

Directory

Mosaic Adults

Requests and Notifications

24 April 2020

Introduction

This directory will help you to find which requests and notifications are available within each workflow step. Additionally, it gives some useful information about what each request or notification can do and who it can be assigned to.

You should refer to the user guides and workflow maps for information about how to progress through workflow steps, including how to input and action requests or notifications.

The directory is listed alphabetically, with relevant workflow steps listed under 'Available in'. To find the information you want, press 'Ctrl' and 'F' at the same time, type in a word from the request, notification or workflow step name and press the return key. You can then scroll through the options until you find what you are looking for. You are advised to not search for the word 'Adult', because it precedes many request, notification and workflow step names.

Please note:

The activities listed in this directory are regularly reviewed and amended within the Mosaic system. The information within this directory is accurate at the time of publication and is frequently updated to include the amendments. So you are assured of receiving the most up to date information, always refer to the electronic version which is hosted in the Mosaic Hub (www.lincolnshire.gov.uk/mosaic-hub).

Do not print or save this directory to your computer.

Adult 1 Day Chase

This request:

- is optional
- can be sent to CSC FA Monitoring – Inbox

Available in:

- Adult Financial Assessment Referral – Net Assessable Income Only
- Adult Financial Assessment Referral – New Direct Payment
- Adult Financial Assessment Referral – New Long Term Care
- Adult Financial Assessment Referral – Non-Res / Non-DP
- Adult Financial Assessment Referral – Short Term Care Full Assessment
- Adult Financial Assessment Referral – Transition

Adult 14 Day Chase

This request:

- is optional
- can be sent to FA Monitoring – Inbox

Available in:

- Adult Financial Assessment Referral – Net Assessable Income Only
- Adult Financial Assessment Referral – New Direct Payment
- Adult Financial Assessment Referral – New Long Term Care
- Adult Financial Assessment Referral – Non-Res / Non-DP
- Adult Financial Assessment Referral – Res Nil
- Adult Financial Assessment Referral – Short Term Care Full Assessment
- Adult Financial Assessment Referral – Transition
- Adult Financial Assessment Review – Change in Circs

Adult 28 Day Chase

This request:

- is optional
- can be sent to FA Monitoring – Inbox

Available in:

- Adult Financial Assessment Referral – Net Assessable Income Only
- Adult Financial Assessment Referral – New Direct Payment
- Adult Financial Assessment Referral – New Long Term Care
- Adult Financial Assessment Referral – Non-Res / Non-DP
- Adult Financial Assessment Referral – Res Nil
- Adult Financial Assessment Referral – Short Term Care Full Assessment
- Adult Financial Assessment Referral – Transition
- Adult Financial Assessment Review – Change in Circs

Adult 3 Day Chase

This request:

- is optional
- can be sent to CSC FA Monitoring – Inbox

Available in:

- Adult Financial Assessment Referral – Res Nil
- Adult Financial Assessment Review – Change in Circs

Adult 7 Day Chase

This request:

- is optional
- can be sent to CSC FA Monitoring – Inbox

Available in:

- Adult Financial Assessment Referral – Net Assessable Income Only
- Adult Financial Assessment Referral – New Direct Payment
- Adult Financial Assessment Referral – New Long Term Care
- Adult Financial Assessment Referral – Non-Res / Non-DP
- Adult Financial Assessment Referral – Res Nil
- Adult Financial Assessment Referral – Short Term Care Full Assessment
- Adult Financial Assessment Referral – Transition
- Adult Financial Assessment Review – Change in Circs

Adult Access to Records authorisation

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Access to Records

Adult Action Required for Carer Services

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Purchase Services – Carer Services

Adult Additional assessor input required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Care and Support Plan: Area Team
- Adult Extension to Short Term Care Monitoring
- Adult LSS Case Monitoring
- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult Needs Assessment
- Adult OT Specialist Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult Admin forward CHC Checklist to Health

This notification:

- is optional
- can be sent to any worker or Adult Admin Boston, Adult Admin East Boston Pilgrim Hospital, Adult Admin Gainsborough, Adult Admin Grantham, Adult Admin Lincoln Central, Adult Admin Lincoln South & North Hykeham, Adult Admin Louth, Adult Admin Skegness, Adult Admin Sleaford, Adult Admin South Grantham District Hospital, Adult Admin Spalding, Adult Admin Stamford & Bourne, Adult Admin West Lincoln County

Available in:

- Adult CHC Checklist
- Adult CHC Checklist Review

Adult Admin forward CHC Decision Support Tool to Health

This notification:

- is optional
- can be sent to any worker or Adult Admin Boston, Adult Admin East Boston Pilgrim Hospital, Adult Admin Gainsborough, Adult Admin Grantham, Adult Admin Lincoln Central, Adult Admin Lincoln South & North Hykeham, Adult Admin Louth, Adult Admin Skegness, Adult Admin Sleaford, Adult Admin South Grantham District Hospital, Adult Admin Spalding, Adult Admin Stamford & Bourne, Adult Admin West Lincoln County

