password' with a help icon. The text below reads 'Here you can change your password.' There are three input fields: 'Current Password *', 'New Password *', and 'Confirm Password *'. The 'Change Password' menu item in the left sidebar is highlighted with a blue callout box labeled '2. Click on 'Change Password''. The 'Current Password *' field is highlighted with a blue callout box labeled '3. Enter your current password'. The 'New Password *' field is highlighted with a blue callout box labeled '4. Enter your new password'. The 'Confirm Password *' field is highlighted with a blue callout box labeled '5. Confirm your new password'. A 'Save' button is located below the input fields, highlighted with a blue callout box labeled '6. Click 'Save''. At the bottom left, there is a link to the 'Acceptable use policy' and the QES logo.

1. Click on 'My settings'

2. Click on 'Change Password'

3. Enter your current password

4. Enter your new password

5. Confirm your new password

6. Click 'Save'

Your password will then be updated.

3 Check for Case / Request Access

Before starting a new Case on eEHA, you must **check whether one already exists** for the child/young person on the system.

IMPORTANT NOTE: Please do not create a new case unless you are certain that the child does not already exist on the system. please contact the helpdesk if you need support in finding any cases.

The screenshot shows the eEHA system interface. At the top left is the 'Holistix' logo. In the center, it says 'Welcome to the eEHA system'. On the right, there are logos for 'TOWER HAMLETS' and 'early help Right Help, Right Time'. Below these is a blue navigation bar with the text 'Logged in as Shanur Miah' and a 'Log out' button. On the far right of this bar, it says 'Client: TowerHamlets', 'Version: V4.2.9', and 'Environment: Live'. Below the navigation bar is a horizontal menu with five tabs: 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'Check for case' tab is highlighted with a red arrow pointing to it from a green callout box on the right that says 'Click on the 'Check for case' tab'. Below the menu is a section titled 'My messages' with a help icon. A text block below says 'This page is your Family eCAF inbox. Select the message subject to read the whole message. You can only send messages from within a case, but can reply to existing messages from this page.' Below this is a navigation area with buttons for 'Inbox', 'Sent', 'Filed', and 'Deleted', and a search box. A table of messages is shown below with columns for 'Flag', 'Subject', 'From', 'Case Id', 'Received', and 'Read'. The first message is 'Mack TheKnife is requesting access to case 8341' from 'Mack TheKnife' with Case Id '8341' and received on '18/08/2016 10:47:31'. At the bottom, there is a 'Delete' dropdown menu and an 'Update' button.

Click on the 'Check for case' tab

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This is the Check for Case page. Here you can search for existing cases on the system:

Holistix

Welcome to the eEHA system



Client: TowerHamlets
Version: V4.2.3
Environment: Training

Logged in as Shanur Miah (Trainer) Log out

My Messages My cases **Check for case** My settings My messages Administration Help

Before creating a new case you must first search Holistix for the case member you wish to add.

Check for case

Reset

This screen allows you to check if a case already exists for a family on LBTH eEHA. Please enter the Family Name, Gender, date of birth or an approximate age and select 'Search'.

Search

Search Criteria

To check if a LBTH eEHA case exists for a case member, please enter at least their family name, gender and either a date of birth or an approximate age for the case member person you wish to find.

Case Id	<input type="text"/>
Family name *	<input type="text"/>
Given name(s)	<input type="text"/>
Gender	<input type="text"/>

Enter a date of birth and optionally the case member's current age. If using case member's current age, it must be within +/- one year of their actual age, else the Date of Birth must be their actual Date of Birth. The age of an unborn family member should be entered as 'Prenatal'.

Date of Birth	<input type="text"/>
Current age	<input type="text"/>

Primary Address

Please enter a postcode to search for

Address Details

Line 1	<input type="text"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>
Line 5	<input type="text"/>
Postcode	<input type="text"/>

Search

Use of LBTH eEHA is subject to the following Acceptable use policy.



1. Enter all relevant search criteria to look for a case. The Family Name is mandatory and is usually the Surname of the family.

****NOTE****

You can use '%' sign in the family name to override the mandatory field if you do not have this information. This will allow you to then use other search criteria such as Date of Birth (Format: DD/MM/YYYY) or if you have a Case ID then this will make the search easier and more accurate.

2. Click on 'Search' button



If **no matching child** is found you will see this message:

The screenshot shows the Holistix LBTH interface. At the top left is the Holistix logo. Below it, the text 'LBTH' is displayed. On the right side of the top navigation bar, it says 'Logged in as David QES Test 0910' with a 'Log out' button, and 'Client: TowerHamlets', 'Version: V2.1.0', and 'Environment: UAT'. The main navigation bar includes 'My Messages', 'My cases', 'Check for case' (highlighted with a blue callout), 'My settings', and 'Help'. Below the navigation bar, the section 'Initial Results' is shown with a help icon. A message states: 'The following open eCAF cases match your criteria. Select the case ID to view contact details for the case coordinator, or to request access to the case.' Below this is a light blue box with an information icon and the text: 'To create a new case using the details you entered, click the New Case button', with a 'New Case' button. A message box below this contains the text 'No cases were found matching your search criteria', which is circled in orange. At the bottom left, there is a link to the 'Acceptable use policy' and the QES logo.

If a **case does exist** for the child, they will appear in the **results screen** below (If too many results match you may need to define the search criteria more closely):

The screenshot shows the eEHA system interface. At the top left is the 'Holistix' logo. In the center, it says 'Welcome to the eEHA system'. On the right, there are logos for 'Tower Hamlets' and 'early help Right Help, Right Time'. Below these, it indicates the user is logged in as 'Shanur Miah' with a 'Log out' button. System information shows 'Client: TowerHamlets', 'Version: V4.2.9', and 'Environment: Live'. A navigation bar contains 'My Messages', 'My cases', 'Check for case' (highlighted with a blue callout), 'My settings', and 'Help'. The main content area is titled 'Initial Results' and includes a help icon. A message states: 'The following open eCAF cases match your criteria. Select the case ID to view contact details for the case coordinator, or to request access to the case.' Below this is a light blue box with a 'New Case' button and the text: 'To create a new case using the details you entered, click the New Case button'. A table lists search results with columns: Case Id, Family name, Given names, Date of birth, Gender, Primary address, and Source. The first row is highlighted, and a red arrow points from a green callout box to the 'Family name' cell of this row. At the bottom, there is a pagination control showing page 1 of 54 and a 'Page Size' dropdown set to 10. A footer note mentions 'Use of Family eCAF is subject to the following Acceptable use policy.' and the 'QES' logo is in the bottom left corner.

Case Id	Family name ▲	Given names	Date of birth	Gender	Primary address	Source
3076	Adam Test	Ann	01/10/2013	Female		Family eCAF, CM
7087	Adams Test	Jamie	14/08/2011	Male	127 Rugby Road, CV3 2AY	Family eCAF, CM
1599	Adam-test	Robert	12/02/2007	Male		Family eCAF, CM
330	Ali Test7	Wood	04/09/2008	Male		Family eCAF, CM
4501	alitest	john	02/10/1997	Male	13, e14 2ls	Family eCAF, CM
7972	Allen Test	Gerard	04/12/2007	Male		Family eCAF, CM
2765	Baba test	Ali	12/12/2001	Male		Family eCAF, CM
858	Bear-test	Fred	04/05/2006	Male		Family eCAF, CM
2083	begum test	asma	27/07/2007	Female		Family eCAF, CM

Click on the correct Case to view full child and Case Co-ordinator details.

You will be taken to the **Detailed Case Results** page:

The screenshot shows the Holistix web application interface. At the top, there is a navigation bar with the Holistix logo, the text 'LBTH', and user information: 'Logged in as David QES Test 0910' with a 'Log out' button, and 'Client: TowerHamlets Version: V2.1.0 Environment: UAT'. Below the navigation bar are tabs for 'My Messages', 'My cases' (which is highlighted), 'Check for case', 'My settings', and 'Help'. The main content area is titled 'Detailed Results' and contains several sections: 'Case Details' (Case Id: 3076, Start Date: 12/08/2014), 'Case Coordinator Details' (Case Coordinator: Trainer4 Trainer4, National service list category: Additional Services, Phone: 020 73641965, Email: Unknown), 'Case Coordinator Manager Details' (Name: Unknown, National service list category: Unknown, Phone: Unknown, Email: Unknown), and 'Case Children'. Under 'Case Children', there is a card for a child named 'Ann' with details: Name: Adam Test, Ann; Gender: Female; Date of birth: 01/10/2013. Below this are sections for 'Primary Address' and 'Case Adults', each with fields for Name, Gender, Date of birth, and Primary Address (Line 1-5, Postcode). At the bottom left, there are 'Back' and 'Request case access' buttons. A footer note states 'Use of Family eCAF is subject to the following Acceptable use policy.' and the QES logo is at the bottom left.

1. Check details

2. If the Case is correct, click on 'Request case access.'

If the case is currently closed, please do **contact us** as we can open this for you and provide the necessary access

You will then be able to complete a message to the Case Coordinator, stating **the reason you are requesting access to the case:**

Logged in as **Shan TestAccount** [Log out](#)

Client: TowerHamlets
Version: V4.2.9
Environment: Live

[My Messages](#) [My cases](#) [Check for case](#) [My settings](#) [My reports](#) [Help](#)

Request Case Access ?

This page will send a message to the case coordinator of the case that you are interested in. Please provide some background as to why you require access to this case. The case coordinator will then arrange any next steps.

Case Id	9675
Case Coordinator	Rahena Chowdhury
Subject	<input type="text" value=" is requesting access to case 9675"/>
Reason for access	<input type="text" value="Case Id: 9675"/>

1. Enter the reason why you are requesting access to the case

2. Click on 'Send'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).

The **Case Co-ordinator** will receive the message, and choose whether or not **consent** can be granted.

Holistix Welcome to the eEHA system

Client: TowerHamlets
Version: V4.2.9
Environment: Live

Logged in as **Shanur Miah** [Log out](#)

My Messages My cases Check for case My settings Help

My Messages > View Message

My messages

Message Details

Related to Case	9327 - QES assessment check
From	David User2
Sent	09/10/2017 12:21:42
Subject	David User2 is requesting access to case 9327
Message	Case Id: 9327

[Forward/Reply](#) [Go To Case](#)

Use of Family eCAF is subject to the following [Acceptable use policy](#).

If consent is granted, the Case Co-ordinator can click to **Go To Case**; where they can add the new consent and grant access to the practitioner.

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4 Starting a new Case –Consent

If searching for an existing case has yielded no results, a user can **create a new case**:

IMPORTANT NOTE: Please do not create a new case unless you are certain that the child does not already exist on the system. please contact the helpdesk if you need support in finding any cases.

Holistix Welcome to the eEHA system

Client: TowerHamlets
Version: V4.2.9
Environment: Live

Logged in as Shanur Miah [Log out >](#)

My Messages My cases **Check for case** My settings Help

Initial Results ?

The following open eCAF cases match your criteria. Select the case ID to view contact details for the case coordinator, or to request access to the case.

To create a new case using the details you entered, click the New Case button [New Case](#)

Case Id	Family name ▲	Given names	Date of birth	Gender	Primary address	Source
3076	Adam Test	Ann	01/10/2013	Female		Family eCAF, CM
7087	Adams Test	Jamie	14/08/2011	Male	127 Rugby Road, CV3 2AY	Family eCAF, CM
1599	Adam-test	Robert	12/02/2007	Male		Family eCAF, CM
330	Ali Test7	Wood	04/09/2008	Male		Family eCAF, CM
4501	alitest	john	02/10/1997	Male	13, e14 2ls	Family eCAF, CM
7972	Allen Test	Gerard	04/12/2007	Male		Family eCAF, CM
2765	Baba test	Ali	12/12/2001	Male		Family eCAF, CM
858	Bear-test	Fred	04/05/2006	Male		Family eCAF, CM
2083	begum test	asma	27/07/2007	Female		Family eCAF, CM

<< (1) << Prev **1** 2 3 4 5 ... Next >> (54) >> Page Size 10

To begin click on the 'New Case'

IMPORTANT NOTE: Please do not create a new case unless you are certain that the child does not already exist on the system. please contact the helpdesk if you need support in finding any cases.

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You will be taken to the **Child/ Young Person details** page:

Holistix

Logged in as Mack TheKnife [Log out](#)

[My Messages](#) [My cases](#) [Check for case](#) [Start new case](#) [My settings](#) [Help](#)

Start new case - child / young person details

[Back](#) [Next](#) [Cancel](#) [Reset](#)

Date case was created: 22/07/2016 12

Case name *

Child/young person

In order to create a case on Family eCAF, some basic details are required. The first step covers the details of the child/young person.

Please complete at least the mandatory fields (those with an *) below.

[Add Another Child](#)

Child 1

As you enter the child's details, the system will flag up any potential duplicate case members that already exist in the system. You are able to click on these duplicates for more options.

Details

Title: [dropdown]

Given name(s) * [text]

Family name * [text]

Family name first:

Also known as/previous name: [text]

Gender * [Please Select dropdown]

Date of Birth/EDD * [22/07/2016 12]

Case Member Relationships

There must be more than one case member to add relationships

Contact Details

[Contact 1](#) [+](#)

Contact Details

Contact Number: [text]

The mandatory fields are marked with an *.
You must provide at least:

1. Case Name - This is the surname/s of the case family
(Do not enter an individual's full name in here).

2. Given Name(s)

3. Family Name

4. Gender

5. Date of Birth/ EDD

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The screenshot displays a web form for entering contact and address information. The form is divided into several sections:

- Contact Details:** Includes fields for Contact Number, Type (dropdown), Preferred (checkbox), Email Address, and Comments.
- Address Details:** Includes a search field for postcodes, a dropdown for address selection, and fields for UPRN, Line 1-5, Postcode, Primary residence (checkbox), and Correspondence address (checkbox).
- Further address information:** Includes checkboxes for No fixed address and Unknown address.
- Reference number:** Includes fields for Unique Pupil Number, Version No, Citizen Number, IES Number, NHS Number, National Insurance, and Other.
- Ethnicity:** Includes dropdown menus for Ethnicity and Religion.
- Further Information:** Includes dropdown menus for School Name, Immigration Status, First Language, and Disability Type, along with a checkbox for Disabled? and a text area for Additional Information.
- Details of any special requirements:** A text area for special requirements such as signing, interpretation, or access needs.

At the bottom of the form, there are buttons for 'back', 'Next', 'Cancel', and 'Reset'. A small text at the bottom left states: 'Use of Family eCAF is subject to the following Acceptable use policy.'

6. Please ensure that you enter an address:

Enter the Post Code, click on the spy glass and click in the address field.

If a list of addresses is displayed, scroll down and select the correct one. The full address information will then appear.

7. Enter a Reference Number (Optional)

8. Select an Ethnicity (Mandatory)

EHA User Guide – Practitioner Manual

When you start entering a child (or adult's) details, eEHA will flag up if there is a **potential duplicate record**. You should check to ensure you don't create a duplicate case for a child:

Start new case - child / young person details ?

Back Next Cancel Reset

Date case was created 09/10/2017 12
Case name * DH Test 0910

Child/young person

In order to create a case on Family eCAF, some basic details are required. The first step covers the details of the child/young person.
Please complete at least the mandatory fields (those with an *) below.

[Add Another Child](#)

Child 1

As you enter the child's details, the system will flag up any potential duplicate case members that already exist in the system. You are able to click on these duplicates for more options.

Details

Title

Given name(s) * T

Family name * Test

Family name first

Also known as/previous name

Gender * Please Select

Date of Birth/EDD *

Duplicate Check

The person you are trying to add may already be in the system. The possible duplicates are listed below. Click on a duplicate case member for more options.

