

Adults Quick Guide

Case Closures - Business Support Tasks

This guide is for LCC Business Support to assist them with a full case closure.

It should also be used by LPFT, Safeguarding and Carers Service/Carers First teams for cases only open to themselves as they will complete their own case closures.

For most cases where a full case closure is required a practitioner will record an **Adult Proposed Case Closure** step and assign a next action of **Adult Case Closure in Progress** to the relevant Business Support team. Business Support will 'pick' these cases up from the team's **Incoming work** folder.

Where Business Support are starting the closure process themselves due to information such as a 'Tell Us Once Notification' the **Adult Case Closure in Progress** step can be started directly from the **Start > New ...** sidebar menu.

Before Starting the Case Closure – Review the Record

Check the **Person summary** screen of the person's record to see whether a full case closure is required.

1. Is there any work within **Current work**? – if yes, check to see what and who it is assigned to
2. Are there any teams or workers listed within **Professional and organisational relationships**? – if yes, who?
3. Is there a **Care packages provided** section? – if yes, are there any current services showing? (*Those without '(Lapsed)' against them*)
4. Are there any **Notes** (red warnings and general notes) relating to funding or financial issues? – if yes, the closure may not need to progress at this time

You should also check who proposed the case closure. Click the **History** button on **Current work** to open the **Work history** section and look at the 'Last assigned to column'

If the **Key Worker (Adult Care)** is not the practitioner who proposed the case closure you must check with them before proceeding with the **Adult Case Closure in Progress**.

If there are financial issues or there is outstanding debt associated with the case it must remain open to the **Key Worker (Adult Care)** until the workflow has ended/issues had been resolved even if the person has died.

Once you have checked the record (and confirmed the case closure can commence where necessary) you can start the case closure step to see why a case closure is being proposed.


If the closure is due to death or because the person has moved out of area you can usually continue to close the case. The only exception to this may be where there are ongoing financial issues.

If the closure is for any other reason you will need to use the information from the person's record to decide whether the case closure should continue or not.

Before starting / continuing with any case closure, if you are unsure please discuss with the Key Worker, Key Team manager or a duty worker.

Case Closure Cancellation


If you have received an **Adult Case Closure in Progress** step and have identified that a full case closure is not required you can cancel the case closure from your/the Team's **Current work** >

Incoming work folder by clicking the **Incoming work** icon  and then **Cancel work** from the mini menu. You will be required to record a reason when cancelling work and the notes box should be utilised to record details.

If you have started and saved the **Adult Case Closure in Progress** step (it is in Incomplete work) you cannot cancel it.

If the case closure is not required or the case re-opens before the closure is completed you must complete the **Case Closure Cancellation** subsection in **Section 2. Case Closure**.

For any case closures not required, it must be considered whether the previous workflow step(s) need re-opening to choose a different next action e.g. is a Review required? This will usually mean going back to the worker who proposed the case closure as both the **Adult Case Closure in Progress** and **Adult Proposed Case Closure** steps will need deleting to allow a different action to be recorded.

The **Adult Case closure no longer required** notification in the **Requests** toolbar icon  should always be sent back to the worker who proposed the closure to inform them the case closure is not progressing. The notes box should be used to explain why and to ask the worker to consider if the previous workflow step(s) need re-opening to choose a different next action.

To request workflow is deleted and/or re-opened you/the worker will need to complete the **Change Person Record/Workflow** form through Our Intranet > Mosaic Requests


Non LCC colleagues should contact the Mosaic Helpdesk on 01522 555555.

A next action of **Adult Case Closure Not Required (NFA)** should be recorded in Section 5. Next actions and the closure step should be 'finished'.


Completing the Adult Case Closure in Progress

The **Adult Case Closure in Progress** consists of 5 sections. All sections should be completed with the necessary details.

To start the **Adult Case Closure in Progress** step, from within the person's record:


- Click the **Incoming work** icon  within **Current work** on the **Person summary** screen
- Click **Start work** from the menu
- Click the **'Yes'** button on the popup window

The **Adult Case Closure in Progress** will open in a separate window

Please note: The **Adult Case Closure in Progress** step will be assigned to you once you start the form and click the **Save** toolbar icon  – this will then be in your **Incomplete work** folder until finished.

General Tips for completing the form



Click the **Section completed** checkbox at the end of each section to put a tick in the sections menu on the left. This will show you which sections you have completed and if you have missed anything, but will not lock the section down nor save the section or form.

Click the **Save** toolbar icon  throughout your recording in the form. It is recommended that you save your work at least at the end of each section, but the more often the better. Once you click save, any mandatory fields will be highlighted in red.

