

## Adults Quick Guide

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### Making a Financial Assessment Referral

It is necessary to request a financial assessment as soon as you have identified the need for formal, chargeable support. This applies to both non-residential and residential financial assessments.

A financial assessment is requested by completing a workflow step called **Financial Assessment Referral**. This is available to select as a 'send immediately' next action from various Adult Care steps.

### Recording the Adult Financial Assessment Referral

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To start the **Adult Financial Assessment Referral**, 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

The **Adult Financial Assessment Referral** will open in a separate window

The form is split into 4 sections. Each section should be completed with relevant information.

It is important to note certain fields will be hidden in the form unless a particular answer is given to another question. These hidden questions may also be mandatory and so will be highlighted in red when they are revealed.

### 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. There is also an option to select 'completed section only' when printing the assessment.

Click the **Save** 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.

## Section 1. Person Details

Information will prepopulate into the fields marked with the **blue cog**  symbol. If some information is missing or incorrect, it can be added or edited by:

- clicking the **Show subject summary** icon  to minimise the workflow step window
- editing the information on the **Person summary** screen (user guides on updating the person's details can be found on the **Mosaic Hub**)
- maximising the workflow step window and clicking the **Refresh current form** icon  to update the information in these fields

## Section 2. Reason and Capacity

### Referral Reason

Select the **reason for this referral** from the dropdown menu.

If you select '**Other reason**' you will be prompted to check with the Financial Assessments Team before continuing and should then confirm that the referral is required by selecting 'Yes' from the dropdown menu.

### Management of Customer Finances

You must answer the mandatory question regarding whether the person has capacity to manage their own finances.

Once answered, a further question displays regarding whether the person wants or has the capacity to nominate a voluntary representative to manage their finances.

Depending on the answer you may then see further questions regarding where or who to send the form to or about legal authority if the person lacks capacity.

## Section 3. Assessment and Documents

### Charge Exemption

**Exempt from charging** = If **'Yes'** is selected you will need to select the relevant 'Reason for exemption' from the dropdown menu.

### Type of Assessment

Tick the relevant box(es) to indicate the type(s) of financial assessment required.

#### Important notes:

- 'Permanent Residency – Residential or Nursing' cannot be selected with any other assessment types.
- 'Non – Residential' and 'Temporary Admission – Residential or Nursing' can be selected together where applicable
- If the need for both a temporary admission and permanent residency has been identified during the assessment / review, you will need to add two separate Financial Assessment Referral steps by adding the next action twice from the assessment / review, or once from that step and once from the Purchase Service Request step.

Once the relevant 'Type of Assessment' checkbox(es) have been selected, the screen will expand.

### Declaration

The relevant declaration section will display based on the 'Type of Assessment' selected:

- **Non-Residential**

If **'yes'** is selected to the question regarding the person having capital above the threshold then a further question displays regarding the arrangement fee if they have chosen LCC to commission non-residential care on their behalf.

If **'no'** is selected to the question regarding the person having capital above the threshold then a further question displays regarding whether the person has declined a financial assessment and chosen to pay for the full cost of their care.

If **'yes'** is selected to this question, the question displays regarding the arrangement fee if they have chosen LCC to commission non-residential care on their behalf.

- **Permanent Residency and Temporary Admission**

If **'yes'** is selected to the question regarding the person having capital above the threshold then a prompt will display to advise that the person will be required to self-fund.

If completing the **Financial Assessment Referral** and it has already been saved, it will need to be finished with an appropriate next action recorded. Please see the [Next Actions](#) table.

If completing the **Financial Assessment Referral** and it has not been saved, exit the step using the **Close** icon  and click 'no' to the message regarding saving changes.

You will then be able to 'cancel' the **Financial Assessment Referral** step from your **Current work > Incoming work** folder – adding a note to explain why it was added and then cancelled.

If **'no'** is selected to the question regarding the person having capital above the threshold then a further question displays regarding whether the person has declined a financial assessment and chosen to pay for the full cost of their care.

If **'yes'** is selected to this question, the prompt will display to advise that the person will be required to self-fund.

You should finish or cancel the **Financial Assessment Referral** as described previously.

## **Financial Assessment Form / Online Access Issued**

You must answer the question **'Has the customer completed a Financial Assessment Form or online assessment in the last twelve months?'**

If **'No'** is selected you will see a prompt telling you to issue a form or online access details and fields to record the date the form was issued, the type of form issued and who the form was issued to.

If the form was issued to the representative you will be asked to provide the representatives name and address – use the **Find** button to perform a person search

If **'Yes – Paper form'** is selected you will see a prompt stating that there is no need to issue a form or online access

If **'Yes – Online'** is selected you will see an additional question **'Is the online assessment previously completed compatible with the type of assessment being requested?'**

If **'Yes'** is selected to this additional question, you will see a prompt stating that there is no need to issue a form or online access.

If **'No'** is selected to this additional question, you will see a prompt telling you to issue a form or online access detail and fields to record the date the form was issued, the type of form issued and who the form was issued to.

