

Directory

Mosaic Adults

Next Actions

24 April 2020

Introduction

This directory will help you to find which next actions are available within each workflow step. Additionally, it gives some useful information about what each next action 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 next actions.

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 next action 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 next action 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 12 week CHC DST Review

This next action:

- can be assigned to any worker or 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 CHC Decision Support Tool

Adult Acknowledged (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Additional Information Received
- Adult Area Team / Key Worker to Facilitate Discharge
- Adult Bring Forward Scheduled Carer Review
- Adult Bring Forward Scheduled Direct Payment Audit
- Adult Bring Forward Scheduled Moving and Handling Review
- Adult Bring Forward Scheduled Review
- Adult Hospital to Hospital Transfer
- Adult Inform Area Team / Key Worker of Hospital Admission
- Adult LSS Risk Notification to Key Team
- Adult Notification for Carers First
- Adult Notify Key Team / Worker of Outcome
- Adult Purchase Service Update
- Adult Referral for Joint Involvement
- Adult Services Ended
- Adult Suspension of Non-Homecare Services
- LF&R Risk Notification to Key Worker or Key Team

Adult Adaptation – Other

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult Moving and Handling Assessment and Plan
- Adult OT Action Plan
- Adult OT Specialist Assessment

Adult Adaptation Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Adaptation

Adult Adaptation Monitoring

This next action:

- can be assigned 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 Adaptation

Adult Adaptation Process Abandoned / Cancelled (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Adaptation Monitoring

Adult Add / Amend Deferred Charge – Non Personal Budget

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Deferred Payment

Adult Add / Amend Deferred Charge – Personal Budget

This next action:

- can be assigned to any worker

Available in:

- Adult Deferred Payment

Adult Additional 'Adult LSS Needs Assessment' Required

This next action:

- requires reasons
- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Support Plan Review

Adult Additional Information Received

This next action:

- can be assigned to any worker or Adult Care Boston, Adult Care Boston & South Holland Occupational Therapy, Adult Care East Community Hospital and Transfer of Care, 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 Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, Adult Care West Lindsey & Lincoln Occupational Therapy, Adult Care West Review, Adult LPFT Social Work North, Adult LPFT Social Work South, Carers First, 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, Serco Care & Wellbeing Hub, South Grantham District Hospital, South Peterborough Hospital,

Available in:

- Adult Contact (Additional Information)

Adult Admitted Back to Acute Hospital

This next action:

- can be sent early
- can be assigned to any worker or East Boston Pilgrim Hospital, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Community Transfer of Care Case Monitoring

Adult Annual CHC DST Review

This next action:

- can be assigned to any worker or 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 CHC Decision Support Tool
- Adult CHC Decision Support Tool Review

Adult Annual Review of Care and Support Plan

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, 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 Review of Care and Support Plan

Adult Annual Review of Care and Support Plan (Revised)

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, 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 Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Review of Care and Support Plan (Revised)

Adult Area Team / Key Worker to Facilitate Discharge

This next action:

- can be sent early
- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, 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, Learning Disabilities West Lindsey

Available in:

- Adult Hospital Case Monitoring

Adult Assessment Abandoned / Cancelled Due to Hospital Admission (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Needs Assessment

Adult Benefit Maximisation

This next action:

- can be assigned to any worker

Available in:

- Adult Benefit Maximisation
- Adult Financial Assessment Allocation
- Adult Further Information

Adult Block Payment Admin

This next action:

- can be assigned to Non-Brokered Non Res Services – Inbox

Available in:

- Adult Block Payment Request

Adult Bring Forward Scheduled Carer Review

This next action:

- can be assigned to Adult Carers Service – Inbox or Carers First

Available in:

- Adult Carer Triage

Adult Bring Forward Scheduled Direct Payment Audit

This next action:

- can be assigned to any worker or Customer Finance Audit Team

Available in:

- Adult Carer Review
- Adult Contact (Open Case)
- Adult Direct Payment Set Up
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Bring Forward Scheduled Moving and Handling Review