Arthur Test N/A Source: Family eCAF Open: 1 Closed: 0	Pete Test N/A Source: Family eCAF Open: 1 Closed: 0
testing_consent testing_consent 01/01/2000 Source: Family eCAF Open: 1 Closed: 0	kitcat test 01/01/1998 anson house, e3 2... Source: Family eCAF Open: 1 Closed: 0

Case Member Relationships

⚠ There must be more than one case member to add relationships

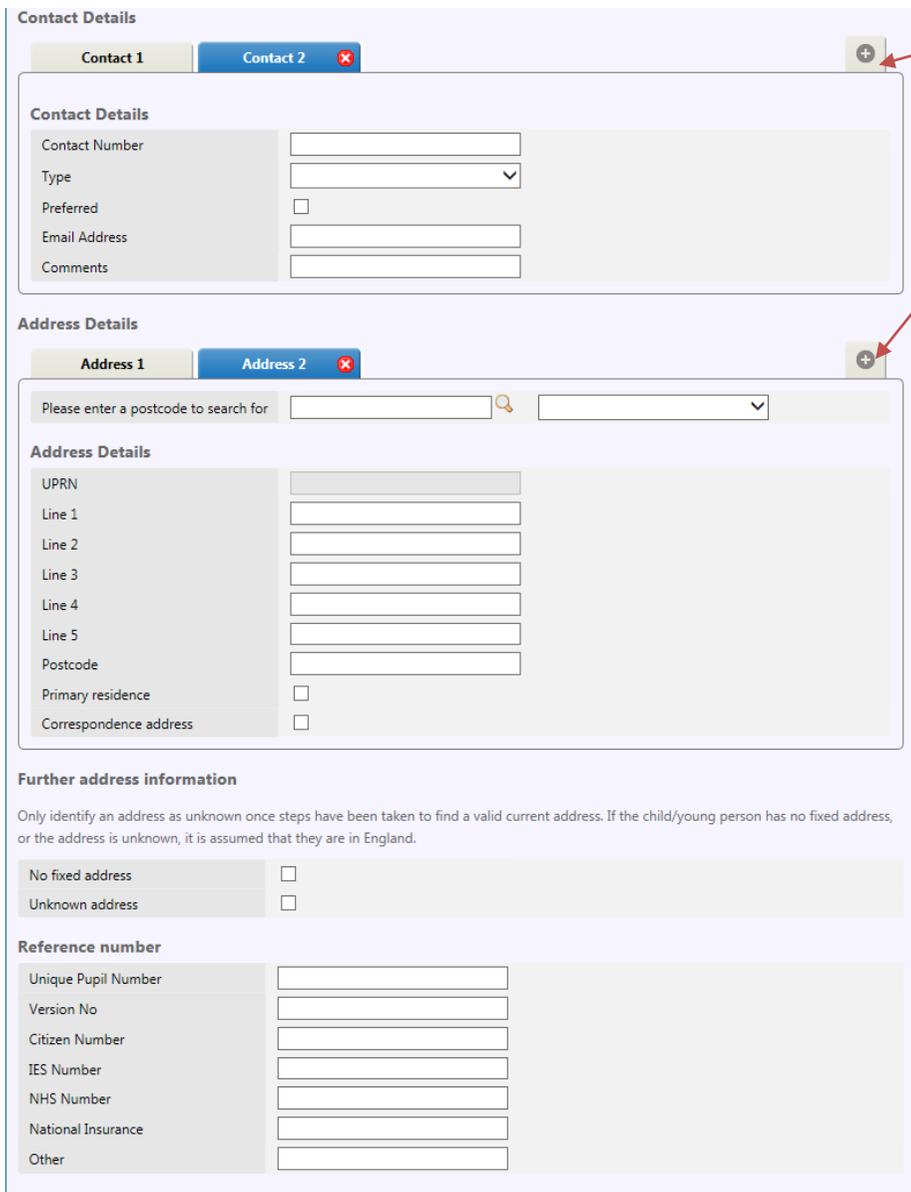
Contact Details

Contact 1

If there is a duplicate, click on the case to request access

EHA User Guide – Practitioner Manual

If the child has a second phone number or lives at a second address, you could add these by clicking on the **plus icon**.



Contact Details

Contact 1 | Contact 2 ✕ +

Contact Details

Contact Number

Type

Preferred

Email Address

Comments

Address Details

Address 1 | Address 2 ✕ +

Please enter a postcode to search for

Address Details

UPRN

Line 1

Line 2

Line 3

Line 4

Line 5

Postcode

Primary residence

Correspondence address

Further address information

Only identify an address as unknown once steps have been taken to find a valid current address. If the child/young person has no fixed address, or the address is unknown, it is assumed that they are in England.

No fixed address

Unknown address

Reference number

Unique Pupil Number

Version No

Citizen Number

IES Number

NHS Number

National Insurance

Other

EHA User Guide – Practitioner Manual

You can add **Multiple Case Members** to a case:

Holistix

Logged in as Mack TheKnife [Log out](#)

[My Messages](#) [My cases](#) [Check for case](#) [Start new case](#) [My settings](#) [Help](#)

Start new case - child / young person details

[Back](#) [Next](#) [Cancel](#) [Reset](#)

Date case was created: 22/07/2016
Case name *: Sinatra

Child/young person

In order to create a case on Family eCAF, some basic details are required. The first step covers the details of the child/young person. Please complete at least the mandatory fields (those with an *) below.

[Add Another Child](#)

Frank

Child 2

As you enter the child's details, the system will flag up any potential duplicate case members that already exist in the system. You are able to click on these duplicates for more options.

Details

Title: [dropdown]
Given name(s) *: [text]
Family name *: [text]
Family name first:
Also known as/previous name: [text]
Gender *: Please Select [dropdown]
Date of Birth/EDD *: [text]

Case Member Relationships

⚠ There must be more than one case member to add relationships

Contact Details

Contact 1

Contact Details

Contact Number: [text]

Click on the Plus button at the top of the page to add additional Case members.

Once all of the relevant child details have been added, click **Next**.

You will be taken to the **Adult details** page:

Start new case - adult details

[Back](#) [Next](#)

[Cancel](#) [Reset](#)

Adult

In order to create an episode on Family eCAF, some basic details are required. The second step covers the details of the adult.

Please complete at least the mandatory fields (those with an *) below.

[Add Another Adult](#)

Adult 1

Details

Title	<input type="text"/>
First Name(s) *	<input type="text"/>
Surname *	<input type="text"/>
Also known as/previous name	<input type="text"/>
Gender *	<input type="text" value="Please Select"/>
Date of Birth	<input type="text" value="12"/>

Parental Responsibility

Case Member(s)

Case Member Relationships

There must be more than one case member to add relationships

Contact Details

Contact 1

Contact Details

Contact Number	<input type="text"/>
Type	<input type="text"/>
Preferred	<input type="checkbox"/>
Email Address	<input type="text"/>

The mandatory fields are marked with an *.
You must provide at least:

1. First Name(s)

2. Surname

3. Gender

EHA User Guide – Practitioner Manual

Address Details

Address 1 ✕ +

Known Addresses Select Known Address

Please enter a postcode to search for

Address Details

UPRN

Line 1

Line 2

Line 3

Line 4

Line 5

Postcode

Primary residence

Correspondence address

Further address information

Only identify an address as unknown once steps have been taken to find a valid current address. If the adult has no fixed address, or the address is unknown, it is assumed that they are in England.

No fixed address

Unknown address

Further Information

Immigration Status

Adult's First Language

Additional Information

Details of any special requirements for the adult e.g. signing, interpretation or access needs

4. An address is mandatory:

Click on 'Select Known Address' to use the address already associated with the child.

5. Once all of the relevant adult details have been added, click 'Next.'

You will be taken to the **Consent and Coordination** page:



Welcome to the eEHA system



Logged in as Shanur Miah [Log out](#)

Client: TowerHamlets
Version: V4.2.9
Environment: Live

[My Messages](#)

[My cases](#)

[Check for case](#)

[Start new case](#)

[My settings](#)

[Help](#)

Start new case - consent and coordination

[Back](#) [Save case](#)

[Cancel](#)

Other required information

Complete the section below to verify that you have gained verbal consent from the family to undertake an assessment and store it on HolistiX Family eCAF. You must not create a case on Family eCAF if you have not gained this consent.

Case coordinator details

Name: Mack TheKnife
National service list category: Assessment & Early Intervention

Frank

Verbal consent to undertake assessment and store on Family eCAF

Date consent given *	<input type="text" value="22/07/2016"/>
Consent received from child/young person *	<input type="text" value="No"/>
Who gave consent*	<input type="text"/>
Relationship to child/young person *	<input type="text" value="Choose:"/>
Reason for absence of child/young person consent *	<input type="text"/>

[Save case](#)

[Cancel](#)

1. Enter the date consent was given. (This is the date that on their consent form for signature received/agreed).

2. This should always be No

3. Name of the adult / appropriately aged young person who gave consent

4. Relationship needs to be selected in drop down.

5. Type the following: "Signed evidence of consent to be uploaded to case documents".

6. Once all the relevant details have been entered, click 'Save Case'

PLEASE NOTE:

Who gave consent*	<input type="text"/>
Relationship to child/young person *	Choose: <input type="button" value="v"/>
Reason for absence of child/young person consent *	<input type="text"/>

Type the following: “Signed evidence of consent to be uploaded to case documents”.

It is a **MANDATORY REQUIREMENT** to have a signed document to store as evidence of consent. However the following section still needs completion as you cannot create a case without completing it.

Once the case is created Practitioners will need to upload the consent evidence into Case Documents (This is covered later in the guide)

If you are unsure as to what document to use as evidence of consent, please contact us and we will supply you with two methods for this.

EHA User Guide – Practitioner Manual

Before proceeding to the next page; you must read the following **Early Help Services**

PRIVACY NOTICE LINK: https://www.towerhamlets.gov.uk/content_pages/legal_notices/legal_notices.aspx

Online Services | Contact us | News & events

TOWER HAMLETS

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More in this section

Legal notices

Tower Hamlets Council cookies policy

Legal notices

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We do not use cookies for collecting user information from the site and we will not collect any information about you except the technical information we require for day-to-day running of the web server. [Read our cookies policy.](#)

This privacy policy covers only our website at www.towerhamlets.gov.uk. Other links within this site to other websites are not covered by this policy.

Online Services | Contact us | News & events

TOWER HAMLETS

Apply for it Pay it Report it Request it Sign up

Navigate the site Search

Early Help Services

Data Controller and purpose

This privacy notice applies to you ("the service user") and the London Borough of Tower Hamlets ("the council"). The council takes the privacy of your information very seriously. This privacy notice applies to the council's use of any and all of the data provided by you or collected by the council in relation to your use of this service. It is important that you understand that sometimes we will need to share your data with other agencies where necessary or appropriate and by engaging with our service you understand that that your data may be shared.

The information you provide will be used by the London Borough of Tower Hamlets' Early Help Service, to process your Personal data and Special category data. London Borough of Tower Hamlets will provide services internally, except in the instances where organisations provide services (such as schools/Health and voluntary sector) where this will be a joint service.

We will store your personal and special category data from the Local Authority's Early Help Assessment system (eEHA) for planning and decision making in line with the Supporting Stronger Families (SSF) programme, to provide you with appropriate Early Help support.

We process your data in accordance with the General Data Protection Regulation (GDPR) and if you have any concerns the Council's Data Protection Officer can be contacted on DPO@towerhamlets.gov.uk.

Condition for processing personal data

It is necessary for us to lawfully process your personal data such as name, address, contact details, under GDPR Article 6:

1. 6(1)(a) consent
2. 6(1)(b) performance of a contract
3. 6(1)(c) compliance with a legal obligation

EHA User Guide – Practitioner Manual

You will then be taken to the **Case Summary**, where you will see the components already saved. This typically acts as the home page of a case and can be reached at anytime by clicking these two links. This page is very useful and will take you almost every part of the case very quickly.

(Please note: if at anypoint during navigation you are lost or unsure you should come back to this page)

Welcome to the eEHA system

Logged in as Shanur Miah [Log out](#)

Client: TowerHamlets
Version: V4.2.9
Environment: Live

My Messages **My cases** Check for case My settings Help

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary

Case Summary ?

Case: 9328 - DH Test 0910 **Case Coordinator:** David QES Test 0910 **Status:** Pre-Assessment

Children

T Test
Male, 04/07/2017
Age: 0

Adults

Hfg Ghghg
Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

T Test Lead Professional: None assigned Status: Pre-Assessment

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

Select All Unselect All

The Blue Status bar will give you key information about the case.

1. The Case ID & Family Name
2. The Case Coordinator
3. The Case Status which is set to 'Pre- Assessment.'
At present

If you need to update the Child or Adults information; click on their names to go to their details.

Where there are multiple children in a case they will all have separate tabs.

The Case Items list will grow as the case matures and you will appreciate the Case Summary page as the home page of a case.

5 Add Additional Family Member

We may need to add additional Family member during the life of case, this will show you how to add an additional family member:

The screenshot shows the eEHA system interface. At the top, there is a navigation bar with the Holistix logo, the text 'Welcome to the eEHA system', and the 'early help' logo with the tagline 'Right Help, Right Time'. Below this, a status bar indicates the user is logged in as 'Shanur Miah (Trainer)' and provides system information: 'Client: TowerHamlets', 'Version: V4.2.3', and 'Environment: Training'. A main navigation menu includes 'My Messages', 'My cases', 'Check for case', 'My settings', 'My reports', 'Administration', and 'Help'. The 'My cases' tab is active, showing 'Case: 9672 - Smith' and 'Case Coordinator: Trainer3 Trainer3' with a status of 'Assessment'. On the left, a sidebar menu lists various options, with 'Case Items' selected. A dropdown menu for 'Case Items' is open, showing options like 'Assessment', 'Action list', 'Consent Statements', 'Delivery Plan & Review', 'eEHA Score', 'Team around the family', and 'Panel Meeting'. The 'Team around the family' option is highlighted. Below the dropdown, there are cards for 'David Smith' (Male, 01/01/2007, Age: 13) and 'Stephen Jones' (Male, 02/02/1978). At the bottom, a table titled 'Case Items' shows items for 'Bart Smith' and 'David'. The table has columns for 'Item', 'Last Updated', 'Updated By', 'Version', and 'Status'.

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Assessment	19/04/2020	Shanur Miah (Trainer)	1	Draft
<input type="checkbox"/> Case Member Details	17/04/2020	Shanur Miah (Trainer)	N/A	N/A

Click on the 'Case Items' Tab

Select the 'Team around the Family' Option



- In this section:
- Case Summary
 - Create Message
 - Case Items**
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

My Cases > Case Summary > Team Around The Family

Team around the family

This page lists all of the people who are or have been involved with supporting case members within this case.

- [Add child](#)
[Add adult](#)
[Add practitioner](#)
[Add Local Services](#)

- Bart**
- David

Case Member Relationships							
Name ▲			Type	Relationship			
David Smith			Child	Parent			
Debbie Smith			Adult	Parent			

Practitioners							Include Past Practitioners? <input type="checkbox"/>
Name ▲	Consent	Role	National Service	Local Service	Start Date	End Date	
✓ Rebecca (other) Thacker	No	Case Lead Professional	Early Help Services i.e. universal and targeted Services	eEHA Team	26/02/2020	N/A	
✓ Trainer3 Trainer3	Yes	Case Coordinator	Additional Services	Additional Services	26/02/2020	N/A	

Click 'Add Adult' will take you to the relevant Create Case Member page.

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



- In this section:
- Case Summary
 - Create Message
 - Case Items**
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

My Cases > Case Summary > Add Case Member to Case [?](#)

Add Case Member to Case

This page allows you to add a new case member to a case.