Fields marked * are mandatory.

Complete the **'Has the record included involvement from'** checkboxes in **Section 1. Personal Details** to help you decide which file retention criteria to use later in the closure process. Use **Documents** section in the sidebar menu and the **Worker relationships** and **Organisational relationships** sections in the Person details extended sidebar menu to decide if any previous involvements are relevant. Remember to consider if the person was known to Children's Services as they often have much longer retention periods.

In **Section 1. Personal Details** a prompt box will display if the worker who proposed the case closure has completed the **Adult Case Closure Letter** and would like you to send it. This letter can be found in the **Documents > Forms and letters** tab.

If the letter is missing send the **Adult Case closure action required** request in the **Requests** toolbar icon  to the worker who has proposed the closure to invite them into the closure step to complete the letter (available in **Forms and letters** toolbar icon .


In **Section 2. Case Closure** any outstanding workflow steps and any open services will display highlighted in red.

If the case closure is progressing, you will be unable to complete the **Adult Case Closure in Progress** step while there are outstanding workflow steps or open services on the record.

Outstanding Steps

Any workflow steps displayed will need to be cancelled or completed.

For workflow steps assigned to workers or teams you support –

You should use the **Adult Case closure action required** request in the **Requests** toolbar icon  to ask for confirmation that the steps are not needed and can be cancelled.


Once you have received confirmation that the steps are not needed, you can cancel them.

For workflow steps assigned to workers or teams you do not directly support –


Use the **Adult Case closure in progress** notification in the **Requests** toolbar icon  to:

- notify any named workers of the closure and request they end any open involvements
- request workflow steps are completed or cancelled as appropriate

For work assigned to Adult Care, OT or Hospital inboxes (virtual workers) the request or notification must be assigned to the relevant team **not** to an inbox (virtual worker).

For work assigned to the Financial Assessment and Income Collection Team, use the **Adult Case closure in progress** notification in the **Requests** toolbar icon  to inform the **FA Referral – inbox**. Click 'Find' against 'Pass to worker' and type **%Referral%** in the 'First Name' field.

Please **do not** send notifications to the Serco Financial Assessment & Income Collection Team as this is not monitored and people may be overcharged.

For work assigned to a Wellbeing Service team or worker, please assign the **Adult Case closure in progress** notification in the **Requests** toolbar icon  to Iris Furst, Iris will liaise with the involved team/worker to ensure the required action is taken.

Always use the 'Note' textbox to clearly explain why you are sending notifications or requests.

You will need to wait until all outstanding work is cancelled or completed before the **Case Closure in Progress** step can be finished.

This can take weeks or even months for some workers/teams as some work will need to continue beyond the proposed case closure especially where there are financial, debt or safeguarding issues.

If the work has been carried out e.g. an assessment visit has taken place, the outstanding workflow step should be completed rather than cancelled.

You cannot cancel any work which has been started; this work will need to be completed (finished). Some workflow steps do have the ability to cancel/abandon from within the step, this can be used by the worker completing the step where necessary.

You can only cancel workflow steps if:

- they are assigned to you, your team or the team(s) you support
- they have not been started
- they are **not needed** i.e. once confirmation has been received

You must not cancel any work until you have had permission to do so as the work may still need to be completed before the case can be closed.

Workflow steps are cancelled from the worker or team's **Current work > Incoming** or **Future work** folders by clicking on the **Incoming / Future work** icon and selecting **Cancel work** from the mini menu. You will be required to record a reason when cancelling work and the notes box should be utilised to record details.

For **permanent** closures, when the person's carer is open to a Carers team, the **Adult Case Closure in progress** notification should be sent to the relevant Carers team (Carers First or Carers Services) to inform them of the case closure. You will need to access the carer's record using the **Carer** hyperlink in **Personal relationships** to check this.

Outstanding Services


Any services displayed will need to be ended. You will need to wait until all services and client contributions are ended before the case closure can be finished.

It is vital that the relevant teams responsible for ending services are notified that a case is closing, so that services can be ended. This will prevent overpayment to persons or providers and unnecessary correspondence and bills relating to contributions being sent.

This is especially important when a person has died, as it can be very distressing for families of the deceased to receive correspondence or bills for services that should have been ended.

Ending Services:

To end (planned and unplanned) services you will need to send the appropriate '**End Services**' next action from the Next actions section.

You must tick the '**Send immediately?**' checkbox and make sure you click the **Save** toolbar icon  to send 'End Services' next actions straight away.