This next action:

- can be assigned 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

Available in:

- Adult Conversation Record: OT
- Adult Third Party Assessment / Plan for Equipment

Adult Bring Forward Scheduled Moving and Handling Review

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult OT Action Plan
- Adult OT Specialist Assessment

Adult Bring Forward Scheduled Review

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Review, 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

Available in:

- Adult Contact Notification to Area Team

Adult Bring Forward Scheduled Review (Assign to Area Team)

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Review, 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

Available in:

- Adult Care and Support Plan: Non-Area Team
- Adult Contact (Open Case)

Adult Bring Forward Scheduled Review (Open Case)

This next action:

- can be assigned 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 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, Learning Disabilities West

Available in:

- Adult CHC Review Attendance Request

Adult Bring Forward Scheduled Review: No Hospital Review Completed (Assign to Area Team)

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, Adult Care West Review, 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 Hospital Case Monitoring

Adult Brokerage Business Support for Inputting

This next action:

- can be assigned to Brokerage Business Support – Admin Inbox

Available in:

- Adult Purchase Service Admin

Adult Brokerage Business Support Inputting Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Brokerage Business Support for Inputting

Adult Care and Support Plan: Area Team

This next action:

- can be assigned to any worker or 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 Needs Assessment
- Adult Transition Needs Assessment

Adult Care and Support Plan: Non-Area Team

This next action:

- can be assigned to any worker

Available in:

- Adult Needs Assessment

Adult Care Package Request / Change Abandoned (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End Services – Carer Services
- 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 Purchase Services – Adaptation, Telecare or Professional Support
- Adult Purchase Services – Block Contract (up front) Payments
- Adult Purchase Services – Carer Services
- Adult Purchase Services – Non-Personal Budget
- Adult Purchase Services – Personal Budget

Adult Care Package Updated / Admin Acknowledged (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

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

Adult Care Programme Approach End (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Care Programme Approach

Adult Care Programme Approach Review

This next action:

- can be assigned to any worker or 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 Care Programme Approach

Adult Carer Assessment

This next action:

- can be assigned to any worker or Carers First

Available in:

- Adult Carer Review

Adult Carer Assessment

This next action:

- requires reasons
- can be assigned to any worker or Carers First

Available in:

- Adult Carer Triage

Adult Carer Contact to be Recorded on Carer's Record (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Lincolnshire Sensory Service)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult LSS Needs Assessment
- Adult LSS Support Plan Review
- Adult LSS 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 Transition Needs Assessment

Adult Carer Emergency Response Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Carer Emergency Response Plan

Adult Carer Emergency Response Plan

This next action:

- can be assigned to any worker or Carers First

Available in:

- Adult Carer Assessment
- Adult Carer Support Plan

Adult Carer Only Services Ended – Other Services Continue (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End Services – Carer Services

Adult Carer Purchase Service Request

This next action:

- can be assigned to any worker

Available in:

- Adult Carer Review
- Adult Carer Support Plan

Adult Carer Review

This next action:

- can be assigned to any worker or Carers First

Available in:

- Adult Carer Review
- Adult Carer Support Plan

Adult Carer Support Plan

This next action:

- can be assigned to any worker

Available in:

- Adult Carer Assessment

Adult Carer Triage

This next action:

- requires reasons
- can be assigned to Adult Carers Service – Inbox, Carers First (CSC/CF use only) –

Available in:

- Adult Contact (Carer)
- Adult Contact (Lincolnshire Sensory Service)
- Adult LSS Needs Assessment
- Adult LSS Support Plan Review
- Adult LSS Triage

Adult Carers Emergency Response Plan Activated (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Carer)

Adult Carers Services Required

This next action:

- can be assigned to Direct Payments – Inbox

Available in:

- Adult Carer Purchase Service Request
- Adult Purchase Service Request

Adult Case Closed (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Case Closure

Adult Case Closure

This next action:

- can be assigned 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 Hospital, Adult LPFT Social Work North, Adult LPFT Social Work South