Case Member Type

Case Member Type

Details

Title

First Name(s) *

Surname *

Also known as/previous name

Gender *

Date of Birth

Parental Responsibility

Case Member(s) No Case Members Selected

Case Member Relationships [Add Case Member](#)

This case member has no relationships defined

Contact Details

Contact 1

Contact Details

Contact Number

Type

Preferred

The mandatory fields are marked with an *.
You must provide at least:

1. First Name(s)

2. Surname

3. Gender

Preferred

Email Address

Comments

Address Details

Address 1

Known Addresses

Please enter a postcode to search for

Address Details

UPRN

Line 1

Line 2

Line 3

Line 4

Line 5

Postcode

Primary residence

Correspondence address

Further address information

Only identify an address as unknown once steps have been taken to find a valid current address. If the adult has no fixed address, or the address is unknown, it is assumed that they are in England.

No fixed address

Unknown address

Further Information

Immigration Status

Adult's First Language

Additional Information

Details of any special requirements for the adult e.g. signing, interpretation or access needs

4. An address is mandatory:
Click on 'Select Known Address' to use the address already associated with the child.

5. Once all of the relevant adult details have been added, click 'Save.'

EHA User Guide – Practitioner Manual

Once you have recorded the involvement of a new member, they will appear on the **Team around the Family** page.

Client: TowerHamlets
Version: V4.2.3
Environment: Training

Logged in as Shanur Miah (Trainer) Log out

My Messages My cases Check for case My settings My reports Administration Help

Case: 9672 - Smith Case Coordinator: Trainer3 Trainer3 Status: Assessment

In this section: Case Summary Create Message Case Items Case Alert Settings Case Coordination Case Administration View case snapshot Audit case events

My Cases > Case Summary > Team Around The Family

Team around the family

This page lists all of the people who are or have been involved with supporting case members within this case.

Add child Add adult Add practitioner Add Local Services

Case Member Relationships

Name	Type	Relationship
David Smith	Child	Parent
Debbie Smith	Adult	Parent

Practitioners Include Past Practitioners?

Name	Consent	Role	National Service	Local Service	Start Date	End Date
Rebecca (other) Thacker	No	Case Lead Professional	Early Help Services i.e. universal and targeted Services	eEHA Team	26/02/2020	N/A
Trainer3 Trainer3	Yes	Case Coordinator	Additional Services	Additional Services	26/02/2020	N/A

The 'Team around the Family' should now reflect your new addition. The list of every member will appear here in a list with their associated role too.

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



6 Team Around the Family – adding and removing people

Members of the **Team around the Family** can be added or removed during the life of a case:

The screenshot shows the Holistix interface for a case summary. The left-hand navigation menu is open, and the 'Team around the family' option is highlighted. A red arrow points from this menu item to the 'Team around the family' link in the main content area. Another red arrow points from the 'Case Items' menu item to the 'Case Items' section of the page.

Holistix
LBTH
Logged in as David QES Test 0910 [Log out] Client: TowerHamlets
Version: V2.1.0 Environment: UAT

My Messages | **My cases** | Check for case | My settings | Help

In this section: **Case Summary** | My Cases > Case Summary

Create Message

Case Items | Assessment | Case Coordinator: David QES Test 0910 | Status: Delivery

Case Alert Settings | Action list

Case Coordination | Consent Statements

View case snapshot | CAF Score

Audit case events | Team around the family

Adults
Hfg Ghghg
Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

T Test | Lead Professional: None assigned | Status: Delivery

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

Select All

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

1. View 'Case Items'

2. Click on 'Team around the Family'

You will be taken to the **Team around the Family** page. Here you can add, or remove, Case Members from the Team around the Family.

Holistix

LBTH

Logged in as David QES Test 0910 [Log out](#)

Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages | **My cases** | Check for case | My settings | Help

In this section:
Case Summary
Create Message
Case Items ▶
Case Alert Settings
Case Coordination ▶
View case snapshot
Audit case events

My Cases > Case Summary > Team Around The Family

Team around the family

This page lists all of the people who are or have been involved with supporting case members within this case.

[+ Add child](#) [+ Add adult](#) [+ Add practitioner](#) [+ Add Local Services](#)

Case Member Relationships

This case member has no relationships defined

Practitioners Include Past Practitioners?

Name	Consent	Role	National Service	Local Service	Start Date	End Date
David QES Test 0910	Yes	Case Coordinator	Additional Services		09/10/2017	N/A

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

Clicking on 'Add Child' or 'Add Adult' will take you to the relevant Create Case Member page.

Click on "Add Practitioner"

EHA User Guide – Practitioner Manual

System Users can also be added to case:

Holistix

Logged in as Mack TheKnife [Log out](#)

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary > Add Practitioner

Add Practitioner to TAF

This page allows you to add a practitioner to the TAF

Practitioner Type

Type

Global User Search

You must search Holistix for existing users to add them to this case.

User Details

Title

First name(s) *

Surname *

Requested name

Also known as/previous name

National Service List Category

Job Title

National Service *

Local Service

Local Service Coordinator

Contact Details

Contact Number

Type

Email Address *

Comments

Associated with

Case Member(s) No Case Members Selected

Episode TAF involvements

1. Select 'System User'

2. Click 'Search'

In this section:

Case Summary

Create Message

Case Items

Case Alert Settings

Case Coordination

View case snapshot

Audit case events

My Cases > Case Summary > Add Practitioner

Add Practitioner to TAF

This page allows you to add a practitioner to the TAF

Practitioner Type

Type

Global User Search

Find User

Enter none or more fields to search, the search system will restrict results by all of the attributes provided.

First name	<input type="text"/>
Surname	<input type="text"/>
National Service Category	<input type="text" value=""/>
Local Service	<input type="text"/>

National Service List Category

Job Title	<input type="text"/>
National Service *	<input type="text" value="Please Select"/>
Local Service	No Information Entered
Local Service Coordinator	<input type="checkbox"/>

Contact Details

Contact Number	<input type="text"/>
Type	<input type="text" value=""/>
Email Address *	<input type="text"/>
Comments	<input type="text"/>

Associated with

Case Member(s) No Case Members Selected

Episode TAF involvements

3. Enter the details of the user you are searching for.
Click on 'Search'

In this section:

[Case Summary](#)

[Create Message](#)

[Case Items](#)

[Case Alert Settings](#)

[Case Coordination](#)

[View case snapshot](#)

[Audit case events](#)

[My Cases](#) > [Case Summary](#) > [Add Practitioner](#)

Add Practitioner to TAF

This page allows you to add a practitioner to the TAF

Practitioner Type

Type

Global User Search

You must search Holistix for existing users to add them to this case.

Find User

Surname	Given name(s)	National Service Category	Local Service
Majors	Brad	Assessment & Early Intervention	

<< (1) << Prev 1 Next >> (1) >> Page Size 5

[Back](#)

Also known as/previous name

National Service List Category

Job Title

National Service *

Local Service

Local Service Coordinator

Contact Details

Contact Number

Type

Email Address *

Comments

Associated with

Case Member(s)

No Case Members Selected

Episode TAF involvements

4. Select the user you wish to have access to the case.

EHA User Guide – Practitioner Manual

The User's details will then appear on the form:

Create Message

Case Items

Case Alert Settings

Case Coordination

View case snapshot

Audit case events

ADD PRACTITIONER TO TAF

This page allows you to add a practitioner to the TAF

Practitioner Type

Type: System User

Global User Search

You must search Holistix for existing users to add them to this case.

Search

User Details

Title: [dropdown]

First name(s) *: Brad

Surname *: Majors

Requested name: [text]

Also known as/previous name: [text]

National Service List Category

Job Title: [text]

National Service *: Assessment & Early Intervention

Local Service: No Information Entered

Local Service Coordinator:

Contact Details

Contact Number: [text]

Type: [dropdown]

Email Address *: davidhill@qes-online.com

Comments: [text]

Associated with

Case Member(s): No Case Members Selected

Episode TAF involvements

Start Date: 25/07/2016

End Date: [text]

Reason for Involving: [dropdown]

Save Clear

Use of Family eCAF is subject to the following [Acceptable use policy](#).

5. Select Associated Case Members

6. Once all the details have been entered, click 'Save'

Once you have recorded the involvement of a new practitioner, they will appear on the **Team around the Family** page.

You can also **remove** a practitioner when their involvement ends:

Holistix

LBTH Logged in as David QES Test 0910 [Log out](#) Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages **My cases** **Check for case** **My settings** **Help**

In this section: [My Cases](#) > [Case Summary](#) > Team Around The Family

Team around the family ?

This page lists all of the people who are or have been involved with supporting case members within this case.

[Add child](#) [Add adult](#) [Add practitioner](#) [Add Local Services](#)

Case Member Relationships

This case member has no relationships defined

Practitioners Include Past Practitioners?

Name	Consent	Role	National Service	Local Service	Start Date	End Date
David QES Test 0910	Yes	Case Coordinator	Additional Services		09/10/2017	N/A
QES Test Test	No	Practitioner	Police		09/10/2017	N/A

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

Click on the person you wish to remove from the Team around the Family to go to their details

The 'Team around the Family' should now reflect your new addition. The list of every member will appear here in a list with their associated role too.

Holistix

Logged in as Mack TheKnife [Log out](#)

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary > System User Case Details

Practitioner Case Details

Here you can see information about how the practitioner is associated to the case member for this case.

[Save](#) [End TAF Member Involvement](#)

TAF Information

Case Member	Brad Smith
Start Date	<input type="text" value="25/07/2016"/> <input type="text" value="12"/>
End Date	<input type="text" value=""/> <input type="text" value="12"/>
Lead Professional	<input type="checkbox"/>
In Consent	Yes
Reason for Involving	<input type="text"/>

User Details

Title	<input type="text"/>
First name(s) *	<input type="text" value="Brad"/>
Surname *	<input type="text" value="Majors"/>
Requested name	<input type="text"/>
Also known as/previous name	<input type="text"/>

National Service List Category

Job Title	<input type="text"/>
National Service *	<input type="text" value="Assessment & Early Intervention"/>
Local Service	No Information Entered
Local Service Coordinator	<input type="checkbox"/>

Contact Details

Contact Number	<input type="text"/>
Type	<input type="text"/>
Email Address *	<input type="text" value="davidhill@qes-online.com"/>
Comments	<input type="text"/>

Use of Family eCAF is subject to the following [Acceptable use policy](#).

Click on 'End TAF Member Involvement'

The screenshot shows the Holistix web application interface. At the top, the user is logged in as 'Mack TheKnife'. The main navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' tab is active, showing a breadcrumb trail: 'My Cases > Case Summary > System User Case Details'. The page title is 'Practitioner Case Details'. Below the title, there is a description: 'Here you can see information about how the practitioner is associated to the case member for this case.' A 'Save' button and an 'End TAF Member Involvement' button are visible. A modal dialog box titled 'Confirm end involvement' is open, containing the following text: 'Are you sure you want to end this TAF member involvement? If you confirm, you will be redirected back to the TAF summary page for this case.' Below this text is a text area labeled 'Reason to End:'. At the bottom of the dialog are 'Cancel' and 'Confirm' buttons. The background page shows sections for 'TAF Information', 'User Details', 'National Service List Category', and 'Contact Details'.

1. Enter the Reason for ending involvement

2. Click 'Confirm'

The Practitioner has now been **removed** from the case:

Holistix

LBTH Logged in as David QES Test 0910 [Log out](#) Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items ▶
Case Alert Settings
Case Coordination ▶
View case snapshot
Audit case events

[My Cases](#) > [Case Summary](#) > Team Around The Family

Team around the family

This page lists all of the people who are or have been involved with supporting case members within this case.

[Add child](#) [Add adult](#) [Add practitioner](#) [Add Local Services](#)

Case Member Relationships

T ⓘ This case member has no relationships defined

Practitioners Include Past Practitioners?

Name	Consent	Role	National Service	Local Service	Start Date	End Date
David QES Test 0910	Yes	Case Coordinator	Additional Services		09/10/2017	N/A

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

7 Setting/Changing the Case Lead Professional

In order to set or change the Lead Professional, they must have already been added to the **Team Around the Family**.

The screenshot shows the Holistix eEHA system interface. The user is logged in as Shanur Miah. The main navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' section is active, showing a 'Case Summary' for Case: 9328 - DH Test 0910, with Case Coordinator: David QES Test 0910 and Status: Delivery. The 'Case Coordination' menu is open, showing options like 'Set Lead Professionals', 'Change Case Coordinator', 'Create assessment', etc. The 'Set Lead Professionals' sub-menu is also open, showing a table of items with columns for Item, Last Updated, Updated By, Version, and Status. A 'Select All' button is visible at the bottom of the sub-menu.

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Delivery Plan & Review	10/10/2017	David QES Test 0910	1	Draft
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

1. Click on 'Case Coordination'

2. Click on 'Set Lead professionals'

You will be taken to the **Lead Professional List**.

The screenshot shows the eEHA system interface. At the top left is the **Holistix** logo. To its right, it says "Welcome to the eEHA system". Further right are logos for "TOWER HAMLETS" and "early help Right Help. Right Time". Below these, it indicates the user is "Logged in as Shanur Miah" with a "Log out" button. On the right side of the header, it shows "Client: TowerHamlets", "Version: V4.2.9", and "Environment: Live".

The main navigation bar includes "My Messages", "My cases" (which is highlighted with a blue speech bubble), "Check for case", "My settings", and "Help".

Under "My cases", there is a breadcrumb trail: "My Cases > Case Summary > Lead Professional List". The page title is "Lead Professional List" with a help icon. Below the title, it says "This page shows all lead professionals currently attached to this case." There is an "Add Lead Professional" button. At the bottom, a message box states "There are currently no Lead Professionals for this case."

Click on 'Add Lead Professional.'

You will be taken to the **Lead Professional Details** page:



Welcome to the eEHA system



Logged in as Shanur Miah (Trainer) [Log out](#)

Client: TowerHamlets
Version: V4.2.3
Environment: Training

[My Messages](#) [My cases](#) [Check for case](#) [My settings](#) [Reports](#) [Administration](#) [Help](#)

Case: 9672 - Smith **Case Coordinator: Trainer3 Trainer3** **Status: Assessment**

In this section:

- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

[My Cases](#) > [Case Summary](#) > [Lead Professional](#)

Lead Professional Details

This page allows you to add a lead professional to the TAF

Lead Professional

Associated with

Case Member(s)

Episode TAF involvements

Start Date
End Date
Reason for Involving

1. Choose the Lead Professional from the Team around the Family

2. Choose which Case Members they are associated with.

3. Click 'Save'

EHA User Guide – Practitioner Manual

Once you have allocated the role to a member, they will appear on the **Team around the Family** page associated with their new role. This process can be followed to add a case coordinator if this has not already been allocated. Please do so at this stage before continuing.

Holistix Welcome to the eEHA system Right Help, Right Time

Logged in as Shanur Miah (Trainer) [Log out](#) Client: Tower-Hamlets Version: V4.2.3 Environment: Training

[My Messages](#) [My cases](#) [Check for case](#) [My settings](#) [My reports](#) [Administration](#) [Help](#)

Case: 9672 - Smith [Case Coordinator: Trainer3 Trainer3](#) Status: Assessment

In this section:
[Case Summary](#)
[Create Message](#)
[Case Items](#)
[Case Alert Settings](#)
[Case Coordination](#)
[Case Administration](#)
[View case snapshot](#)
[Audit case events](#)

My Cases > Case Summary > Team Around The Family

Team around the family

This page lists all of the people who are or have been involved with supporting case members within this case.

[Add child](#) [Add adult](#) [Add practitioner](#) [Add Local Services](#)

Case Member Relationships							
Name	Type	Relationship					
David Smith	Child	Parent					
Debbie Smith	Adult	Parent					

Practitioners Include Past Practitioners?