Available in:

- Adult CHC Decision Support Tool
- Adult CHC Decision Support Tool Review

Adult Admin output request

This notification:

- is optional
- can be sent to any worker or Adult Admin Boston, Adult Admin Gainsborough, Adult Admin Grantham, Adult Admin Lincoln Central, Adult Admin Lincoln South & North Hykeham, Adult Admin Louth, Adult Admin Skegness, Adult Admin Sleaford, Adult Admin Spalding, Adult Admin Stamford & Bourne

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Support Plan Review
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult Assessment notification received

This notification:

- is optional
- can be sent to any worker or Adult Care Boston, Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care East Review, Adult Care Gainsborough, Adult Care Grantham, Adult Care Hykeham, Adult Care Lincoln North, Adult Care Lincoln South, Adult Care Louth, Adult Care Market Rasen, Adult Care North & South Kesteven Occupational Therapy, Adult Care Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Lindsey & Lincoln Occupational Therapy, Adult Care West Review, Adult LPFT Social Work North, Adult LPFT Social Work South, East Boston Pilgrim Hospital, Intake Team, Learning Disabilities Boston & Skegness, Learning Disabilities Grantham, Bourne & Stamford, Learning Disabilities Lincoln & Hykeham, Learning Disabilities Louth, Learning Disabilities Spalding & Sleaford, Learning Disabilities West Lindsey, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Hospital Case Monitoring

Adult Authorise DP termination / suspension

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Carer Purchase Service Request
- Adult Case Closure
- Adult Change in Care Package Delivery Request
- Adult End Services Admin
- Adult End Services Request
- Adult Proposed Case Closure
- Adult Purchase Service Request
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Best Interest meeting cancellation

This request:

- is optional
- can be sent to Adult Safeguarding – Meeting

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Community Transfer of Care Case Monitoring
- Adult Hospital Case Monitoring
- Adult Mental Health Act Assessment
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment

- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Risk Assessment and Management Plan
- Adult Transition Needs Assessment

Adult Best Interest meeting re-arrangement

This request:

- is optional
- can be sent to Adult Safeguarding – Meeting

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Community Transfer of Care Case Monitoring
- Adult Hospital Case Monitoring
- Adult Mental Health Act Assessment
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Risk Assessment and Management Plan
- Adult Transition Needs Assessment

Adult Brokerage purchase service

This request:

- is optional
- can be sent to Brokerage 1 Market Rasen – Admin Inbox, Brokerage 2 Louth – Admin Inbox, Brokerage 3 Boston – Admin Inbox, Brokerage 4 Skegness – Admin Inbox, Brokerage 5 Lincoln – Admin Inbox, Brokerage 6 Gainsborough – Admin Inbox, Brokerage 7 Hykeham – Admin Inbox, Brokerage 8 Lincoln South – Admin Inbox, Brokerage 9 Grantham – Admin Inbox, Brokerage 10 Sleaford – Admin Inbox, Brokerage 11 Spalding – Admin Inbox, Brokerage 12 Stamford & Bourne – Admin Inbox, Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult Purchase Services – Personal Budget

Adult Care Finance informed by manager

This notification:

- is optional
- can be sent to any worker or Adult Care Finance

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Carers admin output request

This notification:

- is optional
- can be sent to any worker or Carers First

Available in:

- Adult Carer Assessment
- Adult Carer Purchase Service Admin
- Adult Carer Purchase Service Request
- Adult Carer Support Plan

Adult Case closure action required

This request:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Case Closure

Adult Case closure in progress

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Case Closure

Adult Case closure no longer required

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Case Closure

Adult CoP additional information required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputyship Application

Adult CoP forms, awaiting return of CoP's

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputyship Application

Adult Discharge notification received

This notification:

- is optional
- can be sent to any worker or Adult Care Boston, Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care East Review, Adult Care Gainsborough, Adult Care Grantham, Adult Care Hykeham, Adult Care Lincoln North, Adult Care Lincoln South, Adult Care Louth, Adult Care Market Rasen, Adult Care North & South Kesteven Occupational Therapy, Adult Care Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Lindsey & Lincoln Occupational Therapy, Adult Care West Review, Adult LPFT Social Work North, Adult LPFT Social Work South, East Boston Pilgrim Hospital, Intake Team, Learning Disabilities Boston & Skegness, Learning Disabilities Grantham, Bourne & Stamford, Learning Disabilities Lincoln & Hykeham, Learning Disabilities Louth, Learning Disabilities Spalding & Sleaford, Learning Disabilities West Lindsey, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Hospital Case Monitoring

Adult EDT Alert

This notification:

- is optional
- can be sent to any worker or Adult Emergency Duty Team

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Carer Assessment
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- Adult CHC Review Attendance Request
- Adult Contact (Additional Information)
- Adult Contact (Carer)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult EDT Alert
- Adult Mental Health Act Assessment
- Adult Mental Health Social Care LPFT Triage
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Risk Assessment and Management Plan

- Adult Safeguarding Concern
- Adult Safeguarding Enquiry
- Adult Safeguarding Triage
- Adult Transition Needs Assessment

Adult Emergency request for home care within 4 hours (phone first)

This request:

- is optional
- can be sent to Brokerage 1 Market Rasen – Admin Inbox, Brokerage 2 Louth – Admin Inbox, Brokerage 3 Boston – Admin Inbox, Brokerage 4 Skegness – Admin Inbox, Brokerage 5 Lincoln – Admin Inbox, Brokerage 6 Gainsborough – Admin Inbox, Brokerage 7 Hykeham – Admin Inbox, Brokerage 8 Lincoln South – Admin Inbox, Brokerage 9 Grantham – Admin Inbox, Brokerage 1 Sleaford – Admin Inbox, Brokerage 11 Spalding – Admin Inbox, Brokerage 12 Stamford & Bourne – Admin Inbox, Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team

Adult End services – Brokerage

This request:

- is optional
- can be sent to Brokerage 1 Market Rasen – Admin Inbox, Brokerage 2 Louth – Admin Inbox, Brokerage 3 Boston – Admin Inbox, Brokerage 4 Skegness – Admin Inbox, Brokerage 5 Lincoln – Admin Inbox, Brokerage 6 Gainsborough – Admin Inbox, Brokerage 7 Hykeham – Admin Inbox, Brokerage 8 Lincoln South – Admin Inbox, Brokerage 9 Grantham – Admin Inbox, Brokerage 1 Sleaford – Admin Inbox, Brokerage 11 Spalding – Admin Inbox, Brokerage 12 Stamford & Bourne – Admin Inbox, Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult End Services – Equipment or Professional Support
- Adult End Services – Non-Personal Budget
- Adult End Services – Personal Budget

Adult End services – Other

This request:

- is optional
- can be sent to any worker

Available in:

- Adult End Services – Equipment or Professional Support
- Adult End Services – Non-Personal Budget
- Adult End Services – Personal Budget

Adult End services – Serco

This request:

- is optional
- can be sent to any worker or Serco Provider Deferred & Direct Payments Team

Available in:

- Adult End Services – Equipment or Professional Support
- Adult End Services – Non-Personal Budget
- Adult End Services – Personal Budget

Adult End services – Telecare

This request:

- is optional
- can be sent to any worker or Adult Telecare

Available in:

- Adult End Services – Non-Personal Budget

Adult Extension information required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Extension to Short Term Care Admin

Adult FGC Information required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Contact (Family Group Conference)

Adult FGC please note

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult FGC Planning

Adult FGC request

This request:

- is optional
- can be sent to any worker

Available in:

- Adult FGC Planning

Adult Financial Assessment update

This request:

- is optional
- can be sent to any worker or Serco Financial Assessments & Income Collection Team

Available in:

- Adult Deferred Payment

Adult First offer of placement

This request:

- is optional
- can be sent to any worker

Available in:

- Adult CSL Service

Adult Follow-up reminder

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Monitoring of CoP Application

Adult Hospital discharge confirmation

This notification:

- is optional
- can be sent to any worker or Adult Care Boston, Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care East Review, Adult Care Gainsborough, Adult Care Grantham, Adult Care Hykeham, Adult Care Lincoln North, Adult Care Lincoln South, Adult Care Louth, Adult Care Market Rasen, Adult Care North & South Kesteven Occupational Therapy, Adult Care Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Lindsey & Lincoln Occupational Therapy, Adult Care West Review, Adult LPFT Social Work North, Adult LPFT Social Work South, Intake Team, Learning Disabilities Boston & Skegness, Learning Disabilities Grantham, Bourne & Stamford, Learning Disabilities Lincoln & Hykeham, Learning Disabilities Louth, Learning Disabilities Spalding & Sleaford,

Available in:

- Adult Community Transfer of Care Case Monitoring
- Adult Hospital Case Monitoring

Adult Immediate CSL Bid Authorisation

This request:

- is optional
- can be sent to any worker or Adult CSL Requests Group

Available in:

- Adult CSL Referral

Adult Immediate Emergency Services information required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Immediate Emergency Services Admin

Adult Inform Hospital Worker assessment abandoned / cancelled following hospital admission

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Needs Assessment

Adult Inform Involved Worker that Corporate Appointeeship Set Up

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Appointeeship Application

Adult Inform Involved Worker that Corporate Deputyship is on hold

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputyship Application

Adult Inform Involved Worker that Corporate Deputyship rejected

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputyship Application

Adult Inform Involved Worker that Corporate Deputyship Set Up

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputyship Application

Adult Inform Manager

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult End of Safeguarding Activity

