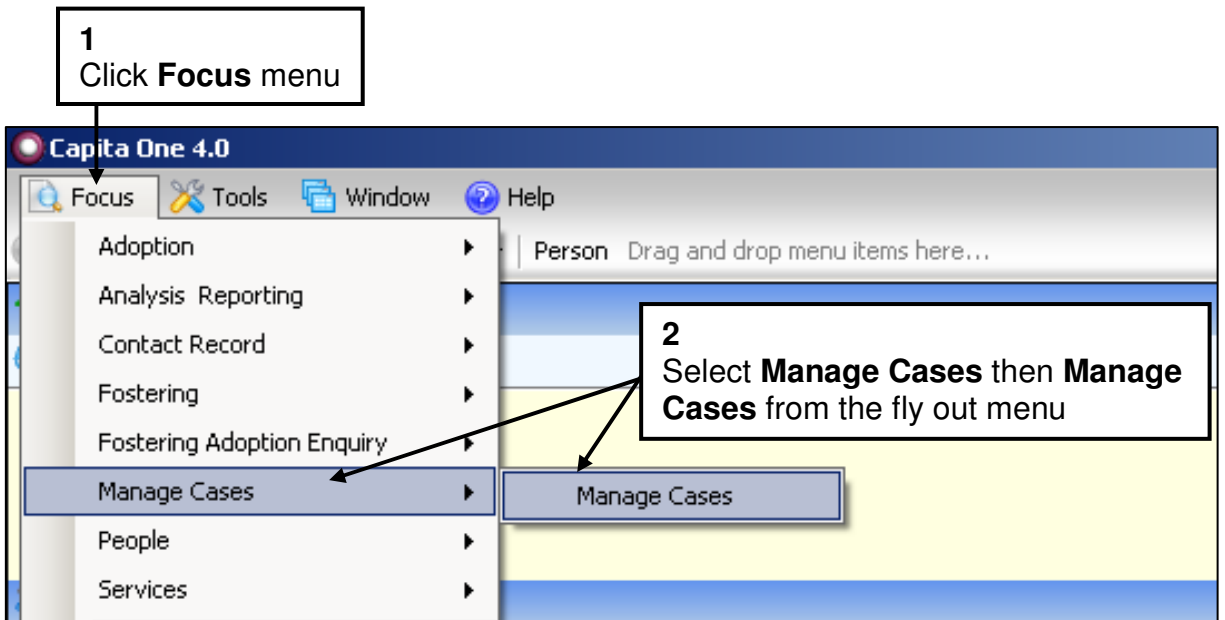
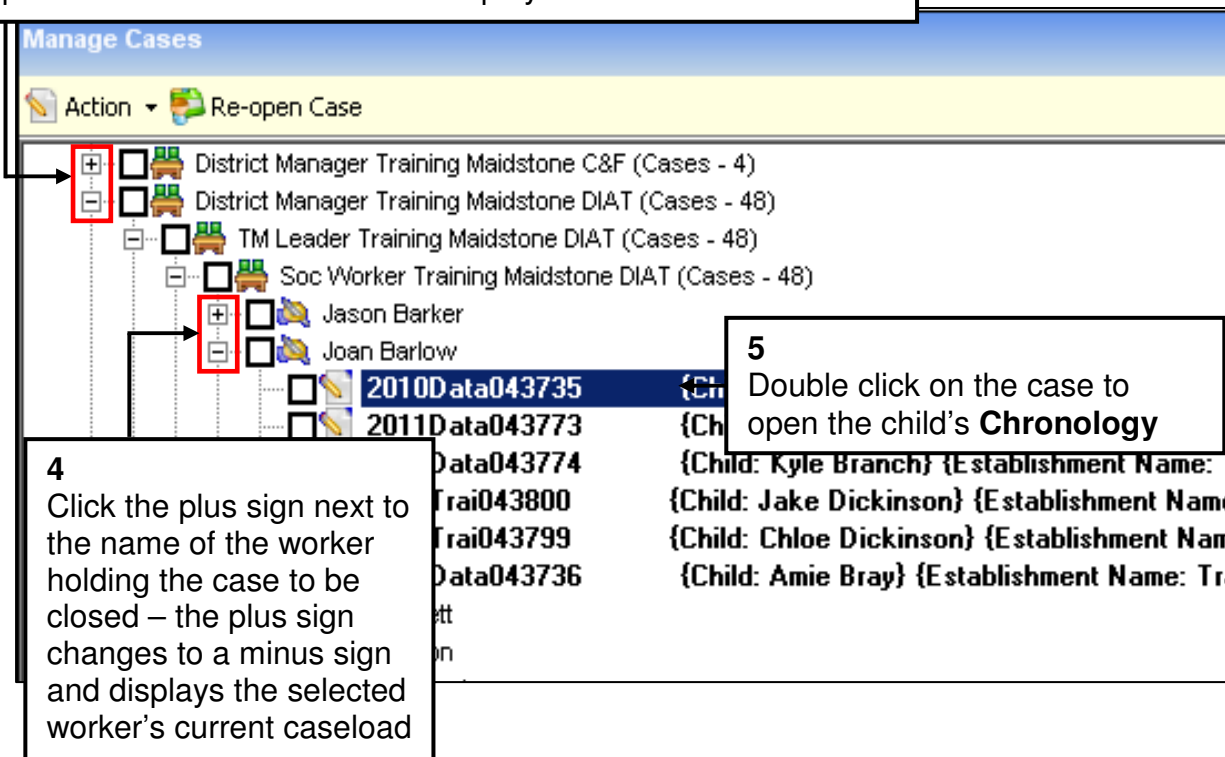