Name	Consent	Role	National Service	Local Service	Start Date	End Date
✓ Rebecca (other) Thacker	No	Case Lead Professional	Early Help Services i.e. universal and targeted Services	eEHA Team	26/02/2020	N/A
✓ Trainer3 Trainer3	Yes	Case Coordinator	Additional Services	Additional Services	26/02/2020	N/A

The 'Team around the Family' should now reflect your new addition. The list of every member will appear here in a list with their associated role too.

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



8 Creating the EHA Assessment Form

Once a case has been created and it has entered the status: 'Pre-Assessment,' an **Assessment form** can be created. Please take note of the following steps clearly and ensure each step is followed as described:

The screenshot shows the eEHA system interface. At the top, there is a header with the 'Holistix' logo, 'Welcome to the eEHA system', and 'early help' logo. Below the header, there is a navigation bar with tabs: 'My Messages', 'My cases', 'Check for case', 'Start new case', 'My settings', and 'Help'. The 'My cases' tab is highlighted with a blue callout box. Below the navigation bar, there is a section titled 'My cases' with a help icon. A text block explains that the page lists all cases and provides instructions on using filter options. A table of cases is displayed with columns: Case Id, Case Name, My Role, Case Coordinator, Status and effective date, and Next Review. The table contains two rows of data. A filter dropdown is set to 'No filter'. A pagination bar shows page 1 of 1, and a page size dropdown is set to 10.

Case Id ▼	Case Name	My Role	Case Coordinator	Status and effective date	Next Review
8343	Jones	Case Coordinator	Mack TheKnife	Pre-Assessment - 26/07/2016	
8341	Smith	Case Coordinator	Mack TheKnife	In Progress - 25/07/2016	

Click on the 'My Cases' Tab

Check which cases are in 'Pre-Assessment'
Open a Case by clicking on it

EHA User Guide – Practitioner Manual

You will be taken to the **Case Summary** screen, where you can begin creating the assessments. Before this we are going to

The screenshot shows the 'Case Summary' page for Case 9672 - Smith. The 'Case Coordination' menu is open, and the 'Create assessment' option is highlighted. A table at the bottom shows the assessment history.

	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Case Member Details	17/04/2020	Shanur Miah (Trainer)	N/A	N/A
<input type="checkbox"/> Team around the family	26/02/2020	Trainer3 Trainer3	N/A	N/A
<input type="checkbox"/> Verbal Consent	26/02/2020	Trainer3 Trainer3	N/A	N/A

1. Click on 'Case Coordination'

2. Click on 'Create Assessment'

EHA User Guide – Practitioner Manual

You can then choose which **Case Member(s)** you want to assess:

The screenshot shows the eEHA system interface. At the top left is the **Holistix** logo. The main header says "Welcome to the eEHA system" and includes logos for Tower Hamlets and early help. The user is logged in as Shanur Miah (Trainer) with a "Log out" button. The client is Tower Hamlets, version V4.2.3, in a Training environment. The navigation menu includes "My Messages", "My cases", "Check for case", "My settings", "Administration", and "Help". The current case is "Case: 9672 - Smith" with a Case Coordinator of "Trainer3 Trainer3" and a Status of "Delivery".

The main content area is titled "Start new Assessment" and includes a breadcrumb "My Cases > Case Summary > Create Assessment". Below this is a section "Case Children" with checkboxes for "Bart Smith" and "David Smith". A "Create Assessment" button is located at the bottom of this section.

Tick in the box of the Case Member(s) you want to assess

If you wish to assess more than one child in a family at the same time, ensure that you have added all relevant family members as shown on page 34 of the full guide, you must tick the box next to the name of all children you wish to assess BEFORE you click create assessment. The system does not allow a child to be added into a draft assessment later.

Click on 'Create Assessment'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



EHA User Guide – Practitioner Manual

You are now taken to the completed **draft form** of the Assessment.

The **different colours** of each tab indicate different **levels of completion**:

The screenshot shows the Holistix assessment form interface. The navigation bar at the top has several tabs: 'Child / Young Person' (blue), 'Parent / Care Details' (green), 'People Present and Reason' (grey), 'Family / Home Situation' (grey), 'Services' (grey), 'Health' (grey), 'Learning' (grey), 'Home Environment' (grey), 'Conclusion' (grey), 'CAF Score' (grey), and 'Consent Statement' (grey). The 'Child / Young Person' tab is active. Below the navigation bar, there is a 'Save as draft' button and a 'Next' button. A message box states: 'The following details are read only, click here to edit the child / young person information.' Below this, there is a 'Date assessment was held*' field with a date picker set to 12. The main form area is titled 'T' and contains sections for 'Details' and 'Contact Details'. The 'Details' section includes fields for Title, Given name(s) *, Family name *, Family name first, Also known as/previous name, Gender *, and Date of Birth/EDD *. The 'Contact Details' section includes fields for Contact Number, Type, and Preferred.

Blue tab – the active tab (that you are currently using)

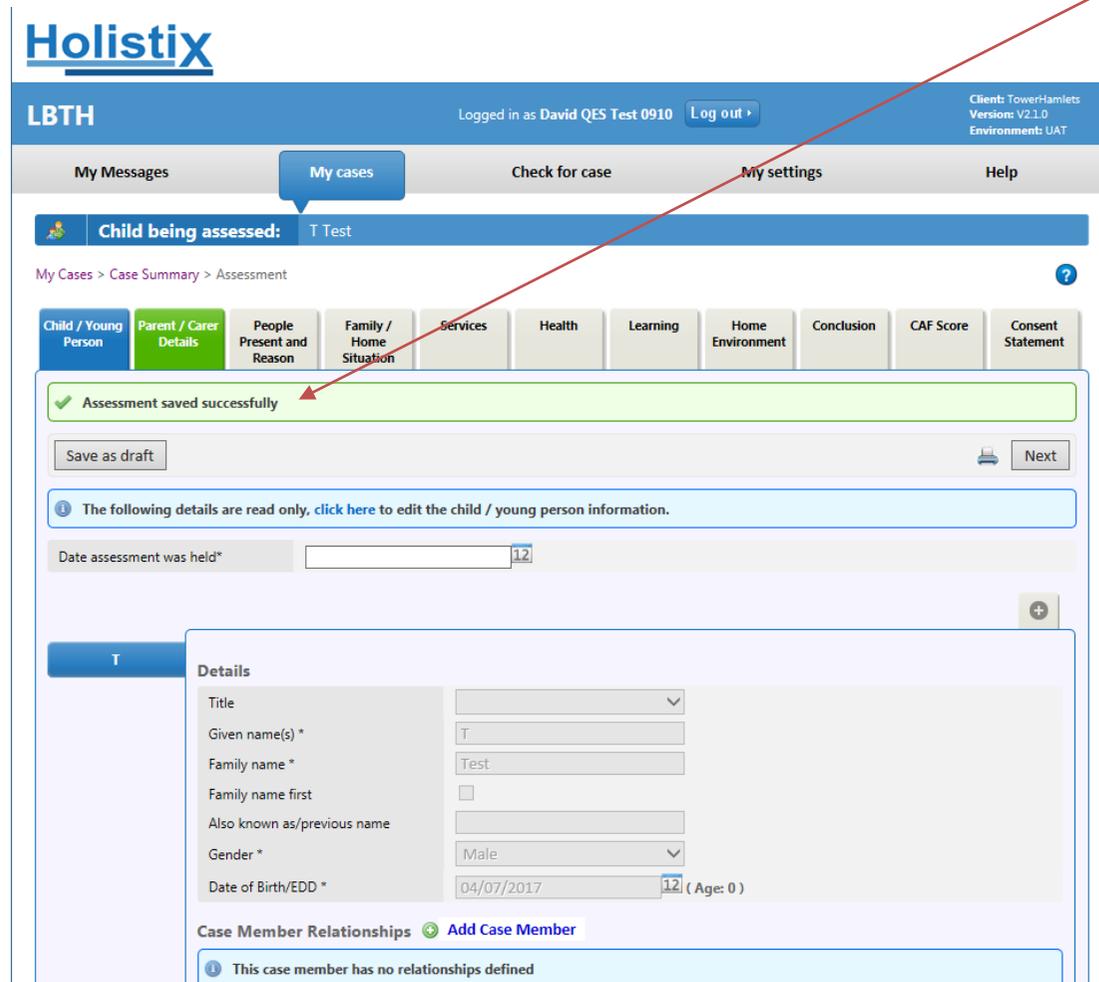
Green tab - mandatory fields have been completed

Grey tab - mandatory fields have not been completed

Click on 'Save as draft' to save any information you have entered.

EHA User Guide – Practitioner Manual

Each time you save the Assessment form by clicking on the Save as draft button, you will see this message:



The screenshot shows the Holistix web interface. At the top left is the 'Holistix' logo. Below it, the user is logged in as 'David QES Test 0910' with a 'Log out' button. The client is identified as 'TowerHamlets', version 'V2.1.0', in the 'UAT' environment. The main navigation bar includes 'My Messages', 'My cases' (highlighted), 'Check for case', 'My settings', and 'Help'. A blue banner indicates 'Child being assessed: T Test'. The breadcrumb trail is 'My Cases > Case Summary > Assessment'. A horizontal menu contains tabs for 'Child / Young Person', 'Parent / Carer Details' (active), 'People Present and Reason', 'Family / Home Situation', 'Services', 'Health', 'Learning', 'Home Environment', 'Conclusion', 'CAF Score', and 'Consent Statement'. A green success message states 'Assessment saved successfully'. Below this is a 'Save as draft' button and a 'Next' button. A blue information box says 'The following details are read only, click here to edit the child / young person information.' The 'Date assessment was held*' field is set to '12'. A 'Details' panel for 'T' shows fields for Title, Given name(s) (*), Family name (*), Family name first, Also known as/previous name, Gender (*), and Date of Birth/EDD (*). The Date of Birth/EDD is '04/07/2017' with an age of '12 (Age: 0)'. Below the details is a 'Case Member Relationships' section with an 'Add Case Member' button and a message: 'This case member has no relationships defined'.

EHA User Guide – Practitioner Manual

9 Update an Assessment

Once created, you can complete and finalise an **Assessment form**.

Holistix

Logged in as **Mack TheKnife** [Log out](#)

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary

Case Summary

Case: 8341 - Smith **Case Coordinator:** Mack TheKnife **Status:** Assessment

Children

- Brad Smith**
Male, 21/07/2016
Age: 0

Adults

- Janet Smith**
Female

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

Brad **Brad Smith** Lead Professional: None assigned Status: Assessment

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Assessment	22/07/2016	Mack TheKnife	1	Draft
<input type="checkbox"/> Case Member Details	21/07/2016	Mack TheKnife	N/A	N/A
<input type="checkbox"/> Consent Statement	22/07/2016	Mack TheKnife	1	Draft
<input type="checkbox"/> Verbal Consent	21/07/2016	Mack TheKnife	N/A	N/A

[Select All](#)

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

From Case Summary, click on the 'Assessment'

EHA User Guide – Practitioner Manual

You will be taken to the **Child/ Young Person** tab:

Holistix
LBTH

Client: TowerHamlets
Version: V2.1.0
Environment: UAT

Logged in as David QES Test 0910 [Log out](#)

My Messages **My cases** Check for case My settings Help

Child being assessed: T Test

My Cases > Case Summary > Assessment

Child / Young Person **Parent / Carer Details** People Present and Reason Family / Home Situation Services Health Learning Home Environment Conclusion CAF Score Consent Statement

Save as draft [Next](#)

The following details are read only, [click here](#) to edit the child / young person information.

Date assessment was held*

T

Details

Title

Given name(s) *

Family name *

Family name first

Also known as/previous name

Gender *

Date of Birth/EDD * (Age: 0)

Case Member Relationships [Add Case Member](#)

This case member has no relationships defined

Contact Details

Contact 1

Contact Details

Contact Number

Type

Preferred

1. Check the Child/ Young Person details.

2. If there are any errors or the information needs to be updated the details can be edited by clicking here.

3. Enter the date the Assessment was held

4. After ensuring all the information on the tab is correct, click 'Next'

You will be taken to the **Parent/ Carer Details** tab:

i The following details are read only, [click here](#) to edit the Parent / Carer information.

Hfg

Details

Title	<input type="text"/>
First Name(s) *	<input type="text" value="Hfg"/>
Surname *	<input type="text" value="Ghghg"/>
Also known as/previous name	<input type="text"/>
Gender *	<input type="text" value="Male"/>
Date of Birth	<input type="text" value="12"/>

Case Member Relationships [Add Case Member](#)

i This case member has no relationships defined

Contact Details

Contact 1

Contact Details

Contact Number	<input type="text"/>
Type	<input type="text"/>
Preferred	<input type="checkbox"/>
Email Address	<input type="text"/>
Comments	<input type="text"/>

Address Details

1. Check the Parent/ Carer details.

2. If there are any errors or the information needs to be updated the details can be edited by clicking here.

3. After ensuring all the information on the tab is correct, click 'Next'

You will be taken to the **People Present and Reason** tab - add the following mandatory sections:

LBTH Client: TowerHamlets Version: V2.1.0 Environment: UAT
Logged in as David QES Test 0910 [Log out](#)

My Messages **My cases** Check for case My settings Help

Child being assessed: T Test

My Cases > Case Summary > Assessment

Child / Young Person Parent / Carer Details **People Present and Reason** Family / Home Situation Services Health Learning Home Environment Conclusion CAF Score Consent Statement

Back Save as draft Next

People present and reason for assessment

Child / Young Persons

Present	Given Name(s)	Family Name	Relationship	Preferred Contact Number
<input type="checkbox"/>	T	Test	Child / Young Person	

Parents / Carers

Present	Given Name(s)	Family Name	Relationship	Preferred Contact Number
<input type="checkbox"/>	Hfg	Ghghg	Parents / Carers	

Case Lead Professional

No Lead Professional Found

Case Coordinator

Present	Given Name(s)	Family Name	Role	Organisation
<input checked="" type="checkbox"/>	David	QES Test 0910	Case Coordinator	

Practitioners

No Practitioners Found

Any Other People Present

1. Indicate which members of the Team around the Family attended the Assessment.

EHA User Guide – Practitioner Manual

People present and reason for assessment

Child / Young Persons

Present	Given Name(s)	Family Name	Relationship	Preferred Contact Number
<input type="checkbox"/>	Brad	Smith	Child / Young Person	

Parents / Carers

Present	Given Name(s)	Family Name	Relationship	Preferred Contact Number
<input type="checkbox"/>	Janet	Smith	Parents / Carers	

Case Lead Professional

No Lead Professional Found

Case Coordinator

Present	Given Name(s)	Family Name	Role	Organisation
<input checked="" type="checkbox"/>	Mack	TheKnife	Case Coordinator	

Practitioners

No Practitioners Found

Any Other People Present

What has led to this unborn baby, infant, child or young person being assessed?

Brad

Reason for assessment * {Please Select ...}

Comments B
U
ABC

Is this child/young person stepping down from specialist services? *

2. Enter the Reason for assessment

3. Indicate if the child/ young person is stepping down from specialist services.

4. Once all the sections have been completed, click 'Next'

Use of Family eCAF is subject to the following [Acceptable use policy](#).



1. Enter the 'Current family and home situation.'
The text boxes allow you to spell check, bold, underline and add bullet point

2. Select Risks/ Vulnerabilities
Add multiple if necessary.

3. Once all the details are completed, click 'Next'

You will be taken to the **Services** tab - add the following mandatory sections:

Child being assessed: T Test

My Cases > Case Summary > Assessment

- Child / Young Person
- Parent / Carer Details
- People Present and Reason
- Family / Home Situation
- Services
- Health
- Learning
- Home Environment
- Conclusion
- CAF Score
- Consent Statement

Back Save as draft [Next](#)

Services working with this child or young person

T Universal Services

GP

Please provide as much detail as possible however always include a minimum of surgery name and town *

Contact Number

Education status of child/young person

Please indicate whether the CAF subject is at school, nursery, not of school age or not registered at an EY setting or NEET.*

Other Services

Service	Details	Contact Number
Add Another Service		

Back Save as draft [Next](#)

Use of Family eCAF is subject to the following [Acceptable use policy](#).