To decide on which '**End Services**' next action is appropriate, look at **Care packages provided** on the **Person summary** screen, you will be able to see whether 'Planned' or 'Unplanned' services are open.

- If there are 'Planned' services open, only send the **End Planned Services** next action (even if there are also 'Unplanned' services open).
- If there are only 'Unplanned' services open, send the **Adult End Unplanned Services** next action.

Direct payment services will not be ended until a suspension and termination checklist section is complete, this includes where a person has died.

See [Case Closure Details](#) below for more details

For further information on ending services, please refer to the [Ending Services Quick Reference table](#)

Client contributions will be ended when services are ended.

You **do not** need to send a next action or any notifications to end client contributions.

Ending equipment, telecare and professional support services:

- Equipment: All equipment recorded in Mosaic has an end date automatically added as it is a 'one-off' purchase and so will not require ending at case closure.

For migrated equipment services (pre December 2016): complete the Mosaic request form **'End Migrated Equipment (Adults)'**

- Telecare: Assign the **'Adult End Services – Equipment or Professional Support'** action to **Adult Lincolnshire Community Equipment and Telecare Service** using the Pass to team dropdown menu.
- Professional Support: For Professional Support services recorded in Mosaic (post December 2016): Assign the **'Adult End Services – Equipment or Professional Support'** action to the worker who is providing the professional support or assign to self, using the Assign to Me button.

For migrated Professional Support services (pre December 2016): email MosaicAdultsSupport@lincolnshire.gov.uk to request services are ended.

Case Closure Details

The answer to the question **'Is a Direct Payment in place?'** will pull through from the **Adult Proposed Case Closure** (if completed): -


- If the answer pulls through as **'Checklist already completed'** you must check **Documents > Forms and letters** tab.

Search for **Adult End Service Request** or **Adult Purchase Service Request** – the checklist appears as a section within both steps - you will need to check both steps for a completed checklist (it should only be completed in one of them).

You will also need to check that the date matches up to a recent request for the DP to be ended.

- If the answer pulls through as **'No'** you must check the Outstanding Services table to ensure that this question has been answered correctly.

If direct payments are showing in this table and you cannot find a completed checklist within the Documents section, you will need to change the answer to **'Yes'**. The checklist will then display and become mandatory in Section 3.

As per the on screen prompt, send the **Adult Case closure action required** request in the **Requests** toolbar icon  to the Key Worker or Key Team's manager. You must use the 'note' box explain that they need to complete the checklist within the **Adult Case Closure in Progress** step and then send the **Adult Authorise DP Termination/Suspension** request to their manager.

Once the outstanding workflow steps and services have been cleared you should continue to complete the rest of this section. Additional subsections relating to file retention and final closure checks will display.

The **Case Closure Date** should be recorded as the date you are finally completing the case closure step – not the date the closure was proposed or the date of death.

File Retention Details



The file retention details are mandatory and must be recorded/updated at case closure.

If retention details are already showing you must review and update these where appropriate e.g. amend the start date of the retention period to the new case closure date (where retention starts from date of closure).

The 'File Retention Criteria' should be selected based on the longest retention period relevant to the person. All files for the person should be kept as per the longest retention period.

Use the **'Has the record included involvement from'** checkboxes in **Section 1. Personal Details** to help you decide which criteria to use.


To record/update the file retention:

- Click the **Show subject summary** toolbar icon 
- Record the retention details within the **File management > File retention** sidebar menu on the **Person summary** screen. Please refer to the **File Retention** user guide for further details
- Once recorded / updated, maximise the Case Closure window then click the **Refresh current form** toolbar icon  to refresh the form and pull through the retention details

Final Closure Checks

You cannot finish the Adult Case Closure in Progress step until all checkboxes in this subsection, except 'Location and arrangements for any paper files recorded', are ticked.

- **All case notes finished** – You cannot finish a case note recorded by another worker.

The **Adult Case closure in progress** notification in the **Requests** toolbar icon  should be used to ask workers to finish any incomplete or timed-out case notes before you close the case.

This checkbox should be ticked once all case notes are finished.

- **Notes and warnings ended where appropriate** – (Person details > Notes or 'Change' hyperlink – use the red square icon ).


For permanent case closures e.g. the person has died or has moved out of county/area you must end all notes on the record.

If a case is closing due to any other reason e.g. services no longer required, services declined etc, all notes should remain open.


This checkbox should be ticked when all necessary notes have been ended.

Carers Emergency Response Plan Note type

If you are closing a case and there is a Carers Emergency Response Plan (CERS) Note recorded, the relevant Carers team will decide if the CERS Plan Note should be ended following receipt of the **Adult Case closure in progress** notification.

