

## Re-opening a case closed in error

**Team Leader** – Case closed in error via **Manage Cases**

**Team Leader** sends email to **MIU Data Quality – CFE** mail box to report mistake – email to include **name of child, date of birth, Person ID, Post Code** and **date closed** – closed cases that are still active may also be identified as a result of checking error lists generated on a monthly basis

**MIU Officer** identifies the original **Contact Record** for the case closed in error

**MIU Officer** opens original **Contact Record**, and uses the **Clone** function to create a copy – the original date of the contact will copy to the **New Contact Record**, the date created will automatically display in the **Created On** field

**MIU Officer** checks detail, matches the child in **Panel 2** and adds an additional line of text to **Panel 5 – Additional Details** - The original referral was closed in error and re-opened by XXX on XXX

Complete the process to progress Contact to Referral

In the **Case Generation Wizard**:

**Select Case** screen - tick **Create New Case**

**Create Case** screen - **Start Date** – add the start date of original contact

**Select Owner** screen – find the **Team Leader** who closed the case in error and allocate the case back to them

**Assign Case Owner as Professional Involved** screen – **DO NOT** tick check box

Check **Summary** screen and click **Finish**

**MIU Officer** adds a **Case Note** – to explain duplicate Contact Record

**Case Reference Number** – use **new** CRN (Open status) generated by adding duplicate Contact Record

**Event Type** – Case Re-opened

**Date** – use the date of the original contact      **Time** – add

**People Present** – add name of person reopening the case

**Case Note Description** – Duplicate Contact Record added to re-open case closed in error

**MIU Officer** - if **Closure Record** exists:

Add **New Case Note**

**Case Reference Number** – use **new** CRN generated by re-opening the Referral

**Event Type** – Case Re-opened

**Date** – today's date      **Time** – leave default

**People Present** – add name of person reopening the case and recording data

**Case Note Summary** – leave blank – this will automatically populate from when Case Note saved

**Case Note Description** – Detail copied from Closure Record added when case closed in error – now deleted. – copy data from **Panel 3 of Closure Record**, **Save**

Delete Closure Record

**MIU Officer** – change the CRN on all exemplars (for reporting purposes) to show **new CRN** with **Open** status

**MIU Officer** sends email to notify Team Leader that case has been re-opened in their name