1. Enter GP details

2. Indicate Educational Status of the child

3. Once all the details are completed, click 'Next'

You will be taken to the **Health** tab - add the following mandatory sections:

The screenshot shows the Holistix interface. At the top, the logo 'Holistix' is on the left, and 'LBTH' is on the right. Below the logo, there's a navigation bar with 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' tab is active, showing 'Child being assessed: T Test'. Below this, there's a breadcrumb trail: 'My Cases > Case Summary > Assessment'. A horizontal menu contains various assessment categories: 'Child / Young Person', 'Parent / Carer Details', 'People Present and Reason', 'Family / Home Situation', 'Services', 'Health' (highlighted in blue), 'Learning', 'Home Environment', 'Conclusion', 'CAF Score', and 'Consent Statement'. Below the menu, there are buttons for 'Back', 'Save as draft', and 'Next'. A text box contains instructions: 'Consider each of the elements to the extent they are appropriate in the circumstances. You do not need to comment on every element. Wherever possible, base comments on evidence, not just opinion, and indicate what your evidence is. However, if there are any major differences of view, these should be recorded too.' The main section is titled '1. Development of unborn baby, infant, child or young person' and 'Health'. Under 'Health', there's a sub-section 'General health' with a text area for input and a 'B' button. Below the text area are five numbered icons (1-5) representing different health indicators.

1. Complete each Health indicator and provide a comment.

2. Once all the indicators have been completed, click 'Next'

You will be taken to the **Learning** tab- add the following mandatory sections:

Learning

T Test

Understanding, reasoning and problem solving

Understanding, reasoning and problem solving - the ability to understand and organise information, reason and solve problems. Protective Factors The child possesses the ability to understand and organise information, reason and solve problems - age appropriate. Risk Factors The child's ability to understand and organise information, reason and solve problems is significantly impaired. Potential evidence The impact of any disability or impairment or special needs and of any potential for these outcomes; Making connections through the sense and movement, finding out about the environment and other people, becoming playfully engaged and involved, making patters, comparing, categorising, classifying; Being creative, exploring and discovering, experimenting with sound, other media and movement, developing competence and creativity, being resourceful; Being imaginative, imitating, mirroring, moving, imagining, exploring and re-enacting, playing imaginatively with materials using all the senses, pretend play with gestures and actions, feelings and relationships, ideas and words; Exploring, experimenting and playing, discovering that one thing can stand for another, creating and experimenting with one's own symbols and marks, recognising that others may use marks differently; Play and interaction; Demonstration of a range of skills and interests; Numbers as labels and for counting; Calculating; Shape, space and measures; Progress in learning, including any special educational needs identified; Knowledge and understanding of the world. *

1 2 3 4 5

1. Complete each Learning indicator and provide a comment.

2. Once all the indicators have been completed, click 'Next'

You will be taken to the **Home Environment** tab - add the following mandatory sections:

The screenshot shows the Holistix web application interface. At the top, the logo 'Holistix' is displayed, followed by 'LBTH' and the user's login information: 'Logged in as David QES Test 0910' with a 'Log out' button. The client information is 'Client: TowerHamlets', 'Version: V2.1.0', and 'Environment: UAT'. The navigation menu includes 'My Messages', 'My cases' (which is highlighted), 'Check for case', 'My settings', and 'Help'. Below the navigation, a breadcrumb trail shows 'My Cases > Case Summary > Assessment'. The main content area has several tabs: 'Child / Young Person', 'Parent / Carer Details', 'People Present and Reason', 'Family / Home Situation', 'Services', 'Health', 'Learning', 'Home Environment' (which is selected and highlighted in blue), 'Conclusion', 'CAF Score', and 'Consent Statement'. The 'Home Environment' section is titled '2. Parents and carers' and contains two sub-sections: 'Basic care, ensuring safety and protection' and 'Emotional warmth and stability'. The 'Basic care' section includes a text area for input and five indicators (1-5) represented by weather icons. A 'Next' button is visible at the top right of the form area.

1. Complete each Home Environment indicator and provide a comment.

2. Once all the indicators have been completed, click 'Next'

You will be taken to the **Conclusion** tab - add the following mandatory sections:

Conclusions and analysis of assessment

What are your Conclusions and Analysis...?
(What are the child's/young person's/family's strengths and resources, what are their needs - e.g. no additional needs, additional needs, complex needs, risk of harm to self or others)

Bart Smith

Strengths & Resources *

Needs & Risks *

Bart Smith

What are your Outcomes? [Add Another Outcome](#)

What are your aims? [Add Another Aim](#)

1. Enter the Case Member's Strength's & Resources

2. Enter the Case Member's Needs & Risks

3. Record an Outcome. Add multiple if necessary

4. Record an Aim. Add multiple if necessary

EHA User Guide – Practitioner Manual

Agreed actions *

List the actions agreed for the people present at the assessment as agreed with child/young person.

[+ Add Action](#)

i There are no actions assigned to this assessment form.

5. Add Agreed actions. (See Below). Add multiple if necessary

a - Select who will do this

Case Member(s) * Bart Smith

Who will do this? * No 'who' Selected

Actions to be taken to achieve outcomes *

When should this be done by? * 12

Status * Open

Aims associated with this action

No aims are linked with this action

Remove

Link Aim

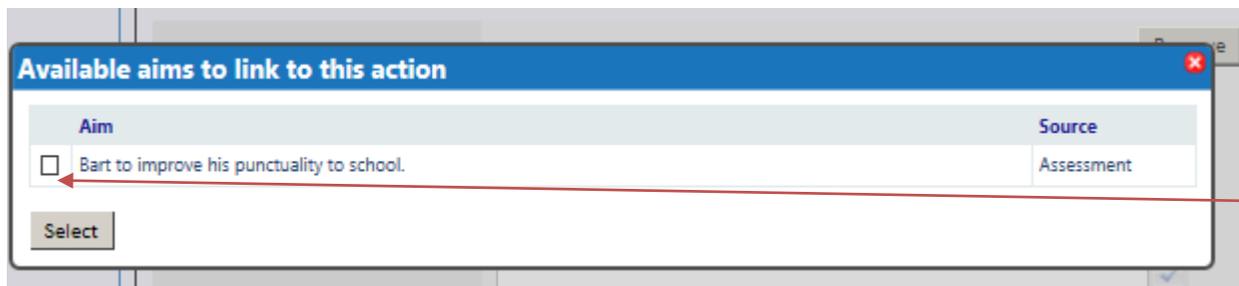
Action Priority: High Medium Low

b. Enter the Actions taken to achieve the outcome.

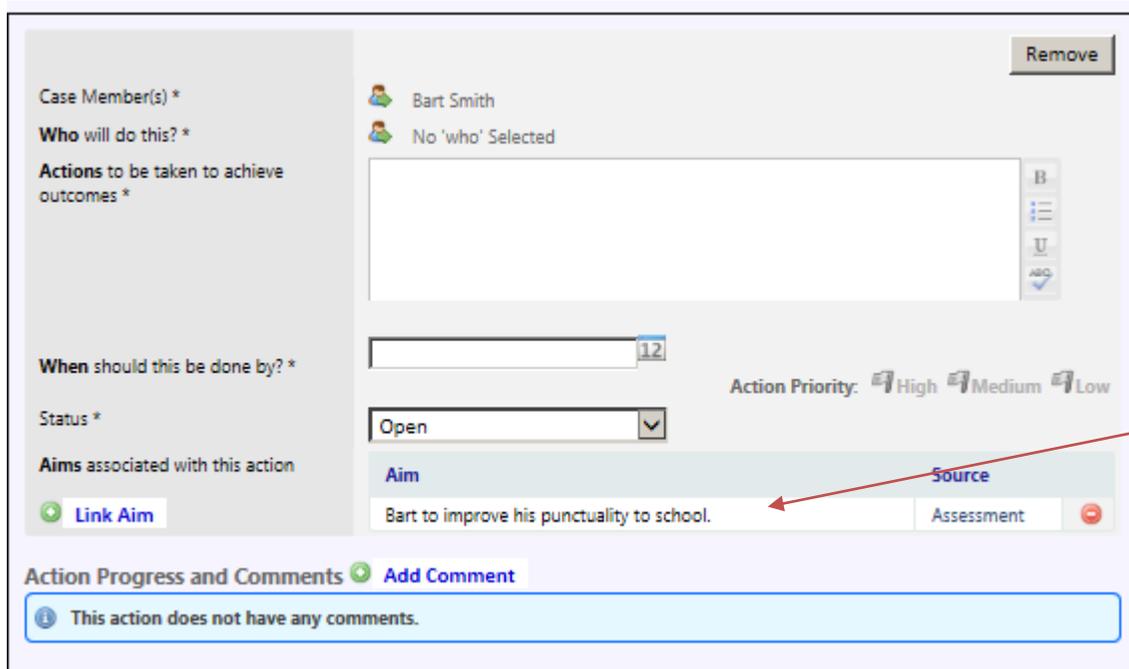
c. Enter when this should be done by.

d. Enter the Action's Status which should be 'Open'.

6. Click 'Link Aim' – Each Action must be linked to an aim.



7- Check the 'Aim' which will be linked to the 'Action' and click the Select button



8- You will now see that the 'Aim' is linked to the 'Action'

EHA User Guide – Practitioner Manual

Agreed actions *
List the actions agreed for the people present at the assessment as agreed with child/young person.

[+ Add Action](#)

! There are no actions assigned to this assessment form.

TAC / TAF Meeting Date
Planned Date *

Comments on the assessment and actions identified:

Brad Smith Child, young person, family comments *

Parent carer comments *

Practitioner comments *

Child Seen Alone

Brad Smith Child Seen Alone?

If not / not appropriate, why? E.g. too young, etc

9. Enter TAC/TAF meeting date, this is when you are due to review this assessment and can be a simple meeting directly with the parent / guardian if appropriate.

10. Enter each individuals comments relating to assessment or actions set.

11. Indicate if the Child was seen alone.

12. Once all sections have been completed, click 'Next'

You will be taken to the **eEHA Score** tab - add the following mandatory sections:

Holistix

LBTH Logged in as David QES Test 0910 Log out Client: TowerHamlets Version: V2.1.0 Environment: UAT

My Messages My cases Check for case My settings Help

Child being assessed: T Test

My Cases > Case Summary > Assessment

Child / Young Person Parent / Carer Details People Present and Reason Family / Home Situation Services Health Learning Home Environment Conclusion eEHA Score Consent Statement

Back Save as draft Next

CAF Score

Practitioner

Practitioner * [dropdown]
Date * [12]

1 2 3 4 5

Health

General health	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical development	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speech, language and communication	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotional and social development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

1. Enter Practitioner who collected the score.

2. Enter Date of score collection

3. Select each EHA Score by marking one inside each row

4. Click 'Next'

You will be taken to the **Consent Statement** tab – **GDPR – Update (See Page 30)**:

Child being assessed: T Test

My Cases > Case Summary > Assessment

- Child / Young Person
- Parent / Carer Details
- People Present and Reason
- Family / Home Situation
- Services
- Health
- Learning
- Home Environment
- Conclusion
- eEHA Score
- Consent Statement

Back Save as draft Save as final

Consent Statement(s)

Consent 1

"We need to collect the information in this CAF form and record it on Family eCAF so that we can understand what help you may need. If we cannot cover all of your needs we may need to share some of this information with the other organisations specified below, so that they can help us provide the services you need. If we need to share information with any other organisation(s) later to offer you more help we will ask you about this before we do it."

"We will treat your information as confidential and we will not share it with any other organisation unless we are required by law to share it or unless you or any other person will come to some harm if we do not share it. In any case we will only ever share the minimum information we need to share."

I understand the information that is recorded on this form and that it will be stored and used for the purpose of providing services.

Consent statement for information storage

Case Member(s)* T Test

Consent Date *

Consent granted by *

Signed * I have signed a copy of the consent statement

Privacy notice * I have had the reasons for information storage sharing explained to me and I understand those reasons.

Consent statement for information sharing

I agree to the sharing of information as agreed between the services below *

National Service List Consent Options

Additional Services Yes No Not Stated

1. Select Case Members

2. Enter Consent Date

3. Enter who granted consent

4. Indicate signature

5. Indicate Privacy notice

6. Chose which services can share the information

signed I have signed a copy of the consent statement

Privacy notice * I have had the reasons for information storage sharing explained to me and I understand those reasons.

Consent statement for information sharing

I agree to the sharing of information as agreed between the services below *

National Service List Consent Options

Additional Services	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Stated
Early Help Services i.e. universal and targeted Services	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated
Early Years: settings and services	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated
Education: Schools and Services	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated
Health Services	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated
Police	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated
Statutory Services e.g. Social Care, YOT, SEN	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated
Voluntary and Community Services	<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> Not Stated

Further Information

Exceptional circumstances: concerns about significant harm to infant, child or young person

If at any time during the course of this assignment you are concerned that an infant, child or young person has been harmed or abused or is at risk of being harmed or abused, you must follow your Local Safeguarding Children Board (LSCB) safeguarding procedures. The practice guidance *What to do if you're worried a child is being abused* (HM Government, 2006) sets out the process to be followed by all practitioners.

If you think the child may be a child in need (under section 17 of the Children Act 1989) then you should also consider referring the child to children's social care. These referral processes will be included in your local safeguarding children procedures and are set out in Chapter 5 of *Working Together to Safeguard Children* (2006).

You should seek agreement of the child and family before making such a referral **unless to do so would place the child at increased risk of significant harm.**

Save as draft Save as final

****NOTE****

National Service Consent

1. Any Service as “no” or “not stated” will be blocked from accessing the case and this can be a delay in support services, particularly where multi-agency involvement is required.
2. Early Help **MUST** selected as **Yes**, as the system belongs to Early Help Services and if the family do not consent to this - their data should not be collected on an eEHA at all.

Once all the information has been entered, click 'Save as Final'

You will need to store evidence of consent for this assessment. This can be carried out by scanning a signed document and uploading this using the case documents upload instructions in this guide. You can still do this after finalising the eEHA.

EHA User Guide – Practitioner Manual

10 Finalise an Assessment

You can only finalise an assessment from the **Consent Statement tab** and all tabs must be **green** in order to be able to finalise it. When you finalise an assessment, it becomes **read-only** and you cannot make any further changes.

Holistix

LBTH

Logged in as David QES Test 0910 [Log out](#)

Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages **My cases** Check for case My settings Help

Child being assessed: T Test

My Cases > Case Summary > Assessment

Child / Young Person Parent / Carer Details People Present and Reason Family / Home Situation Services Health Learning Home Environment Conclusion CAF Score **Consent Statement**

Back Save as draft Save as final

Consent Statement(s)

Consent 1

"We need to collect the information in this CAF form and record it on Family eCAF so that we can understand what help you may need. If we cannot cover all of your needs we may need to share some of this information with the other organisations specified below, so that they can help us provide the services you need. If we need to share information with any other organisation(s) later to offer you more help we will ask you about this before we do it."

"We will treat your information as confidential and we will not share it with any other organisation unless we are required by law to share it or unless you or any other person will come to some harm if we do not share it. In any case we will only ever share the minimum information we need to share."

I understand the information that is recorded on this form and that it will be stored and used for the purpose of providing services.

Consent statement for information storage

Case Member(s)* T Test

Consent Date * 09/10/2017

Consent granted by * T Test

Signed * I have signed a copy of the consent statement

Privacy notice * I have had the reasons for information storage sharing explained to me and I understand those reasons.