If the form was issued to the representative you will be asked to provide the representatives name and address – use the **Find** button to perform a person search

### **Deferred Payments (Permanent Residency only)**

You must answer the question **Is the Deferred Payment Application to be sent as part of this referral?**

If **'No'** is selected to this question there is nothing else to record in this subsection.

If **'Yes'** is selected to this question, the screen will expand with a number of additional fields.

If needed, use the link in the **Show guidance** icon  (next to the statement **To the best of your knowledge, the person is eligible for Deferred Payments**) to access the factsheet.

As per the onscreen prompt, check and complete the statements to confirm the person meets the criteria.

### **Documents issued to the customer / representative as part of this referral**

Click the **Add** button to record details of any documents that have already been issued to the as part of this referral (e.g. on a home visit), as well as any further documents that need to be issued by Business Support\*.

- **Document** = Select from dropdown menu

- Tick either 'Already issued' or 'Due to be issued by Business Support'
- **Date of issue** = Use the **date picker** icon  to record the date for the documents you have issued. Leave blank for any requested to be issued by Business Support

Click the **Add** button to add the details of one document and the repeat to add additional documents or click the **Add and close** button once all document details have been recorded.

Once rows have been recorded the following icons are displayed:

 **Edit** – to edit/amend a row e.g. if wrong type of document selected

 **Delete** – to delete/remove a row e.g. when added to the wrong record

 **Move this row up** – to rearrange the order of the rows e.g. if you have missed an entry and want to make sure they are in chronological order (only displays if more than one row is recorded)

\*Send the **Adult Financial information required** request available from the **Requests** icon  to the relevant Adult Admin (Business Support) Team to ask for documents to be issued by Business Support. This is not necessary if you do not want/need to request Business Support issue any documents.

Once the documents have been issued Business Support will complete the request and record the **Date of issue** using the **Edit** icon 

### **Supporting Information (if required)**

Use the support information textbox to record any additional details as necessary

### **Section 4. Next actions**

Next actions are mandatory so at least one next action must be added before the **Adult Financial Assessment Referral** can be finished.

To record next actions:

- Click the **Add** button
- Select the appropriate action based on the reason for the financial assessment referral

Action	When to use
Adult Financial Assessment Referral – New Permanent Residency	When the need for permanent residency (long term) residential or nursing care is identified
Adult Financial Assessment Referral – Net Assessable Income	If the person refuses to agree to services without knowing the maximum contribution they would be asked to make
Adult Financial Assessment Referral – Non Residential and Direct Payment	When the need for need for a non-residential (or nursing) service or direct payment service is identified
Adult Financial Assessment – Transition	Used by LD Intake practitioners following completion of a transition assessment when a person is transferring into Adult Care for support services
Adult Financial Assessment Review – Change in Customer's Circumstances	When there has been a change in the person's financial or personal circumstances (no change in service)
Adult Financial Assessment Referral – Temporary Admission Full Assessment	When the need for temporary admission (short term care) residential or nursing care is identified
Adult No Further Action Required	If this step has been started but the financial assessment is no longer required (and a full case closure cannot be completed/is not needed) e.g. for cases where homecare is not confirmed.
Adult Proposed Case Closure	If a financial assessment is no longer needed and a full case closure is required, i.e. no services are needed, the person does not already have services and no one else is involved with the case.
Adult Case Closure Already Started (NFA)	<p>If a financial assessment is no longer needed and a full case closure is required but it is already underway.</p> <p>To add this action, you must be able to see <b>Adult Proposed Case Closure</b> or <b>Adult Case Closure in Progress</b> within <b>Current work</b> on the <b>Person summary</b> screen</p>

- Assign all 'Adult Financial Assessment Referral' next actions to the **FA Referral – Inbox** via Pass to worker dropdown menu
- Adult Proposed Case Closure should be assigned to self, using the **Assign to Me** button

**Please note:** For any next action(s) added you can amend the priority if necessary and should then add a note to explain why.

- Click the **Add** button to add the action and select another, or click the **Add and close** button if only adding one action or once all actions have been selected.

For mixed packages of care e.g. where both Non Residential and Temporary Admission services are required, you should add both corresponding 'Adult Financial Assessment Referral' next actions.

Once the form is complete and no further input is required, use the **Finish** icon  to send the next actions.

**Please note:** If you have sent the **Adult Financial information required** request to Business Support you will not be able to finish the **Financial Assessment Referral** step until the request has been completed.

## How to check the progress of your Financial Assessment Referral

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From your **Incomplete work** folder within **Current work** in Full/Narrow workview:

- If the request is outstanding the step will still be highlighted in yellow and the **work** icon  will have a blue arrow pointing to the right indicating a request has been sent and not yet completed.

You will need to wait until Business Support have sent the documents and completed the request.

- If the request has been returned, i.e. because you have not provided Business Support with sufficient information, the step will be highlighted in red and the **work** icon  will have a red arrow pointing left to indicate the request has been returned.

You will need to resume the step, add the missing information and then resend the request.

- If the request has been completed the step will be white and the **work** icon  will have a green tick to indicate the request has been completed.

You can then resume the step and once the form is complete and no further input is required, use the **Finish** icon  to send the next actions