Available in:

- Adult Proposed Case Closure

Adult Case Closure Already Started (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Access to Records
- Adult Adaptation
- Adult Adaptation Monitoring
- Adult Additional Information Received
- Adult Awaiting Response from Other Agency
- Adult Benefit Maximisation
- Adult Bring Forward Scheduled Carer Review
- Adult Bring Forward Scheduled Direct Payment Audit
- Adult Bring Forward Scheduled Moving and Handling Review
- Adult Bring Forward Scheduled Review
- Adult Brokerage Business Support for Inputting
- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Care Programme Approach
- Adult Carer Assessment
- Adult Carer Emergency Response Plan
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- Adult CHC Checklist
- Adult CHC Checklist Review
- Adult CHC Decision Support Tool
- Adult CHC Decision Support Tool Review
- Adult CHC Monitoring
- Adult CHC Review Attendance Request
- Adult Community Transfer of Care Case Monitoring
- Adult Community Transfer of Care Notification
- Adult Contact (Lincolnshire Sensory Service)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Corporate Appointeeship Application

- Adult Corporate Appointeeship Review
- Adult Corporate Deputy Independent Visit
- Adult Corporate Deputyship Application
- Adult Corporate Deputyship Review
- Adult Deferred Payment
- Adult Direct Payment Set Up
- Adult End of Safeguarding Activity
- 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 Initial Hospital Notification
- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Support Plan Review
- Adult LSS Triage
- Adult Maximising Independence Evaluation (LD)
- Adult Maximising Independence Evaluation (PD)
- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)
- 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 Specialist Assessment
- Adult Personal Budget Statement / Support Plan
- Adult Professional Support (LPFT)
- Adult Purchase Services – Adaptation, Telecare or Professional Support
- Adult Reablement – Social
- Adult Referral for Joint Involvement
- Adult Referral Maximising Independence (LD)
- Adult Referral Maximising Independence (PD)
- 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 Telecare Equipment Request
- Adult Telecare Referral
- Adult Third Party Assessment / Plan for Equipment
- Adult Transition Needs Assessment
- WB Initial Risk Assessment and Triage
- WB Support Action Plan Delivery
- WB Trusted Assessment and Support Planning

Adult Case Closure Not Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Case Closure
- Adult Proposed Case Closure

Adult Case Monitoring No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

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

Adult Change Confirmed, Purchase Step not Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Change in Care Package Delivery Admin

Adult Change in Care Package Contribution

This next action:

- can be assigned to Change in Care Non-Brokered – Inbox, Change in Care Brokered – Inbox

Available in:

- Adult Care Package Increase or Decrease Admin
- Adult Change in Care Package Delivery Admin
- Adult CHC Outcome
- Adult Extension to Short Term Care Admin
- Adult Purchase Service Admin

Adult Change in Care Package Delivery Request

This next action:

- can be assigned to any worker

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Contact (Open Case)
- Adult Initial Hospital Notification

Adult Change in Care Package Delivery Request

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Community Transfer of Care Case Monitoring
- Adult Hospital Case Monitoring
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Change to Care Package (Homecare / Shared Lives Services)

This next action:

- can be assigned 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, Shared Lives – Inbox

Available in:

- Adult Change in Care Package Delivery Request

Adult Change to Care Package (Non-Homecare Services)

This next action:

- can be assigned to Direct Payments – Inbox, Residential/Nursing Care – Inbox, Non-Brokered Non Res Services – Inbox

Available in:

- Adult Change in Care Package Delivery Request

Adult Change to Care Package No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Care Package Increase or Decrease Admin
- Adult Change in Care Package Delivery Admin
- Adult Change in Care Package Delivery Request

Adult CHC Checklist

This next action:

- can be assigned to any worker

Available in:

- Adult OT Action Plan

Adult CHC Checklist

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Needs Assessment
- Adult OT Specialist Assessment
- Adult Transition Needs Assessment

Adult CHC Checklist Review

This next action:

- can be assigned to any worker or 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 CHC Checklist
- Adult CHC Checklist Review
- Adult CHC Decision Support Tool
- Adult CHC Decision Support Tool Review

Adult CHC Decision Support Tool

This next action:

- requires reasons
- can be assigned to any worker

Available in:

- Adult CHC Checklist Review

Adult CHC Decision Support Tool – LD / MH Only

This next action:

- requires reasons
- can be assigned to any worker

Available in:

- Adult CHC Checklist

Adult CHC Decision Support Tool – Referred to Health Professional (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult CHC Checklist

Adult CHC Monitoring

This next action:

- can be sent early
- can be assigned 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 CHC Checklist
- Adult CHC Checklist Review
- Adult Needs Assessment
- Adult OT Specialist Assessment
- Adult Transition Needs Assessment

Adult CHC Monitoring Transfer

This next action:

- can be assigned 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 CHC Monitoring

Adult CHC Panel Outcome (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult CHC Decision Support Tool Review

Adult CHC Review Attendance Request

This next action:

- can be assigned 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 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

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Mental Health Social Care LPFT Triage

Adult CHC Update (Homecare)

This next action:

- can be assigned 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 Contact (Additional Information)

Adult CHC Update (Non-Homecare)

This next action:

- can be assigned to Direct Payments – Inbox, Residential/Nursing Care – Inbox, Non-Brokered Non Res Services – Inbox

Available in:

- Adult Contact (Additional Information)

Adult Community Transfer of Care Case Monitoring

This next action:

- can be assigned to any worker or Adult Care East Community Hospital and Transfer of Care, Adult Care South Community Hospital and Transfer of Care, Adult Care West Community Hospital and Transfer of Care

Available in:

- Adult Community Transfer of Care Notification

Adult Complete / Update Carer Emergency Response Plan

This next action:

- can be assigned to any worker or Carers First

Available in:

- Adult Carer Triage

Adult Complete / Update Carer Emergency Response Plan

This next action:

- can be assigned to Adult Carers Service – Inbox

Available in:

- Adult Contact (Carer)

Adult Complete / Update Carer Emergency Response Plan

This next action:

- can be assigned to Adult Carers Service – Inbox or Carers First

Available in:

- Adult Carer Review
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team

Adult Contact for Transfer of Cases Not Open to Social Care

This next action:

- can be sent early
- can be assigned to any worker or Reablement

Available in:

- Adult Reablement – Social

Adult Contact for Transfer of Cases Open to Social Care

This next action:

- can be sent early
- can be assigned to any worker or Reablement

Available in:

- Adult Reablement – Social

Adult Contact Notification to Area Team

This next action:

- can be assigned 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 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

Available in:

- Adult Contact (New Case)
- Adult Internal Contact

Adult Contact to be Recorded on 'Cared For' Record (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Carer Assessment
- Adult Carer Review
- Adult Carer Support Plan

Adult Conversation Record: OT

This next action:

- can be assigned 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

Available in:

- Adult Contact (New Case)
- Adult Internal Contact

Adult Conversation Record: OT

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult Contact (Open Case)

Adult CoP Private Applicant

This next action:

- can be assigned 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, 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 Monitoring of CoP Application

Adult CoP Private Application No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult CoP Private Applicant

Adult Corporate Appointeeship / CoP Deputyship Referral

This next action:

- can be assigned to any worker

Available in:

- Adult Deferred Payment

Adult Corporate Appointeeship Application

This next action:

- can be assigned to any worker or Serco Court of Protection & Appointeeship Team

Available in:

- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Corporate Deputyship Application
- Adult Corporate Deputyship Review

Adult Corporate Appointeeship Not Appropriate, Bring Forward Scheduled Review

This next action:

- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Review, 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 Corporate Appointeeship / CoP Deputyship Referral

Adult Corporate Appointeeship Review

This next action:

- can be assigned to any worker or Serco Court of Protection & Appointeeship Team

Available in:

- Adult Corporate Appointeeship Application
- Adult Corporate Appointeeship Review