Adult Inform Practitioner of outcome

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Monitoring of CoP Application

Adult Inform referrer of outcome, CSL Service complete

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult CSL Service

Adult Inform referrer of outcome, Maximise Independence work complete

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)

Adult Information and advice via Business Support

This request:

- is optional
- can be sent to any worker or Adult Admin Boston, Adult Admin East Boston Pilgrim Hospital, Adult Admin Gainsborough, Adult Admin Grantham, Adult Admin Lincoln Central, Adult Admin Lincoln South & North Hykeham, Adult Admin Louth, Adult Admin Skegness, Adult Admin Sleaford, Adult Admin South Grantham District Hospital, Adult Admin Spalding, Adult Admin Stamford & Bourne, Adult Admin West Lincoln County

Available in:

- Adult Correspondence General

Adult Information update

This notification:

- is optional
- can be sent to any worker or Adult CSL Requests Group

Available in:

- Adult CSL Referral

Adult Maximise Independence Service ending

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)

Adult No action taken – incorrect workflow used

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Change in Care Package Delivery Admin
- Adult Extension to Short Term Care Admin

Adult Notification of activity

This notification:

- is optional
- can be sent to any worker or Adult Care Boston, Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care Gainsborough, Adult Care Grantham, Adult Care Hykeham, Adult Care Lincoln North, Adult Care Lincoln South, Adult Care Louth, Adult Care Market Rasen, Adult Care North & South Kesteven Occupational Therapy, Adult Care Skegness, Adult Care Sleaford, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Lindsey & Lincoln Occupational Therapy, Adult Emergency Duty Team, Intake Team, Learning Disabilities Boston & Skegness, Learning Disabilities Grantham, Bourne & Stamford, Learning Disabilities Lincoln & Hykeham, Learning Disabilities Louth, Learning Disabilities Spalding & Sleaford, Learning Disabilities West Lindsey

Available in:

- Adult Contact Notification to Area Team
- Adult Conversation Record: OT

Adult Notification of completed assessment

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Transition Needs Assessment

Adult Notification of information to involved worker / team

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult FGC Case Closure

Adult Notification of request outcome

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Contact (Family Group Conference)

Adult Notification of supervision

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult FGC Case Supervision

Adult Notification to Brokerage of reablement transfer

This notification:

- is optional
- can be sent to Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)

Adult Notification to Brokerage: Reablement transfer no longer required

This notification:

- is optional
- can be sent to Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Contact Notification to Area Team
- Adult Hospital Case Monitoring
- Adult Needs Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Notification to Carers First (CSC use only)

This notification:

- is optional
- can be sent to Carers First (CSC/CF use only) – Inbox

Available in:

- Adult Contact (Carer)

Adult Notification to CSC Carers Team

This notification:

- is optional
- can be sent to Adult Carers Service – Inbox

Available in:

- Adult Carer Assessment
- Adult Carer Emergency Response Plan
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- Adult Contact (Carer)

Adult Notification to Practitioner, Direct Payment Setup Completed

This notification:

- is mandatory
- can be sent to any worker

Available in:

- Adult Direct Payment Set Up

Adult Notify Admin of confirmed sensory impairment

This notification:

- is optional
- can be sent to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Triage

Adult Notify Direct Payments / Brokerage Team of outcome

This notification:

- is optional
- can be sent to Brokerage 1 Market Rasen – Admin Inbox, Brokerage 2 Louth – Admin Inbox, Brokerage 3 Boston – Admin Inbox, Brokerage 4 Skegness – Admin Inbox, Brokerage 5 Lincoln – Admin Inbox, Brokerage 6 Gainsborough – Admin Inbox, Brokerage 7 Hykeham – Admin Inbox, Brokerage 8 Lincoln South – Admin Inbox, Brokerage 9 Grantham – Admin Inbox, Brokerage 10 Sleaford – Admin Inbox, Brokerage 11 Spalding – Admin Inbox, Brokerage 12 Stamford & Bourne – Admin Inbox, Brokerage Hosp/Reable/EDT – Admin Inbox, Direct Payments – Inbox

Available in:

- Adult Financial Assessment

Adult Notify Key Team / Worker of Outcome

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Financial Assessment Referral – Net Assessable Income Only
- Adult Financial Assessment Referral – New Direct Payment
- Adult Financial Assessment Referral – New Long Term Care
- Adult Financial Assessment Referral – Non-Res / Non-DP
- Adult Financial Assessment Referral – Short Term Care Full Assessment
- Adult Financial Assessment Referral – Transition
- Adult Financial Assessment Review – Change in Circs

Adult Notify LSS Team of outcome

This notification:

- is optional
- can be sent to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Support Plan Review

Adult Notify worker of outcome

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Telecare Equipment Request

Adult OPG 1 search

This notification:

- is optional
- can be sent to any worker or Adult Care Finance

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Change in Care Package Delivery Request
- Adult Contact (Additional Information)
- Adult Contact (Open Case)
- Adult Hospital Case Monitoring
- Adult Needs Assessment
- Adult Purchase Service Request
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult OPG 1 search

This notification:

- is optional
- can be sent to Adult Care Finance

Available in:

- Adult Community Transfer of Care Case Monitoring

Adult OPG 1 search required

This notification:

- is optional
- can be sent to any worker or Adult Care Finance

Available in:

- Adult Monitoring of CoP Application

Adult Pass to Admin to send out purchase order/termination

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Purchase Services – Non-Personal Budget
- Adult Purchase Services – Personal Budget

Adult Pass to Financial Assessment team to attach charge

This request:

- is optional
- can be sent to any worker or Serco Financial Assessments & Income Collection Team

Available in:

- Adult Purchase Services – Personal Budget

Adult Placement not yet required, please place on waiting list

This notification:

- is optional
- can be sent to any worker or Adult CSL Requests Group

Available in:

- Adult CSL Referral

Adult Please action

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Contact (Additional Information – Finance)
- Adult Suspension of Non-Homecare Services

Adult Please action

This request:

- is optional
- can be sent to any worker

Available in:

- Adult End of Safeguarding Activity

Adult Please action

This request:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Access to Records
- Adult Adaptation
- Adult Adaptation Monitoring
- Adult Awaiting Response from Other Agency
- Adult Benefit Maximisation
- Adult Block Payment Admin
- Adult Block Payment Request
- Adult Brokerage Business Support for Inputting
- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Care Package Increase or Decrease Admin
- Adult Care Programme Approach
- Adult Carer Assessment
- Adult Carer Emergency Response Plan
- Adult Carer Purchase Service Admin

- Adult Carer Purchase Service Request
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- Adult Case Summary and Transfer (Moving and Handling)
- Adult Change in Care Package Delivery Admin
- Adult Change in Care Package Delivery Request
- Adult CHC Checklist
- Adult CHC Checklist Review
- Adult CHC Decision Support Tool
- Adult CHC Decision Support Tool Review
- Adult CHC Monitoring
- Adult CHC Outcome
- Adult Community Transfer of Care Case Monitoring
- Adult Community Transfer of Care Notification
- Adult Contact (Additional Information)
- Adult Contact (Carer)
- Adult Contact (Lincolnshire Sensory Service)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact (Reablement)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult CoP Private Applicant
- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Corporate Appointeeship Application
- Adult Corporate Appointeeship Review
- Adult Corporate Deputyship Application
- Adult Corporate Deputyship Review
- Adult Deferred Payment
- Adult Direct Payment Set Up
- Adult Disabled Facilities Grant Request
- Adult End Services – Carer Services
- Adult End Services – Equipment or Professional Support
- Adult End Services – Non-Personal Budget
- Adult End Services – Personal Budget
- Adult End Services Admin
- Adult End Services Correction – Non-Personal Budget
- Adult End Services Correction – Personal Budget
- Adult End Services Request
- Adult Extension to Short Term Care Admin
- Adult Extension to Short Term Care Monitoring
- Adult Extension to Short Term Care Request
- Adult FGC Case Closure
- Adult FGC Case Supervision
- Adult FGC Meeting
- Adult FGC Planning
- Adult Financial Assessment
- Adult Financial Assessment Allocation

- Adult Financial Assessment Referral
- Adult Financial Assessment Referral – Net Assessable Income Only
- Adult Financial Assessment Referral – New Direct Payment
- Adult Financial Assessment Referral – New Long Term Care
- Adult Financial Assessment Referral – Non-Res / Non-DP
- Adult Financial Assessment Referral – Res Nil
- Adult Financial Assessment Referral – Short Term Care Full Assessment
- Adult Financial Assessment Referral – Transition
- Adult Financial Assessment Review – Change in Circs
- Adult Financial Assessment Update
- Adult Further Information
- Adult Hospital Case Monitoring
- Adult Immediate Emergency Services Admin
- Adult Immediate Emergency Services Request
- Adult Initial Hospital Notification
- Adult Internal Contact
- Adult Joint Review Tracking
- Adult LSS Case Monitoring
- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Support Plan Review
- Adult LSS Triage
- Adult Mental Health Act Assessment
- Adult Mental Health Social Care LPFT Referral
- Adult Mental Health Social Care LPFT Triage
- Adult Monitoring of CoP Application
- Adult Moving and Handling Assessment and Plan
- Adult Moving and Handling Review
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Casework Record
- Adult OT Specialist Assessment
- Adult Professional Support (LPFT)
- Adult Proposed Case Closure
- Adult Purchase Service Admin
- Adult Purchase Service Request
- Adult Purchase Services – Adaptation, Telecare or Professional Support
- Adult Purchase Services – Block Contract (up front) Payments
- Adult Purchase Services – Non-Personal Budget
- Adult Purchase Services – Personal Budget
- Adult Reablement – Social
- Adult Referral to Other Agency
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Risk Assessment and Management Plan
- Adult Safeguarding Concern
- Adult Safeguarding Enquiry
- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review

