Referring to Telecare and/or TEPAC Pilot

This guide is for practitioners who need to make a referral to the **Technology Enabled Prevention and Care (TEPAC) pilot** and / or for **LCC commissioned Telecare**.

Practice guidance for the criteria to refer people to these services is available here:

- Telecare guidance - **Telecare (trixonline.co.uk)**
- TEPAC pilot guidance – **Section 11** of the **Local Resource Library (trixonline.co.uk)**

To refer a case in Mosaic, choose **Adult Telecare Referral** as a next action. This action is available from various workflow steps.

You must assign the **Adult Telecare Referral** workflow step to yourself for completion (using the **Assign to Me** button) so you can provide Adult Telecare with all of the information they need to liaise with Nottingham Rehabilitation Services (NRS), our telecare provider, to arrange the services.

You should always ensure you have referenced the need for Telecare services within your workflow steps e.g. within the assessment and plan.

For referrals to the TEPAC pilot only, you can select **Adult Telecare Referral (TEPAC pilot only)** as a next action from:

- **Adult Conversation Record**
- **Adult Conversation Record Follow up**
- **Adult Hospital Discharge Request**

For palliative care cases only, CSC can also select **Adult Telecare Referral** as a next action from **Adult Contact (New/Open Case).**

Recording the Adult Telecare Referral step

To start the **Adult Telecare 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 Telecare Referral** step will open in a separate window – it contains the **Adult Telecare and TEPAC Referral** form

Tips for completing the form

Clicking on the **Show guidance** icon will give you additional information to assist in answering the associated question.

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 form.

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.

There are 11 sections and each section should be completed with relevant information.

In **Section 1** 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 (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

GP / Medical Practitioner – will be blank if there is no named GP or GP Surgery recorded on the person's record

A red warning message will display if –

- the named GP and GP Surgery already recorded do not match
- the GP Surgery has previously been recorded as not known, or the person has been recorded as not registered with a GP Practice.

Please refer to the **GP Details** user guide for guidance on how to record/update the GP or surgery if needed.

Use the **Find** button to record details of the **who is to be contacted** when the Telecare equipment is to be collected in **Section 1**, **Landlord Details** (if applicable) in **Section 2**, **Referrer** details in **Section 3**, **Responder** details in **Section 8** and **Manager** details in **Section 9**.

Important: The **'Manual Input'** button should only be used as a last resort:

- If a person is not known in Mosaic they should be created. To avoid duplicate records, you should always search using at least 3 different search criteria before creating them. See the **Creating a Person** user guide for full details.

- If a worker / an organisation is not known or their details are incorrect, you should complete the relevant Mosaic Requests form to request they are created/updated.

Use the **date picker** icon  to record the **Date of referral** in **Section 3.**

In **Section 4** you should ensure all fields are completed with as much detail as possible about any known safety issues and the person's needs and any risks.

You will only need to complete **Section 5** if you are making a referral for the TEPAC pilot – as per the bold text at the top of this section information will display if you've stated it is a referral to the TEPAC pilot in **Section 3**.

Use the **Add** button to record details of **Equipment / Response Required** in **Section 7** - It is mandatory that at least one entry is added to the table.

Within the popup window that opens, click the **Add** button to add one entry and then add another, or click the **Add and close** button if only recording one entry or when all entries have been recorded. The **Close** button will close the popup without adding an entry.

When entries have been recorded the following icons are displayed:

Edit – to edit/amend an entry

Delete – to delete/remove an entry

Move this row up – to rearrange the order of the entries added (only displays if more than one entry is recorded)

Section 11. Next actions

A next action must be added before the step can be finished.

To record a next action:

- Click the **Add** button
- Select the relevant action from the **'Select action'** dropdown menu
- Assign to = Select/Find as appropriate - Not required for NFA (no further action) actions
- Note = record any necessary information – recommended when assigning a next action to another team/worker
- Priority = select radio button as appropriate – use the 'Note' field to explain why you have changed the 'Priority' from 'Normal' if you change it
- Click the **Add and close** button

Next Action	When to use	Who to assign to
Adult Telecare Equipment Request	To refer the case to Adult Telecare	**Adult Lincolnshire Community Equipment and Telecare Service** using the Pass to team dropdown menu

Next Action	When to use	Who to assign to
Adult No Further Action Required	If no further action is required, and a full case closure cannot be completed because there are services in place or other workers or teams are still working with the case etc.	This is a terminating (no further action) action, so does not need to be assigned
Adult Proposed Case Closure	If a full case closure is required, i.e. the person does not already have services, or current services and involvement from all involved teams are to close Please check **Case Closures, Full, Team and Involvement** user guide for full details of when to select this next action	Self using the **Assign to Me** button
Adult Case Closure Already Started (NFA)	If a full case closure is required and is already underway. To add this action, you must be able to see **Adult Proposed Case Closure** or **Adult Case Closure in Progress** within Current Work on the Person summary screen	This is a terminating (no further action) action, so does not need to be assigned

Once you have completed the form and recorded the appropriate action, click the **Finish** icon