- **Organisations and professional relationships ended where appropriate** – (Person details > Organisational/Worker relationships or 'Change' hyperlink – use the edit pencil icon ).



You must not end the **Worker relationship** for any workers who use Mosaic without confirming this with them first – they may need to continue working with the case and therefore need to keep their involvement open before the case closure can be completed.

Use the **Adult Case closure action required** request in the **Requests** toolbar icon  to ask them to end their involvement when appropriate or to confirm you can do this for them.


For permanent case closures e.g. the person has died or has moved out of county/area then all organisations and professional (worker) relationships including the GP and GP surgery must be ended.

If a case is closing due to any other reason e.g. services no longer required, services declined etc, the GP and GP surgery should remain open.

This checkbox should be ticked when all necessary organisation and professional (worker) relationships have been ended.

- **Location and arrangements for any paper files recorded** – (File management > File location – use the add button or removal lorry  and edit pencil  icons)

This checkbox is optional as there may not be a paper file and therefore there will be no location information recorded/to record or update. It should be ticked if any location details are recorded/updated.


- **Primary Support Reason ended** – (Person details > Service user groups or 'Change' hyperlink – use the red square icon ).

This checkbox defaults in as ticked when the Primary Support Reason (Service User Group) has been ended.

You **must not** end the **Primary Support Reason** until the Outstanding Services table is clear.

Once these checkboxes have been ticked you must record the next action **Adult Case Closed (NFA)** in Section 5. Next actions and select the appropriate mandatory reason.

You can then 'Finish' the closure step.

Clicking the **Finish** toolbar icon  will finish and complete the closure step. It cannot be finished if there are any incomplete mandatory fields or if there are any requests which need completing.

Once the **Finish** icon can be clicked, it will lock down the step and no further input can be made.

Case Closure Cancellation

If the '**Please confirm that the case closure now needs to be cancelled**' checkbox is ticked in error, the **Case Closure Date** and **Final Closure Checks** information will need re-inputting.

Closing other details on the Person's Record

Once the **Adult Case Closure in Progress** step is finished you can consider closing other details on the person's record (those not mentioned in the final closure checks).

You should ensure the following information is ended for **all** case closures:

- Hospital Stays
- Legal Status
- Offences

For **all** case closures, any **classes** recorded on the person's record should **not** be removed.

For permanent case closures e.g. the person has died or has moved out of county/area then any **Current communication needs** can also be ended on the person record.

Any **Personal relationships** recorded on the person record should **not** be ended for most case closures.

However **Personal relationships** can be ended, when closing a case due to death, unless the person is linked to a child's record.

If a case is closing due to any other reason e.g. services no longer required, services declined etc, the **Current communication needs** recorded should remain open.

Please see the relevant user guides for further details on how to end these items on a person's record.

Ending Services Quick Reference Table

Service Type	Next Action to 'Send Immediately'	Who to send it to
Brokered Homecare	Adult End Planned Services	Relevant Brokerage inbox using 'Pass to worker' dropdown menu
Shared Lives	Adult End Planned Services	Interim Mosaic Purchase Team using 'Pass to team' dropdown menu
Adult Supporting Adults	Adult End Planned Services	Interim Mosaic Purchase Team using 'Pass to team' dropdown menu
Residential / Nursing (permanent and temporary)	Adult End Planned Services	Interim Mosaic Purchase Team using 'Pass to team' dropdown menu
Direct Payments*	Adult End Planned Services	Direct Payments – Inbox using 'Pass to worker' dropdown menu

Service Type	Next Action to 'Send Immediately'	Who to send it to
Supported Living - support at home or shared accommodation	Adult End Planned Services	Non-Brokered Non-Res Services – Inbox using 'Pass to worker' dropdown menu
Carers Services*	Adult End Services – Carers Services	Direct Payments – Inbox using 'Pass to worker' dropdown menu
Day Care	Adult End Planned Services	Interim Mosaic Purchase Team using 'Pass to team' dropdown menu
Unplanned Homecare	Adult End Unplanned Services	Relevant Brokerage inbox using 'Pass to worker' dropdown menu
Unplanned Residential / Nursing	Adult End Unplanned Services	Interim Mosaic Purchase Team using 'Pass to team' dropdown menu
Unplanned Support at Home	Adult End Unplanned Services	Non-Brokered Non-Res Services – Inbox using 'Pass to worker' dropdown menu

*Remember to check the **DP Suspension and Termination Checklist** section has been completed. The services will not be ended until this checklist is complete. See [Case Closure Details](#) for more information