- Adult Safeguarding Triage
- Adult Services Migration Correction – Non-Personal Budget
- Adult Services Migration Correction – Personal Budget
- Adult Telecare Referral
- Adult Third Party Assessment / Plan for Equipment
- Adult Transition Needs Assessment
- LF&R Home Risk Assessment
- LF&R Safe and Well Visit

Adult Please action (QA use only)

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Carer Review
- Adult Carer Support Plan

Adult Please check: Potential need for financial assessment

This notification:

- is optional
- can be sent to FA Referral – Inbox

Available in:

- Direct Payment Audit
- Direct Payment Audit Revisions

Adult Please check: Potential need to bring forward scheduled review

This notification:

- is optional
- can be sent to any worker

Available in:

- Direct Payment Audit
- Direct Payment Audit Revisions

Adult Please confirm date papers served

This request:

- is mandatory
- can be sent to any worker

Available in:

- Adult Corporate Deputyship Application

Adult Please convene Best Interest meeting / send invitations

This request:

- is optional
- can be sent to Adult Safeguarding – Meeting

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Community Transfer of Care Case Monitoring
- Adult Hospital Case Monitoring

- Adult Mental Health Act Assessment
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Risk Assessment and Management Plan
- Adult Transition Needs Assessment

Adult Please convene Safeguarding meeting / send invitations

This request:

- is optional
- can be sent to Adult Safeguarding – Meeting

Available in:

- Adult Safeguarding Enquiry
- Adult Safeguarding Triage

Adult Please record STC

This notification:

- is optional
- can be sent to any worker or Adult Admin Boston, Adult Admin Gainsborough, Adult Admin Grantham, Adult Admin Lincoln Central, Adult Admin Lincoln South & North Hykeham, Adult Admin Louth, Adult Admin Skegness, Adult Admin Sleaford, Adult Admin Spalding, Adult Admin Stamford & Bourne

Available in:

- Adult Extension to Short Term Care Request

Adult Please review information and authorise

This notification:

- is optional
- can be sent to any worker or Adult CSL Requests Group

Available in:

- Adult CSL Referral

Adult Please review information and authorise

This request:

- is mandatory
- can be sent to any worker

Available in:

- Adult Care and Support Plan: Area Team
- Adult Carer Support Plan
- Adult CHC Decision Support Tool
- Adult CHC Decision Support Tool Review
- Adult Extension to Short Term Care Request

Adult Please review information and authorise

This request:

- is mandatory
- can be sent to any worker or CS Family Group Conference Team

Available in:

- Adult Contact (Family Group Conference)
- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Maximising Independence Evaluation (PD)
- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)
- Adult Referral Maximising Independence (LD)
- Adult Referral Maximising Independence (PD)

Adult Please review information and authorise

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Adaptation
- Adult Adaptation Monitoring
- Adult Care and Support Plan: Non-Area Team
- Adult Care Programme Approach
- Adult Carer Assessment
- Adult Carer Purchase Service Request
- Adult Carer Review
- Adult Change in Care Package Delivery Request
- Adult CHC Checklist
- Adult CHC Checklist Review
- Adult CHC Monitoring
- Adult Community Transfer of Care Case Monitoring
- Adult End of Safeguarding Activity
- Adult Extension to Short Term Care Monitoring
- Adult Financial Assessment
- Adult Hospital Case Monitoring
- Adult Immediate Emergency Services Request
- Adult Mental Health Act Assessment
- Adult Mental Health Social Care LPFT Triage
- Adult Moving and Handling Assessment and Plan
- Adult Moving and Handling Review
- Adult Need to Know
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Reablement – Social
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Risk Assessment and Management Plan
- Adult Safeguarding Enquiry
- Adult Safeguarding Triage
- Adult Transition Needs Assessment
- LF&R Home Risk Assessment
- LF&R Safe and Well Visit

Adult Please review information and authorise

This request:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Contact (Carer)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Disabled Facilities Grant Request
- Adult Internal Contact
- Adult Monitoring of CoP Application
- Adult Safeguarding Concern
- Adult Telecare Equipment Request

Adult Please review information and authorise

This request:

- is optional
- can be sent to any worker or Maximising Independence Service

Available in:

- Adult Maximising Independence Evaluation (LD)
- Adult Proposed Case Closure

Adult Please suspend homecare services

This request:

- is optional
- can be sent to Brokerage 1 Market Rasen – Admin Inbox, Brokerage 2 Louth – Admin Inbox, Brokerage 3 Boston – Admin Inbox, Brokerage 4 Skegness – Admin Inbox, Brokerage 5 Lincoln – Admin Inbox, Brokerage 6 Gainsborough – Admin Inbox, Brokerage 7 Hykeham – Admin Inbox, Brokerage 8 Lincoln South – Admin Inbox, Brokerage 9 Grantham – Admin Inbox, Brokerage 1 Sleaford – Admin Inbox, Brokerage 11 Spalding – Admin Inbox, Brokerage 12 Stamford & Bourne – Admin Inbox, Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult Extension to Short Term Care Admin

Adult Practitioner involvement required

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Monitoring of CoP Application

Adult Purchase Adaptation grant on Business World On

This request:

- is optional
- can be sent to any worker or Adult Admin Boston, Adult Admin East Boston Pilgrim Hospital, Adult Admin Gainsborough, Adult Admin Grantham, Adult Admin Lincoln Central, Adult Admin Lincoln South & North Hykeham, Adult Admin Louth, Adult Admin Skegness, Adult Admin Sleaford, Adult Admin South Grantham District Hospital, Adult Admin Spalding, Adult Admin Stamford & Bourne, Adult Admin West Lincoln County

Available in:

- Adult Adaptation Monitoring

Adult Purchase Service information required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Care Package Increase or Decrease Admin
- Adult Carer Purchase Service Admin
- Adult Purchase Service Admin

Adult Request for additional information/clarification

This request:

- is optional
- can be sent to any worker

Available in:

- Adult CSL Service

Adult Request for Direct Payment client contribution

This request:

- is optional
- can be sent to any worker or Serco Financial Assessments & Income Collection Team

Available in:

- Adult Direct Payment Set Up

Adult Request for information

This request:

- is optional
- can be sent to any worker

Available in:

- Adult FGC Meeting
- Adult FGC Planning

Adult Request for meeting attendance

This request:

- is optional
- can be sent to any worker

Available in:

- Adult FGC Meeting
- Adult FGC Planning

Adult Safeguarding meeting cancellation

This request:

- is optional
- can be sent to Adult Safeguarding – Meeting

Available in:

- Adult Safeguarding Enquiry
- Adult Safeguarding Triage

Adult Safeguarding meeting re-arrangement

This request:

- is optional
- can be sent to Adult Safeguarding – Meeting

Available in:

- Adult Safeguarding Enquiry
- Adult Safeguarding Triage

Adult Section 42: Action required

This request:

- is optional
- can be sent to any worker or Adult Care Boston, Adult Care Gainsborough, Adult Care Grantham, Adult Care Hykeham, Adult Care Lincoln North, Adult Care Lincoln South, Adult Care Louth, Adult Care Market Rasen, Adult Care Skegness, Adult Care Sleaford, Adult Care Spalding, Adult Care Stamford/Bourne, Adult LPFT Social Work North, Adult LPFT Social Work South, Intake Team, Learning Disabilities Boston & Skegness, Learning Disabilities Grantham, Bourne & Stamford, Learning Disabilities Lincoln & Hykeham, Learning Disabilities Louth, Learning Disabilities Spalding & Sleaford, Learning Disabilities West Lindsey

Available in:

- Adult Safeguarding Enquiry
- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review
- Adult Safeguarding Triage

Adult Services ending

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult End Services Request

Adult Subsequent offer of placement

This request:

- is optional
- can be sent to any worker

Available in:

- Adult CSL Service

Adult Temporary change information required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Change in Care Package Delivery Admin

Adult Visit completed

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputy Independent Visit

Adult Visit completed, please review and action

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Corporate Deputy Independent Visit

Adult Withdrawal notification received

This notification:

- is optional
- can be sent to any worker or Adult Care Boston, Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care East Review, Adult Care Gainsborough, Adult Care Grantham, Adult Care Hykeham, Adult Care Lincoln North, Adult Care Lincoln South, Adult Care Louth, Adult Care Market Rasen, Adult Care North & South Kesteven Occupational Therapy, Adult Care Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Lindsey & Lincoln Occupational Therapy, Adult Care West Review, Adult LPFT Social Work North, Adult LPFT Social Work South, East Boston Pilgrim Hospital, Intake Team, Learning Disabilities Boston & Skegness, Learning Disabilities Grantham, Bourne & Stamford, Learning Disabilities Lincoln & Hykeham, Learning Disabilities Louth, Learning Disabilities Spalding & Sleaford, Learning Disabilities West Lindsey, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Hospital Case Monitoring

Adult: Please Suspend Homecare Services

This request:

- is optional
- can be sent to Brokerage 1 Market Rasen – Admin Inbox, Brokerage 2 Louth – Admin Inbox, Brokerage 3 Boston – Admin Inbox, Brokerage 4 Skegness – Admin Inbox, Brokerage 5 Lincoln – Admin Inbox, Brokerage 6 Gainsborough – Admin Inbox, Brokerage 7 Hykeham – Admin Inbox, Brokerage 8 Lincoln South – Admin Inbox, Brokerage 9 Grantham – Admin Inbox, Brokerage 1 Sleaford – Admin Inbox, Brokerage 11 Spalding – Admin Inbox, Brokerage 12 Stamford & Bourne – Admin Inbox, Brokerage Hosp/Reable/EDT – Admin Inbox