## How to close a case in Manage Cases

When work has been completed on a case, an **end date** must be added against the **Case Reference Number (CRN)** in **Manage Cases** - this will permanently remove the case from the worker's caseload and change the status of the CRN from open to closed.



**3**  
Expand the team by clicking the **plus** sign to the left of the team name – the plus sign changes to a minus sign and other parts of the team structure are displayed



**7** Close the **Chronology** by clicking on the cross to return to **Manage Cases**

**6** Check that all work has been completed on the child's **Chronology**, specifically the **Closure Record** exemplar or the **Closure Case Note** if referral is **NFA**

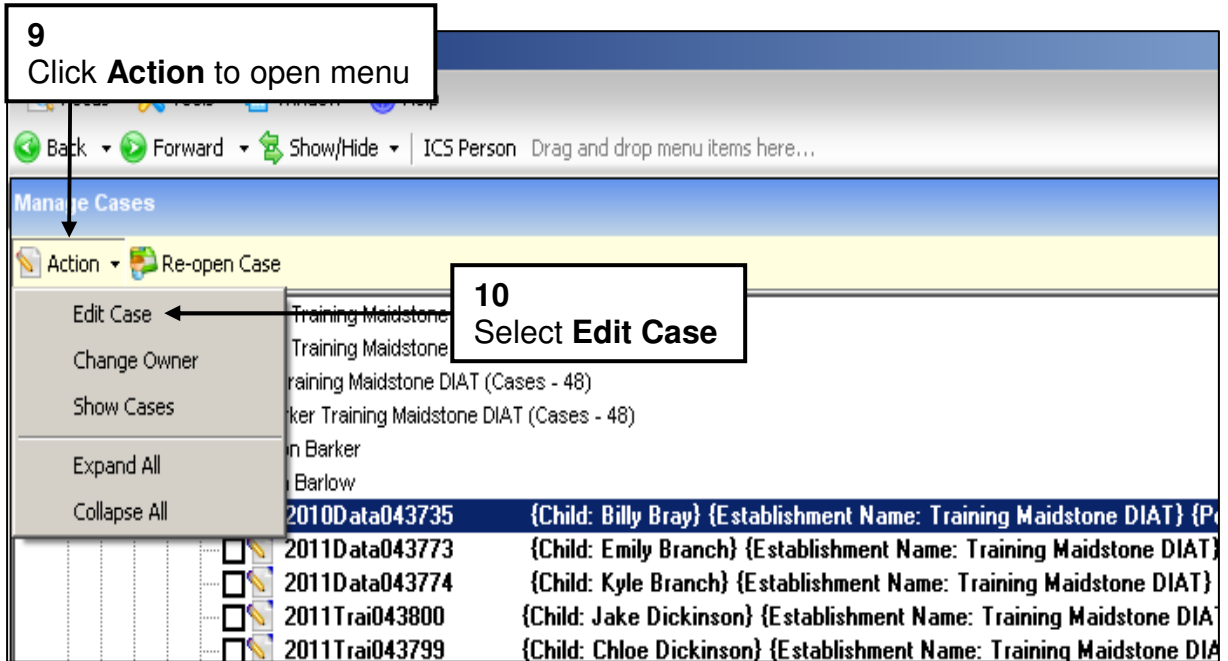
Date	Updated By	Event	CRN	Version Number
05/10/2011 11:54:33	Fiona Gilbert (GILBEF01)	Closure Record Date case closed.: 1/9/2011	2010Data043735	1 29/11/2011 LYN441
05/09/2010 16:55:43	Fiona Gilbert (GILBEF01)	Initial Assessment	2010Data043735	1 15/10/2010 FJY482

Is the date case closed, correct?