Consent statement for information sharing

I agree to the sharing of information as agreed between the services below *

National Service List Consent Options

Additional Services Yes No Not Stated

Once all the information has been entered click 'Save as Final.'

EHA User Guide – Practitioner Manual

Always read the additional messages in the warning box, they help you to understand exactly what you are confirming.

****NOTE****

If you have not completed all mandatory fields or errors, you will get a message similar to below telling where the missing data is required. Until this is not completed then you will not be able to finalise the assessment.



The screenshot shows a software interface with a light blue header bar containing buttons for 'Back', 'Save as draft', a printer icon, and 'Save as final'. Below the header is a large red-bordered box containing the following text:

Learning

- You must enter a value in Understanding, reasoning and problem solving for John Agboola
- You must enter a value in Participation in learning, education and employment for John Agboola
- You must enter a value in Progress and achievement in learning for John Agboola
- You must enter a value in Aspirations for John Agboola

eEHA Score

- You must select a practitioner in the eEHA Score for John Agboola
- You must enter the date the eEHA Score was completed for John Agboola
- You must ensure all eEHA Score scores are provided for John Agboola

Consent Statement

- You must have signed each consent statement
- You must agree with the privacy notice for each consent statement
- You must agree to the sharing of information services for each consent statement
- Please select an option for each of the default national service list consent options.

Consent Statement(s)

The screenshot shows the Holistix LBTH web application interface. At the top, the user is logged in as 'David QES Test 0910'. The main navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' tab is active, showing a case titled 'Child being assessed: T Test'. Below this, there are several tabs for different assessment areas: 'Child / Young Person', 'Parent / Carer Details', 'People Present and Reason', 'Family / Home Situation', 'Services', 'Health', 'Learning', 'Home Environment', 'Conclusion', 'CAF Score', and 'Consent Statement'. The 'Consent Statement' tab is selected. A 'Save as final' button is visible in the top right of the form area. A modal dialog box titled 'Save as Final' is open, displaying the text: 'You are about to finalise this assessment, continue?'. The dialog has two buttons: 'Finalise' and 'Cancel'. A red arrow points from a green callout box to the 'Finalise' button. The background form contains sections for 'Consent statement for information storage' and 'Consent statement for information sharing', with various input fields and checkboxes.

Click 'Finalise.'

EHA User Guide – Practitioner Manual

From the Case Summary, the **Case Items list** shows all the items you have created so far.

Note that the Assessment and Consent statement now show as **Final** and **Version 1** (Final means they are now read only and you cannot make changes to them)

The screenshot shows the Holistix interface for a case summary. The page title is "Case Summary" for Case 9328 - DH Test 0910. The case coordinator is David QES Test 0910, and the status is Delivery. The page lists children (T Test, Male, 04/07/2017, Age: 0) and adults (Hfg Ghghg, Male). A table of Case Items is displayed, showing various items with their last updated dates, updated by, version, and status. A "Select All" button is located below the table.

Holistix
LBTH
Logged in as David QES Test 0910 | Log out | Client: TowerHamlets | Version: V2.1.0 | Environment: UAT

My Messages | **My cases** | Check for case | My settings | Help

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary
Case Summary ?
Case: 9328 - DH Test 0910 | Case Coordinator: David QES Test 0910 | Status: Delivery

Children
T Test
Male, 04/07/2017
Age: 0

Adults
Hfg Ghghg
Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items
T Test | Lead Professional: None assigned | Status: Delivery

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

Select All

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

EHA User Guide – Practitioner Manual

11 Attaching Documents

To **Attach Documents** follow the steps below; the first document that should be attached is the Consent Document.

The screenshot shows the eEHA system interface. At the top, it says "Welcome to the eEHA system" and "Logged in as Shanur Miah (Trainer)". The navigation bar includes "My Messages", "My cases", "Check for case", "My settings", "My reports", "Administration", and "Help". The "My cases" tab is active, showing "Case: 9672 - Smith" and "Case Coordinator: Trainer3 Trainer3". The "Case Summary" page is displayed, with a dropdown menu open for "Case documents". The dropdown menu includes options like "Set Lead Professionals", "Change Case Coordinator", "Create assessment", "Reassessment", "Create Delivery Plan Review", "Create consent statement", "Create supporting stronger families form", "Create eEHA Score", "Case documents", "Add child to case", "Add adult to case", "Close case member", "Close case", and "Case Notes". The "Case documents" option is highlighted with a red arrow. Below the dropdown menu, there is a table with columns "Last Updated", "Updated By", "Version", and "Status".

Last Updated	Updated By	Version	Status
20/04/2020	Shanur Miah (Trainer)	N/A	N/A
20/04/2020	Shanur Miah (Trainer)	1	Draft

From the Case summary page click on 'Case Coordination' tab

Click the 'Case Documents' tab.

EHA User Guide – Practitioner Manual

You will now be taken to the **Case Documents** page. If there is no folder present create a new folder before attaching a document and placing it in the relevant folder.

The screenshot displays the eEHA system interface. At the top, the 'Holistix' logo is on the left, and 'Welcome to the eEHA system' is in the center. On the right, there are logos for 'Tower Hamlets' and 'early help Right Help, Right Time'. Below this, a navigation bar shows 'Logged in as Shanur Miah (Trainer)' with a 'Log out' button. A secondary bar contains menu items: 'My Messages', 'My cases' (highlighted), 'Check for case', 'My settings', 'My reports', 'Administration', and 'Help'. A status bar below shows 'Case: 9672 - Smith', 'Case Coordinator: Trainer3 Trainer3', and 'Status: Assessment'. The main content area is titled 'Case Documents' and includes a sidebar with options like 'Case Summary', 'Create Message', and 'Case Items'. In the center, there are buttons for 'Upload new document' and 'Add New Folder'. A search bar shows 'root' and a message 'No documents found to match your search criteria.' A 'New Folder' pop-up dialog is open, showing fields for 'Folder Name' and 'Parent Folder' (set to 'Root'), and a 'Save' button. Two green callout boxes provide instructions: one points to the 'Add New Folder' button, and another points to the 'Save' button in the pop-up.

Click on the 'Add New Folder' tab

The following pop up will appear, name the folder and click save.

The Folder will no appear under the 'root folder'. Select the appropriate folder to add the document to.



Welcome to the eEHA system



Logged in as Shanur Miah (Trainer) [Log out](#) Client: Tower-Hamlets Version: V4.2.3 Environment: Training

[My Messages](#) [My cases](#) [Check for case](#) [My settings](#) [My reports](#) [Administration](#) [Help](#)

Case: 9672 - Smith Case Coordinator: Trainer3 Trainer3 Status: Assessment

- In this section:
- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

My Cases > Case Summary > Case Documents

Case Documents

[Upload new document](#) [Add New Folder](#)

- Root
 - Consent

Search: No documents found to match your search criteria.

1- Select the relevant folder to add the document too

2-Click on 'Upload new document'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



You will be taken to the **Upload Document** page; complete the details on the page below:

For the 'Document Type' - Please DO NOT select "eEHA" or "eEHA Review"* for items that are not evidence of these. Please see instructions below:





Logged in as Shanur Miah (Trainer) [Log out](#) Client: TowerHamlets
Version: V4.2.3
Environment: Training

My Messages **My cases** Check for case My settings My reports Administration Help

Case: 9672 - Smith Case Coordinator: Trainer3 Trainer3 Status: Assessment

- In this section:
- Case Summary
 - Create Message
 - Case Items
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

My Cases > Case Summary > Case Documents

Case Documents

[Upload new document](#) [Add New Folder](#)

Upload Document

Title *	<input type="text"/>
Document Type *	<input type="text" value="Please Select"/>
Notes	<input type="text"/>
Case Member(s)	No Case Members Selected
Document	<input type="text"/> Browse... Save

Root
Consent

root > Consent

No documents found to match your search criteria.

3 - Please name the document that is being uploaded

4 - Select the document type - If the document type is not available such as "consent" please select document type as "Other".



Logged in as Shanur Miah (Trainer) [Log out](#) Client: TowerHamlets
Version: V4.2.3 Environment: Training

My Messages **My cases** Check for case My settings My reports Administration Help

Case: 9672 - Smith Case Coordinator: Trainer3 Trainer3 Status: Assessment

- In this section:
- Case Summary
 - Create Message
 - Case Items
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

My Cases > Case Summary > Case Documents

Case Documents

[Upload new document](#) [Add New Folder](#)

Upload Document

Title *	<input type="text" value="Case Consent"/>
Document Type *	<input type="text" value="Other"/>
Other Document Type *	<input type="text" value="Consent"/>
Notes	<input type="text"/>
Case Member(s)	Bart Smith
Document	<input type="text" value="\\thpnas01\mydoc"/> Browse... Save

Root > Consent

No documents found to match your search criteria.

5- Select the relevant case members

6- Click 'Browse' to attach file

7- Then click 'Save'.

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



- In this section:
- Case Summary
 - Create Message
 - Case Items
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

My Cases > Case Summary > Case Documents

Case Documents

✔ Document Uploaded Successfully

Upload new document Add New Folder

Root Consent

Title	Date Uploaded	Document Type	Created By	Case members
Consent Document	20/04/2020	Consent	Shanur Miah (Trainer)	Bart Smith

<< (1) << Prev 1 Next >> (1) >> Page Size 5

The following message will be displayed to confirm document upload.

root > consent

Title	Date Uploaded	Document Type	Created By	Case members
test doc	05/11/2019	eEHA	Rebecca Thacker	Oobah Kimbo Test

<< (1) << Prev 1 Next >> (1) >> Page Size 5

You can reassign documents by clicking on the cog icon as shown highlighted. Or Open to View or Save by clicking Speech call outs.

EHA User Guide – Practitioner Manual

12 View and edit an Action

Actions can be added to a case:

Holistix
LBTH
Logged in as David QES Test 0910 [Log out] Client: TowerHamlets Version: V2.1.0 Environment: UAT

My Messages | **My cases** | Check for case | My settings | Help

In this section: Case Summary

My Cases > Case Summary

Case Summary

Create Message

Case Items | Assessment | 0910 | Case Coordinator: David QES Test 0910 | Status: Delivery

Case Alert Settings | Action list

Case Coordination | Consent Statements

View case snapshot | CAF Score

Audit case events | Team around the family

Adults

Hfg Ghghg Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

T Test | Lead Professional: None assigned | Status: Delivery

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

Select All

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

1. Click on 'Case Items'

2. Click on 'Action List'

EHA User Guide – Practitioner Manual
You will be taken to the **Action List**:

Holistix

Logged in as **Mack TheKnife** [Log out](#)

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary > Action List

Action list

This page lists all of the actions related to this case. Practitioners can update open actions which are assigned to them between delivery plan and review sessions.

Actions in this list are included in every delivery plan and review. For this reason actions will be read-only if a delivery plan and review is being drafted by the case coordinator.

Brad Open

Action	Who	Last Updated	Updated By	Status
Hdfhfdhfd	Brad Smith	22/07/2016	Mack TheKnife	Open

<< (1) << Prev **1** Next >> (1) >> Page Size 10

Add Action

Click on the 'Add Action' button

Use of Family eCAF is subject to the following [Acceptable use policy](#).



The **Action** screen will appear:

Holistix

Logged in as **Mack TheKnife** [Log out](#)

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
Case Administration
View case snapshot
Audit case events

My Cases > Case Summary > Action

Action

Here you can add an action to one or more case members in this case.

Action Details

Case Member(s) * No Case Members Selected

Who will do this? * No 'who' Selected

Actions to be taken to achieve outcomes *

When should this be done by? * 12

Action Priority High Medium Low

Status *

Aims associated with this action

You must save your action before you can assign aims

Save

1. Select Case Members

2. Select who will do this

3. Enter the Actions taken to achieve the outcome.

4. Enter when this should be done by.

5. Enter the Action's Status

6. Click 'Save'

Use of Family eCAF is subject to the following [Acceptable use policy](#).



You will be taken to the **Action List** page:

Holistix

Logged in as **Mack TheKnife** [Log out](#)

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary > Action List

Action list

This page lists all of the actions related to this case. Practitioners can update open actions which are assigned to them between delivery plan and review sessions.

Actions in this list are included in every delivery plan and review. For this reason actions will be read-only if a delivery plan and review is being drafted by the case coordinator.

Brad Open

Action	Who	Last Updated	Updated By	Status
Hdfhdfhfd	Brad Smith	22/07/2016	Mack TheKnife	Open

<< (1) << Prev **1** Next >> (1) >> Page Size 10

[Add Action](#)

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

The action can now be updated at any time.

All
Open
Closed

You can choose from drop down which actions to view.

EHA User Guide – Practitioner Manual

13 Closing Open Actions

Actions can be closed by following the steps below:

The screenshot shows the Holistix web application interface. At the top, the logo 'Holistix' is visible, along with the user's name 'David QES Test 0910' and a 'Log out' button. The main navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' section is active, showing a 'Case Summary' for case ID '0910'. The 'Case Items' menu is expanded, and the 'Action list' option is highlighted. A sidebar on the left contains various navigation options, including 'Case Items', 'Case Alert Settings', 'Case Coordination', 'View case snapshot', and 'Audit case events'. The main content area displays the 'Case Summary' for 'Case Coordinator: David QES Test 0910' with a status of 'Delivery'. Below this, there is a section for 'Adults' with a profile card for 'Hfg Ghghg Male'. At the bottom, a note states: 'Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.'

1. Click on 'Case Items'

2. Click on 'Action List'

EHA User Guide – Practitioner Manual

You will be taken to the **Action List**:

In this section:

Case Summary

Create Message

Case Items

Case Alert Settings

Case Coordination

Case Administration

View case snapshot

Audit case events

My Cases > Case Summary > Action List

Action list



This page lists all of the actions related to this case. Practitioners can update open actions which are assigned to them between delivery plan and review sessions.

Actions in this list are included in every delivery plan and review. For this reason actions will be read-only if a delivery plan and review is being drafted by the case coordinator.

Family	Action	Who	Last Updated	Updated By	Status
mary	More actions required	PRAC (Test) PRAC,Trainer4 (Delete) Trainer4	08/04/2020	Shanur Miah	Open
Athena	Referral required	Ann Adam Test,Trainer4 (Delete) Trainer4	08/04/2020	Shanur Miah	Open
mandy					

<< (1) << Prev 1 Next >> (1) >> Page Size 10

3. Check Status and Click on the 'Open' Action that needs to closed

EHA User Guide – Practitioner Manual

The Action screen will appear:

Case Summary
Create Message
Case Items ▶
Case Alert Settings
Case Coordination ▶
Case Administration ▶
View case snapshot
Audit case events

Action

Here you can add an action to one or more case members in this case.

Action Details

Type: Case Action

Case Member(s) *
Ann Adam Test
Ann Adam Test, Trainer4 (Delete) Trainer4

Who will do this? *
Ann Adam Test, Trainer4 (Delete) Trainer4

Actions to be taken to achieve outcomes *
Referral required

When should this be done by? *
29/04/2020

Action Priority
High Medium Low

Status *
Closed

Action closed on:
12

Aims associated with this action

[Link Aim](#)

Aim	Source
JONNY TO IMPROVE TO 90% BY EASTER	Assessment

Action Progress and Comments

[Add Comment](#)

This action does not have any comments.

Save

4. Select 'Closed' from drop down list.

5. Complete Date and Click Save

14 Creating the Delivery Plan & Review (DPR)

Once an Assessment has been Completed, you can complete a **Delivery Plan Review**:

The screenshot shows the Holistix eEHA system interface. At the top, it says "Welcome to the eEHA system" and "Logged in as Shanur Miah (Trainer)". The navigation menu includes "My Messages", "My cases", "Check for case", "My settings", "My reports", "Administration", and "Help". The "My cases" menu is expanded, showing "Case: 9672 - Smith" and "Case Coordinator: Trainer3 Trainer3". The "Case Notes" menu is also expanded, showing a list of actions under "Children": "Set Lead Professionals", "Change Case Coordinator", "Create assessment", "Reassessment", "Create Delivery Plan Review", "Create consent statement", "Create supporting stronger families form", "Create eEHA Score", "Case documents", and "Add child to case". The "Create Delivery Plan Review" option is highlighted with a red arrow. A tooltip for "Stephen Jones" (Male, 02/02/1978) is visible over the "Create consent statement" option.