Available in:

- Adult Change in Care Package Delivery Admin
- Adult Immediate Emergency Services Admin
- Adult Purchase Service Admin

Advise OT of DFG outcome

This notification:

- is mandatory
- can be sent to any worker or Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care North & South Kesteven Occupational Therapy, Adult Care West Lindsey & Lincoln Occupational Therapy, CS Occupational Therapy Team

Available in:

- DFG Application for Adaptation

Case Closure end all services on Abacus

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult Purchase Services – Non-Personal Budget
- Adult Purchase Services – Personal Budget

Closure Audit Feedback

This notification:

- is optional
- can be sent to any worker

Available in:

- Adult FGC Case Closure

DFG additional information required

This request:

- is optional
- can be sent to any worker or Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care North & South Kesteven Occupational Therapy, Adult Care West Lindsey & Lincoln Occupational Therapy, CS Occupational Therapy Team

Available in:

- DFG Application for Adaptation

FGC Manager: Please review and authorise

This request:

- is mandatory
- can be sent to any worker

Available in:

- Adult FGC Case Closure
- Adult FGC Meeting

FGC Manager: Please review and authorise

This request:

- is optional
- can be sent to any worker

Available in:

- Adult FGC Case Supervision

MH Transfer: Information Required

This request:

- is optional
- can be sent to any worker

Available in:

- Adult Case Summary and Transfer (Moving and Handling)

Missing documentation – LP intervention required

This request:

- is optional
- can be sent to any worker

Available in:

- Direct Payment Audit

Notify Key Team / Worker of outcome

This notification:

- is mandatory
- can be sent to any worker or any team

Available in:

- Direct Payment Audit

Notify Key Team / Worker of outcome

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- Adult Financial Assessment Referral – Res Nil
- Direct Payment Audit Revisions

Notify OT – Progress update

This notification:

- is optional
- can be sent to any worker or Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care North & South Kesteven Occupational Therapy, Adult Care West Lindsey & Lincoln Occupational Therapy, CS Occupational Therapy Team

Available in:

- DFG Application for Adaptation

Please action

This request:

- is optional
- can be sent to any worker

Available in:

- Customer Relations Feedback
- Direct Payment Audit Revisions

Please action

This request:

- is optional
- can be sent to any worker or any team

Available in:

- DFG Application for Adaptation
- DFG Outcomes
- Direct Payment Audit

Please review and authorise adaptation request

This request:

- is mandatory
- can be sent to any worker or DFG Boston Borough Council, DFG East Lindsey District Council, DFG Lincoln City Council, DFG North Kesteven District Council, DFG South Holland District Council, DFG South Kesteven District Council, DFG West Lindsey District Council

Available in:

- Adult Disabled Facilities Grant Request

Please review information and authorise

This request:

- is optional
- can be sent to any worker

Available in:

- DFG Outcomes
- Direct Payment Audit

Please review information and authorise

This request:

- is optional
- can be sent to any worker or any team

Available in:

- Direct Payment Audit Revisions

Please review plans and authorise

This request:

- is optional
- can be sent to any worker or Adult Care Boston & South Holland Occupational Therapy, Adult Care East Lindsey Occupational Therapy, Adult Care North & South Kesteven Occupational Therapy, Adult Care West Lindsey & Lincoln Occupational Therapy, CS Occupational Therapy Team

Available in:

- DFG Application for Adaptation

WB Additional information required

This request:

- is optional
- can be sent to any worker

Available in:

- WB Initial Risk Assessment and Triage
- WB SADL Service
- WB Trusted Assessment and Support Planning

WB Hub please send relevant correspondence

This notification:

- is optional
- can be sent to any worker or Wellbeing Service Hub Team

Available in:

- WB Case Monitoring
- WB Support Action Plan Delivery

WB Please action

This request:

- is optional
- can be sent to any worker or Wellbeing Service Hub Team, Wellbeing Service North, Wellbeing Service South

Available in:

- WB Case Monitoring
- WB Initial Risk Assessment and Triage
- WB SADL Service
- WB Support Action Plan Delivery
- WB Trusted Assessment and Support Planning

WB Transfer to Senior Officer to review information and add additional next actions

This request:

- is mandatory
- can be sent to any worker or Wellbeing Service Management Team

Available in:

- WB Support Action Plan Delivery
- WB Trusted Assessment and Support Planning

WB Unable to proceed with referral, please re-refer

This notification:

- is optional
- can be sent to any worker or any team

Available in:

- WB Initial Risk Assessment and Triage