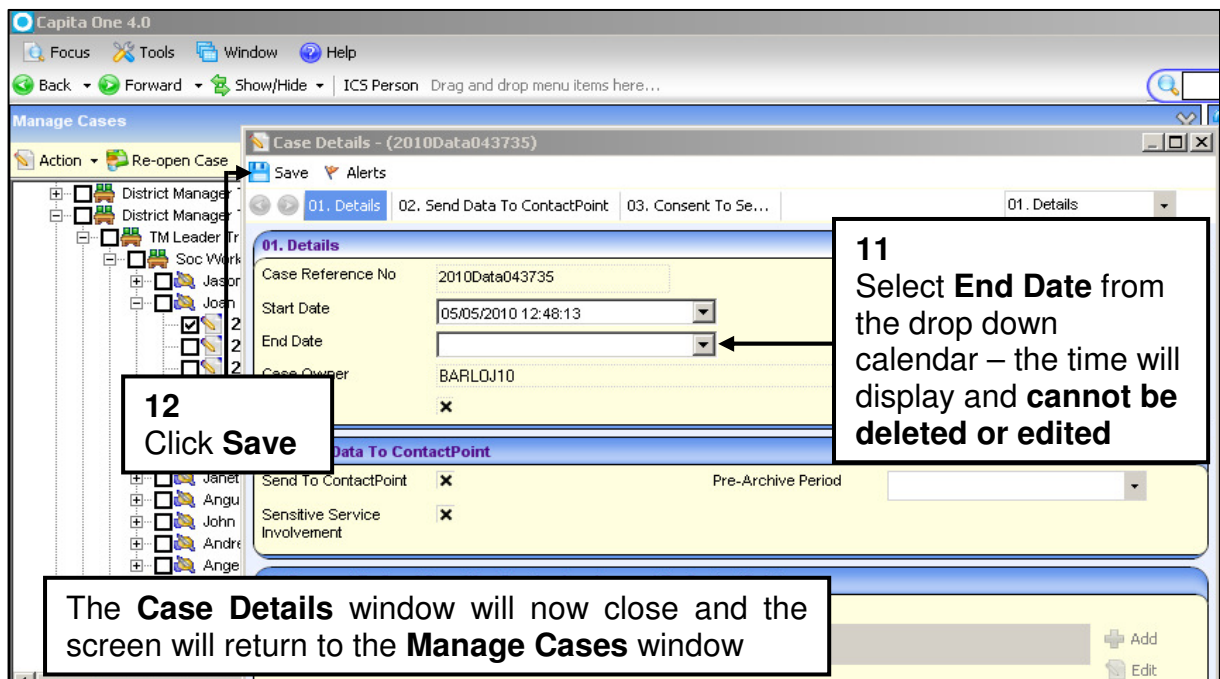
**Is this date (Event Date) the same as the date case closed?  
If not, open the exemplar and change the Event Date**

**8** Add a tick to the check box and single click to highlight the case to be permanently closed

**Note – the tick box does not select the case for closing so the case must be highlighted to select it**



The **Case Details** dialogue box will now open:



The **Case Details** window will now close and the screen will return to the **Manage Cases** window

**Note** – the **End Date** must be the same as the **Date Case Closed**, which has been entered in the **Closure Record** exemplar

**Important** – please make sure that an **End Date** has been added against the **Lead Professional** in **Panel 9** of **ICS Person Details**

**Note** – once an **End Date** has been entered and **Saved**, the action cannot be reversed so please check that the correct child and Case Reference Number has been selected before saving

**Warning** - if a case has been closed in error and needs to be re-opened, a new **Contact Record** must be added to re-open the case and generate a new CRN - this will create a lot of work, cause potential issues with Stat Returns and errors will be unintentionally created

**Note** – managers cannot close cases they are holding and will need to allocate to another worker first

**Important** – when a worker leaves your team, please make sure you allocate their cases to another worker before logging a Supportworks call to request removal of the worker from ICS