1. Click on 'Case Coordination'

2. Click on 'Create Delivery Plan Review'

EHA User Guide – Practitioner Manual

Here you can chose which **Case Members** receive a Delivery Plan & Review:



Welcome to the eEHA system



Logged in as Shanur Miah (Trainer) [Log out](#)

Client: TowerHamlets
Version: V4.2.3
Environment: Training

[My Messages](#) [My cases](#) [Check for case](#) [My settings](#) [My reports](#) [Administration](#) [Help](#)

Case: 9672 - Smith [Case Coordinator: Trainer3 Trainer3](#) [Status: Assessment](#)

- In this section:
- Case Summary
 - Create Message
 - Case Items
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

Create Delivery Plan & Review

Creating a Delivery Plan & Review will lock this case for other TAF members until it is finalised. This means they will only have read-only access to the case until that happens.

You will also need to select which case members this Delivery Plan & Review should be applied against from the list below.

Case Children

Bart Smith

David Smith

[Create Delivery Plan & Review](#)

1. Select a Family Member

You can only create a Delivery Plan and Review form for a single child at a time.

2. Click on 'Create Delivery Plan & Review.'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



EHA User Guide – Practitioner Manual

The draft DPR is then created. You are taken to the **Delivery Plan** tab.

The screenshot displays the EHA system interface. At the top, a blue navigation bar shows the user is logged in as Shanur Miah (Trainer) with a 'Log out' button. The system version is V4.2.3 and the environment is Training. Below this, a secondary navigation bar includes 'My Messages', 'My cases' (highlighted with a blue bubble), 'Check for case', 'My settings', 'My reports', 'Administration', and 'Help'. A status bar below shows 'Case: 9672 - Smith', 'Case Coordinator: Trainer3 Trainer3', and 'Status: Delivery'. The main content area is titled 'Delivery Plan & Review' and includes a breadcrumb trail 'My Cases > Case Summary > Delivery Plan Review'. On the left, a sidebar lists various actions like 'Case Summary', 'Create Message', 'Case Items', etc. The main content area has tabs for 'Delivery Plan', 'Meeting Notes', and 'eEHA Score'. Below the tabs, there are 'Save as Draft' and 'Save as Final' buttons. The 'Delivery Plan Review' section contains instructions: 'Actions from any assessment(s) and any previous review(s) will be brought forward into this delivery plan and review. They can only be updated here until the delivery plan and review is finalised. Actions should be updated or added to where a multi-agency TAC response is required and/or used to review progress. Please complete both pages of this form as part of the delivery plan and review process.' and 'Please complete both pages from this form as part of the delivery plan and review process. Until the delivery plan and review is finalised, TAC members will not be able to view it.' Below this is the 'Personal Details' section for a user named David, with a form containing fields for Title (Mr), Given name(s) (David), Family name (Smith), Family name first (checked), Also known as/previous name, Gender (Male), and Date of Birth/EDD (01/01/2007, Age: 13). A red arrow points from a green callout box to the 'Given name(s)' field.

1. Check the TAF details to make sure they are correct and amend if necessary.

Date of Birth/EDD * 04/07/2017 12 (Age: 0)

Lead Professional Details

There is no Lead Professional assigned to this case member. [Click Here](#) to set the Lead Professional.

T

Outcomes
Outcomes from assessment
Outcomes from this TAC/TAF meeting
[Add Another Review Outcome](#)

Aims
Aims from assessment
Aims from this TAC/TAF meeting
[Add Another Aim](#)

Actions
[Add Action](#)

Case Member(s) * T Test

Who will do this? * T Test, Hfg Ghghg, David QES Test 0910

Actions to be taken to achieve outcomes *

Test

When should this be done by? * 09/10/2017 12

Action Priority: High Medium Low

Status * Open

Aims associated with this action
No aims are linked with this action
[Link Aim](#)

Action Progress and Comments [Add Comment](#)

This action does not have any comments.

Save as Draft Save as Final

2. Add any relevant Review Outcomes, Aims or Actions to the DPR.

3. Click on 'Meeting Notes' tab.

Closing Actions

If an action has been completed – whether successful or not, please set the status of it to **closed** (from this drop down) and you can add a relevant comment if needed.

Only actions that are not yet complete should have an **Open** status.

4. Once all the details have been entered click 'Save as Draft'. Then go to Meeting Notes Tab

Use of Family eCAF is subject to the following [Acceptable use policy](#).



You will then be taken to the **Meeting Notes** tab, which will generate information to be completed at (or after) the TAC meeting.



EHA User Guide – Practitioner Manual

Any field with an * is mandatory and must be completed

Please Note:
This is the date of the review it does not have to have been a TAC / TAF meeting.

Blue tab – the active tab (that you are currently using)

Green tab - mandatory fields have been completed

Grey tab - mandatory fields have not been completed

People identified during the assessment or added to the TAF will appear on this page. If you needed to add other people to the TAF, just add them through Case Items / Team Around the Family, and it will automatically update this screen.

Next Steps *

Brad Meeting Review

Can the CAF be closed? No

Reason for closure * {...Please Select...}

Agreed Review Date 12

Is a reassessment required? No
(If the CAF has been open for six months or more, please consider if the current CAF assessment is still relevant or you need to reassess - recommended.)

Review notes *

Child / Young person's view on the review and actions identified *

Parent/Carer's view on the review and actions identified *

Save as Draft Save as Final

3. Enter details of the Next Steps

4. Indicate if the CAF can be closed.

5. If the case can be closed, indicate the reason for closure.

6. Enter the Agreed Review Date

7. Indicate if a reassessment is required

8. Enter Review Notes

9. Enter the Child/ Young Person's Views

10. Enter the Parent/ Carer's Views

11. Once all the details have been entered click 'Save as Draft'. Then go to eEHA Score Tab

If there any errors or missing mandatory fields then these will need to be completed before you can proceed.

Use of Family eCAF is subject to the following [Acceptable use policy](#).



EHA User Guide – Practitioner Manual

14a eEHA Score

You will then be taken to the **eEHA Score** tab, which will generate information to be completed at (or after) the TAC meeting.

Delivery Plan & Review

Save as Draft Save as Final

Delivery Plan Meeting Notes **eEHA Score**

Review

eEHA Score prepopulated from form dated 26/02/2020

Associated with

Case Member David

Practitioner

Practitioner *
Date *

1 2 3 4 5

Health	1	2	3	4	5
General health	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical development	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speech, language and communication	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotional and social development	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioural development	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identity, self-esteem, self-image and social presentation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any field with an * is mandatory and must be completed

The eEHA Scores need to be completed

EHA User Guide – Practitioner Manual

Participation in learning, education and employment	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progress and achievement in learning	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aspirations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parents and carers					
Basic care, ensuring safety and protection	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotional warmth and stability	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidance, boundaries and stimulation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family and environmental					
Family history, functioning and well-being	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wider family	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social and community elements and resources, including education	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Considerations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Considerations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Considerations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Score

eEHA Score  43

Notes



Click on 'Save as Final.'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



EHA User Guide – Practitioner Manual

Always read the **additional messages** in the warning box, they help you to understand exactly what you are confirming.

Next Steps *

AAAAAAAAAAAAAAAAAAAAAAAAAAAA

Brad Meeting Review

Can the CAF be closed? No

Reason for closure * {...Please Select...}

Agreed Review Date 25/07/2016

Is a reassessment required? No

(If the CAF has been open for six months or more, please consider if the current CAF assessment is still

Save TAC/TAF Review as Final

You are about to save this TAC/TAF review as final.

Are you sure you wish to continue?

Finalise Cancel

Child / Young person's view on the review and actions identified * AAAAAAAAAAAAAAAAAAAAA

Parent/Carer's view on the review and actions identified * AAAAAAAAAAAAAAAAAAAAA

Save as Draft Save as Final

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

Click on 'Finalise'

EHA User Guide – Practitioner Manual

The Delivery Plan and Review shows as Final in Case Items and is now **Read Only**:

Holistix

LBTH

Logged in as David QES Test 0910 [Log out](#)

Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages **My cases** **Check for case** **My settings** **Help**

In this section:

- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- View case snapshot
- Audit case events

My Cases > Case Summary

Case Summary

Case: 9328 - DH Test 0910 Case Coordinator: David QES Test 0910 Status: Delivery

Children

- T Test
Male, 04/07/2017
Age: 0

Adults

- Hfg Ghghg
Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

T Test Lead Professional: David QES Test 0910 Status: Delivery

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	10/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Delivery Plan & Review	10/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

[Select All](#)

Use of Family eCAF is subject to the following [Acceptable use policy](#).

QES

15 eEHA Score Distance Travelled

NOISLIX welcome to the eEHA system

Client: TowerHamlets
Version: V4.2.3
Environment: Training

Logged in as Shanur Miah (Trainer) Log out

My Messages My cases Check for case My settings My reports Administration Help

Case: 9672 - Smith Case Coordinator: Trainer3 Trainer3 Status: Delivery

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
Case Administration
View case snapshot
Audit case events

My Cases > Case Summary

Case Summary Case Notes

Children
David Smith
Male, 01/01/2007
Age: 13

Adults
Debbie Smith
Female, 17/11/1978
Stephen Jones
Male, 02/02/1978

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

David

David Smith Lead Professional: Rebecca (other) Thacker Status: Delivery

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	08/04/2020	Shanur Miah (Trainer)	N/A	N/A
<input type="checkbox"/> Assessment	26/02/2020	Trainer3 Trainer3	1	Final
<input type="checkbox"/> Case Member Details	26/02/2020	Shanur Miah (Trainer)	N/A	N/A
<input type="checkbox"/> Consent Statement	26/02/2020	Trainer3 Trainer3	1	Final
<input type="checkbox"/> Delivery Plan & Review	08/04/2020	Shanur Miah (Trainer)	2	Draft
<input type="checkbox"/> eEHA Score	08/04/2020	Shanur Miah (Trainer)	3	Draft
<input type="checkbox"/> Team around the family	26/02/2020	Trainer3 Trainer3	N/A	N/A

1. On the Case Summary Page

2. Click on 'eEHA score'

EHA User Guide – Practitioner Manual

Case: 9672 - Smith  Case Coordinator: Trainer3 Trainer3 Status: Delivery

In this section:

- Case Summary
- Create Message
- Case Items ▶
- Case Alert Settings
- Case Coordination ▶
- Case Administration ▶
- View case snapshot
- Audit case events

My Cases > Case Summary > eEHA Score List 

eEHA Score List

This page shows a historical view of all eEHA score items that have been created for this case. Select a version number to view that item. The highest version number is the most recent.

 David

Item	Last Updated ▲	Updated By	Version	Status
eEHA Score	26/02/2020	Trainer3 Trainer3	1	Final
eEHA Score	26/02/2020	Trainer3 Trainer3	2	Final
eEHA Score	08/04/2020	Shanur Miah (Trainer)	3	Draft

<< (1) << Prev **1** Next >> (3) >> Page Size 10 ▼

Click on 'eEHA score'

This will show you the distance travelled by individuals in the cases



In this section:

- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

My Cases > Case Summary > eEHA Score

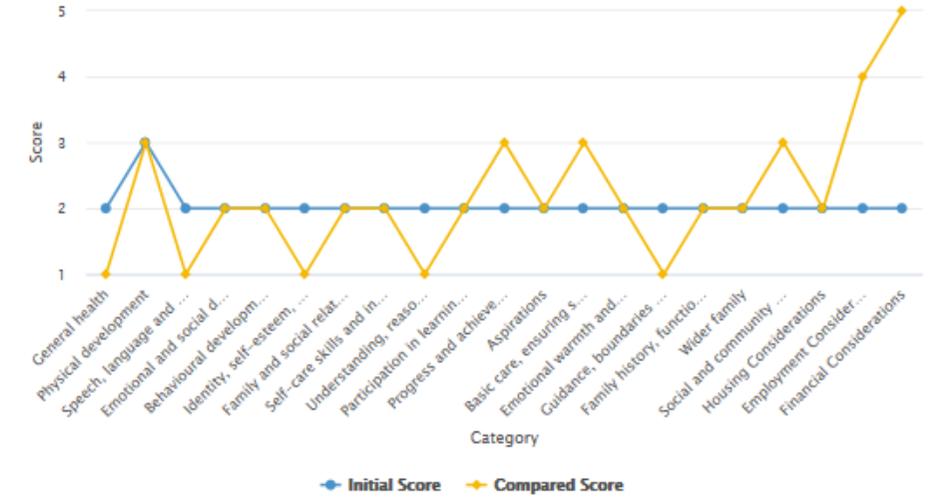
eEHA Score

eEHA Score Graph

Initial eEHA Score Date: 26/02/2020 00:00:00

Compared eEHA Score Date: 26/02/2020 00:00:00

[Update Graph](#)



eEHA Score prepopulated from form dated 26/02/2020

Associated with

Case Member: David

Practitioner

EHA User Guide – Practitioner Manual

16 Add Case Note

Attaching case notes – This is a particularly useful tool when you need to:

1. Add information to case
2. Update a case;
3. Add a document to a case

Should be used when you are making ad-hoc updates to cases. These are public notes accessible to everyone that has access to the case. (Please use professional language at all times)

The screenshot shows the Holistix eEHA system interface. At the top, there is a navigation bar with the Holistix logo, the text 'Welcome to the eEHA system', and the Tower Hamlets 'early help' logo. Below this, a blue bar indicates the user is logged in as 'Shanur Miah' with a 'Log out' button. To the right, it shows 'Client: TowerHamlets', 'Version: V4.2.9', and 'Environment: Live'. A secondary navigation bar contains 'My Messages', 'My cases' (highlighted), 'Check for case', 'Panel Meetings', 'My settings', 'My reports', 'Administration', and 'Help'. Below this, a blue bar displays 'Case: 3076 - Adam Test', 'Case Coordinator: PRAC (Test) PRAC', and 'Status: Delivery'. The main content area is titled 'Case Summary' and includes a 'Case Notes' button highlighted with a red arrow. Below the 'Case Notes' button, there are sections for 'Children' and 'Adults'. The 'Children' section lists three children: Ann Adam Test (Female, 01/10/2013, Age: 6), Athena Test (Female, 05/12/2007, Age: 12), and mary test (Female, 05/05/2005, Age: 15). The 'Adults' section lists one adult: mandy mando (Female).

On the Case Summary Page, Click Case Notes to see what case notes have been added.

Logged in as Shanur Mia

My Messages My cases Check for case My settings

Case: 3076 - Adam Test Case Coordinator: PRAC (Test) PRA

In this section:

Case Summary

Create Message

Case Items

Case Alert Settings

Case Coordination

Case Administration

View case snapshot

Audit case events

My Cases > Case Summary

Case Summary

Case Notes

Children

- Set Lead Professionals Athena Test
Female, 05/12/21
Age: 12
- Change Case Coordinator
- Reassessment
- Create Delivery Plan Review
- Create consent statement with this case.
- Create supporting stronger families form
- Case documents
- Add child to case
- Add adult to case it progresses. Se
- Close case member
- Close case
- Case Notes

Ann Adam Test

Similarly, hover over Case Coordination and Case notes. Click Case Notes to see what case notes have been added.

- In this section:
- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration

My Cases > Case Summary > Case Notes

Case Notes

Create a case note

Search Filters

Date	Time	Category	Description	Date Created	Author
------	------	----------	-------------	--------------	--------

Click on 'Create a case note'

- In this section:
- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

My Cases > Case Summary > Create Case Note

Create Case Note

Case Note Date (dd/mm/yyyy) *

Case Note Time (hh:mm) 00 00

Family Member(s) No Family Members Selected

Case Note Category * Please Select

Case Note Description *

Upload Document

Document Type Please Select

Fill in the details on this page. An * depicts a mandatory field.

Select the relevant option from the drop down list.

Documents can be attached but it is optional.

In this section:

- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

My Cases > Case Summary > Create Case Note

Create Case Note



Case Note Date (dd/mm/yyyy) *	06/03/2020
Case Note Time (hh:mm)	10:29
Family Member(s)	mary test
Case Note Category *	Case Update
Case Note Description *	Case will be closed as Dormant - No Further Actions are required in case as family has disengaged
Upload Document	\\thpnas01\mydocuments\Sha... Browse...
Document Type	PDF

Save

Click on 'Save'

- My Messages
- My cases**
- Check for case
- My settings
- My reports
- Administration
- Help

Case: 3076 - Adam Test

Case Coordinator: PRAC (Test) PRAC

Status: Assessment

In this section:

- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

My Cases > Case Summary > Case Notes

Case Notes



Create a case note

Search Filters

	Date	Time	Category	Description	Date Created	Author	
<input type="checkbox"/>	06/03/2020	10:29	Case Update	Case will be closed as Dormant - No Further Actions are required in case as family has disengaged	06/03/2020 10:40:09	Shanur Miah	
<input type="checkbox"/>	26/04/2019	00:00	Telephone Call	EHH referral	26/04/2019 15:49:42	Rebecca Thacker	

<< (1) << Prev 1 Next >> (1) >>

Page Size 10

You will now see your case note added to the case.

EHA User Guide – Practitioner Manual

17 Create a Message

You can send **messages** to other members of the Team Around the Family:



Welcome to the eEHA system



Logged in as Shanur Miah (Trainer) [Log out](#) Client: Tower-Hamlets
Version: V4.2.3 Environment: Training

My Messages **My cases** Check for case My settings My reports Administration Help

Case: 9672 - Smith Case Coordinator: Trainer3 Trainer3 Status: Assessment

Click on 'Create message'

- In this section:
- Case Summary**
 - Create Message
 - Case Items
 - Case Alert Settings
 - Case Coordination
 - Case Administration
 - View case snapshot
 - Audit case events

My Cases > Case Summary

Case Summary

Case Notes

Children

- Bart Smith**
Male, 22/01/2013
Age: 7
- David Smith**
Male, 01/01/2007
Age: 13

Adults

- Debbie Smith**
Female, 17/11/1978
- Stephen Jones**
Male, 02/02/1978

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

Bart Smith Lead Professional: None assigned Status: Assessment

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Assessment	19/04/2020	Shanur Miah (Trainer)	1	Draft
<input type="checkbox"/> Case Member Details	17/04/2020	Shanur Miah (Trainer)	N/A	N/A
<input type="checkbox"/> Consent Statement	17/04/2020	Shanur Miah (Trainer)	1	Draft
<input type="checkbox"/> Team around the family	26/02/2020	Trainer3 Trainer3	N/A	N/A
<input type="checkbox"/> Verbal Consent	26/02/2020	Trainer3 Trainer3	N/A	N/A

[Select All](#)

EHA User Guide – Practitioner Manual

You will then be taken to the **Create Message** Page:



Welcome to the eEHA system



Logged in as Shanur Miah (Trainer) [Log out](#) Client: Tower-Hamlets
Version: V4.2.3 Environment: Training

[My Messages](#) [My cases](#) [Check for case](#) [My settings](#) [Administration](#) [Help](#)

Case: 9672 - Smith [Case Coordinator: Trainer3 Trainer3](#) Status: Assessment

In this section:

- Case Summary
- Create Message
- Case Items
- Case Alert Settings
- Case Coordination
- Case Administration
- View case snapshot
- Audit case events

My Cases > Case Summary > Create Message

Create Message

Select the people who should receive this message from the list below

Team around the family recipients [No Case Members Selected](#)

Subject *

Message text *

[Send](#)

1. Select recipients from the TAC member list

2. Add a subject and message

3. Click on 'Send'

Use of LBTH eEHA is subject to the following [Acceptable use policy](#).



Once sent, recipients will receive an **email alert** to log into eEHA and check for messages.



EHA User Guide – Practitioner Manual

18 Printing

In order to print from eEHA, you may need to make some changes to your browser settings. You will be sent information with your login details.

You may also need to ‘allow pop-ups’ – if so a message will appear just under your toolbar the first time you try to print from eEHA, enabling you to allow pop-ups from the site.

The screenshot shows the Holistix web application interface. At the top, the logo 'Holistix' is displayed in blue. Below it, the text 'LBTH' is visible. The user is logged in as 'David QES Test 0910' and has a 'Log out' button. The top navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The main content area shows a case titled 'Child being assessed: T Test'. Below this, there are several tabs: 'Child / Young Person', 'Parent / Carer Details', 'People Present and Reason', 'Family / Home Situation', 'Services', 'Health', 'Learning', 'Home Environment', 'Conclusion', 'CAF Score', and 'Consent Statement'. The 'Child / Young Person' tab is selected. The form displays the following details:

- Title: [Dropdown menu]
- Given name(s) *: T
- Family name *: Test
- Family name first: [Checkbox]
- Also known as/previous name: [Text field]
- Gender *: Male
- Date of Birth/EDD *: 04/07/2017 (Age: 0)

Below the details, there is a section for 'Case Member Relationships' with an 'Add Case Member' button. A message states: 'This case member has no relationships defined'. Underneath, there is a 'Contact Details' section with a 'Contact 1' tab. The 'Contact Details' form includes fields for Contact Number, Type, Preferred, and Email Address.

Click on the Print icon

The screenshot shows the Holistix interface for a practitioner. At the top, the logo 'Holistix' is visible, along with the user's name 'David QES Test 0910' and the client name 'TowerHamlets'. The main navigation bar includes 'My Messages', 'My cases', 'Check for case', 'My settings', and 'Help'. The 'My cases' tab is active, showing a case titled 'T Test'. Below this, there are several tabs for different assessment areas: 'Child / Young Person', 'Parent / Carer Details', 'People Present and Reason', 'Family / Home Situation', 'Services', 'Health', 'Learning', 'Home Environment', 'Conclusion', 'CAF Score', and 'Consent Statement'. The 'Child / Young Person' tab is selected. A modal window titled 'Assessment Print Options' is open, displaying a 'Case Members' section with a checkbox for 'T Test' and a 'Print' button. Red arrows indicate the steps: one points from the 'Print' button to a callout box, and another points from the 'T Test' checkbox to another callout box.

1. Select the Case Member you wish to Print.

2. Click 'Print'

A PDF version of your document will appear for you to print.

In this section:

Case Summary

Create Message

Case Items

Case Alert Settings

Case Coordination

View case snapshot

Audit case events

My Cases > Case Summary

Case Summary

Case: 9327 - QES assessment check **Case Coordinator:** David QES Test 0910 **Status:** Assessment

Children

Scooby Doo
Male, 29/03/2000
Age: 17

Scrappy Doo
Male, 29/03/2002
Age: 15

Adults

Wilma Doo
Female

Fred Doo
Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

Scooby

Scrappy

Scooby Doo		Lead Professional: None assigned Status: Delivery			
Item ▲	Last Updated	Updated By	Version	Status	
<input checked="" type="checkbox"/> Actions	07/09/2017	Annie QES Tester 0709	N/A	N/A	
<input checked="" type="checkbox"/> Assessment	07/09/2017	Annie QES Tester 0709	1	Final	
<input checked="" type="checkbox"/> CAF Score	25/09/2017	Stanley Gunaratnam	1	Draft	
<input checked="" type="checkbox"/> Case Member Details	07/09/2017	Annie QES Tester 0709	N/A	N/A	
<input checked="" type="checkbox"/> Consent Statement	07/09/2017	Annie QES Tester 0709	1	Final	
<input checked="" type="checkbox"/> Delivery Plan & Review	07/09/2017	Annie QES Tester 0709	1	Draft	
Team around the family	09/10/2017	David QES Test 0910	N/A	N/A	
<input checked="" type="checkbox"/> Verbal Consent	07/09/2017	Annie QES Tester 0709	N/A	N/A	

Select All

Use of Family eCAF is subject to the following [Acceptable use policy](#).

You can also select items to print from the 'Case Items' list and then click on the print icon to create the pdf's

EHA User Guide – Practitioner Manual

19 Closing a Case

Once all case information has been completed, a Case can be **closed**:

The screenshot shows the Holistix interface for a case summary. The user is logged in as David QES Test 0910. The 'Case Coordination' dropdown menu is open, showing options like 'Set Lead Professionals', 'Change Case Coordinator', and 'Close case'. A table of case items is visible below, with columns for Item, Last Updated, Updated By, Version, and Status.

Item	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	10/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	10/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Delivery Plan & Review	10/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

1. Click on 'Case Coordination'

2. Click on 'Close Case'

If there any errors or missing mandatory fields then these will need to be completed before you can proceed.

All Open Actions and Delivery Plan Reviews need to be completed. Everything must be in final status and not in draft

You will then be taken to the **Case Member Closure Summary – eEHA Score**:

In this section:

[Case Summary](#)

[Create Message](#)

[Case Items](#)

[Case Alert Settings](#)

[Case Coordination](#)

[View case snapshot](#)

[Audit case events](#)

[My Cases](#) > [Case Summary](#) > [Close Case](#)

Close Case

Case Member Closure Summaries

The form below must be filled out for all case members in this case that have not already been individually closed. For each case member, all the information on the form must be filled out and all of the status checks must be completed before you can continue.

[T Test](#)

CAF Score

Practitioner

Practitioner

Date



Health

General health	<input type="radio"/>				
Physical development	<input type="radio"/>				
Speech, language and communication	<input type="radio"/>				
Emotional and social development	<input type="radio"/>				
Behavioural development	<input type="radio"/>				
Identity, self-esteem, self-image and social presentation	<input type="radio"/>				
Family and social relationships	<input type="radio"/>				
Self-care skills and independence	<input type="radio"/>				

Learning

Understanding, reasoning and problem solving	<input type="radio"/>				
Participation in learning, education and employment	<input type="radio"/>				
Progress and achievement in learning	<input type="radio"/>				
Aspirations	<input type="radio"/>				

The final eEHA Score should be completed, and calculated, as before

EHA User Guide – Practitioner Manual

Speech, language and communication	<input type="radio"/>				
Emotional and social development	<input type="radio"/>				
Behavioural development	<input type="radio"/>				
Identity, self-esteem, self-image and social presentation	<input type="radio"/>				
Family and social relationships	<input type="radio"/>				
Self-care skills and independence	<input type="radio"/>				
Learning					
Understanding, reasoning and problem solving	<input type="radio"/>				
Participation in learning, education and employment	<input type="radio"/>				
Progress and achievement in learning	<input type="radio"/>				
Aspirations	<input type="radio"/>				
Parents and carers					
Basic care, ensuring safety and protection	<input type="radio"/>				
Emotional warmth and stability	<input type="radio"/>				
Guidance, boundaries and stimulation	<input type="radio"/>				
Family and environmental					
Family history, functioning and well-being	<input type="radio"/>				
Wider family	<input type="radio"/>				
Housing, employment and financial considerations, ensuring safety and protection	<input type="radio"/>				
Social and community elements and resources, including education	<input type="radio"/>				

Score

CAF Score  0

Notes

B
|
U
ABC

Next

Click 'Next'

Save Draft

Use of Family eCAF is subject to the following [Acceptable use policy](#).



You will then be taken to the **Case Member Closure Summary – Final Summary**:



In this section:

Case Summary

Create Message

Case Items

Case Alert Settings

Case Coordination

View case snapshot

Audit case events

My Cases > Case Summary > Close Case

Close Case

Case Member Closure Summaries

The form below must be filled out for all case members in this case that have not already been individually closed. For each case member, all the information on the form must be filled out and all of the status checks must be completed before you can continue.

T Test

Closure status checks

Draft assessments	✓
Draft TAC / TAF Meetings	✓
Open Actions	✓
2+ finalised distance CAF Scores	✓

Case Member Final summary

Final comments *

Child/Young person comments *

Closure information *

Reason for closure

Reason for closure *

Please Select

Closed by

David QES Test 0910

1. Check that everything required has been completed to close the case.

All Actions and reviews must be completed and closed in order to close a case

2. Complete the Case Member Final summary

3. Select Reason for closure

EHA User Guide – Practitioner Manual

Create Message

Case Items

Case Alert Settings

Case Coordination

View case snapshot

Audit case events

Case Member Closure Summaries

The form below must be filled out for all case members in this case that have not already been individually closed. For each case member, all the information on the form must be filled out and all of the status checks must be completed before you can continue.

T Test

Closure status checks

Draft assessments	✓
Draft TAC / TAF Meetings	✓
Open Actions	✓
2+ finalised distance CAF Scores	✓

Case Member Final summary

Final comments *

Child/Young person comments *

Closure information *

Reason for closure

Reason for closure * Please Select

Closed by David QES Test 0910

Additional information *

Save Draft Close Case

4. Enter additional Information:

If reason for closure is “disengaged” or “Withdrawn Consent” please select other and type this reason.

5. Once everything has been completed click ‘Close Case’

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Always read the **additional messages** in the warning box, they help you to understand exactly what you are confirming.



Holistix

Logged in as Mack TheKnife [Log out](#)

My Messages | **My cases** | Check for case | My settings | Help

In this section:
Case Summary
Create Message
Case Items
Case Alert Settings
Case Coordination
View case snapshot
Audit case events

My Cases > Case Summary > Close Case

Close Case

Case Member Closure Summaries

The form below must be filled out for all case members in this case that have not already been individually closed. For each case member, all the information on the form must be filled out and all of the status checks must be completed before you can continue.

Brad Smith

Closure status checks

Draft assessments

Confirm
Are you sure you want to close this case?
[Save and close case](#)

Case Member Final summary

Final comments *	AAAAAAAAAAAAA	B
Child/Young person comments *	AAAAAAAAAAAAA	B
Closure information *	AAAAAAAAAAAAA	B

Reason for closure

Reason for closure *

Closed by Mack TheKnife

AAAAAAAAAAAAA B

Click on 'Save and close case.'

A Case becomes **read only** once it has been closed:



LBTH

Logged in as David QES Test 0910 [Log out](#)

Client: TowerHamlets
Version: V2.1.0
Environment: UAT

My Messages

My cases

Check for case

My settings

Help

In this section:

Case Summary

Case Items

View case snapshot

Audit case events

My Cases > Case Summary

Case Summary

Case: 9328 - DH Test 0910 **Case Coordinator:** David QES Test 0910 **Status:** Closed

Children

T Test
Male, 04/07/2017
Age: 0

Adults

Hfg Ghghg
Male

Case items will be added to the case as it progresses. Selecting the item name will display that item, or a list of those items if there is more than one of that type.

Case Items

T Test

Lead Professional: David QES Test 0910 Status: Closed

Item ▲	Last Updated	Updated By	Version	Status
<input type="checkbox"/> Actions	10/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Assessment	09/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> CAF Score	10/10/2017	David QES Test 0910	3	Final
<input type="checkbox"/> Case Member Closure Details	10/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Case Member Details	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Consent Statement	09/10/2017	David QES Test 0910	2	Final
<input type="checkbox"/> Delivery Plan & Review	10/10/2017	David QES Test 0910	1	Final
<input type="checkbox"/> Team around the family	09/10/2017	David QES Test 0910	N/A	N/A
<input type="checkbox"/> Verbal Consent	09/10/2017	David QES Test 0910	N/A	N/A

[Select All](#)

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