Adult Corporate Appointeeship Setup (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Corporate Appointeeship Application

Adult Corporate Deputy Independent Visit

This next action:

- can be assigned to any worker or Serco Court of Protection & Appointeeship Team

Available in:

- Adult Corporate Deputy Independent Visit

Adult Corporate Deputyship Application

This next action:

- can be assigned to any worker or Serco Court of Protection & Appointeeship Team

Available in:

- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Corporate Appointeeship Application
- Adult Corporate Appointeeship Review

Adult Corporate Deputyship Not Appropriate, Bring Forward Scheduled Review

This next action:

- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Review, 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 Corporate Appointeeship / CoP Deputyship Referral

Adult Corporate Deputyship Review

This next action:

- can be assigned to any worker or Serco Court of Protection & Appointeeship Team

Available in:

- Adult Corporate Deputyship Application
- Adult Corporate Deputyship Review

Adult Corporate Deputyship Setup (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Corporate Deputyship Application

Adult Correspondence Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Correspondence Direct Payments
- Adult Correspondence Direct Payments Audit
- Adult Correspondence Financial Assessment
- Adult Correspondence General
- Adult Correspondence Provider Payments

Adult CSL No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult CSL Service

Adult CSL No Longer Required (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult CSL Referral

Adult CSL Process Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult CSL Referral
- Adult CSL Service

Adult CSL Referral – Immediate Requirement

This next action:

- can be assigned to any worker

Available in:

- Adult CSL Service

Adult CSL Referral – Immediate Requirement

This next action:

- can be assigned to any worker or Adult CSL Requests Group

Available in:

- Adult CSL Referral

Adult CSL Service – Future Demand

This next action:

- can be sent early
- can be assigned to any worker or Adult CSL Requests Group

Available in:

- Adult CSL Referral

Adult DASH Risk Assessment Completed – Referral to MARAC Not Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review
- WB Trusted Assessment and Support Planning

Adult DASH Risk Assessment Completed – Referred to MARAC (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review
- WB Trusted Assessment and Support Planning

Adult Deferred Payment

This next action:

- can be sent early
- can be assigned to Deferred Payments & Prop Debt – Inbox

Available in:

- Adult Financial Assessment

Adult Deferred Payment Case Ended (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Deferred Payment

Adult Deferred Payment Detail Updated (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Deferred Payment

Adult Deferred Payment Review Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Deferred Payment

Adult Deferred Payment Statement Issued (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Deferred Payment

Adult Deferred Payments Next Period

This next action:

- can be assigned to Deferred Payments & Prop Debt – Inbox

Available in:

- Adult Deferred Payment

Adult Direct Payment Audit (6 months)

This next action:

- can be assigned to BSA – 6-8 Week Phone Call Required, BSA – Initial 6 Month Audit Req'd, Carers Direct Payment Audit – Inbox (A-F), Carers Direct Payment Audit – Inbox (G-N), Carers Direct Payment Audit – Inbox (O-Z)

Available in:

- Adult Direct Payment Set Up

Adult Direct Payment Set Up

This next action:

- can be assigned to any worker

Available in:

- Adult Carer Purchase Service Admin

Adult Direct Payment Set Up

This next action:

- can be sent early
- can be assigned to any worker

Available in:

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

Adult Direct Payment Set Up

This next action:

- can be assigned to Direct Payments – Inbox

Available in:

- Adult CHC Outcome

Adult Direct Payment Set Up

This next action:

- can be sent early
- can be assigned to Direct Payments – Inbox

Available in:

- Adult Change in Care Package Delivery Admin

Adult Disabled Facilities Grant Request – Private Property / Tenancy Only

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult Moving and Handling Assessment and Plan
- Adult OT Action Plan
- Adult OT Specialist Assessment

Adult Disregard Proposed Changes

This next action:

- finishes the workstep

Available in:

- Adult Block Payment Admin

Adult DoLS Recording

This next action:

- can be assigned to any worker or Adult DoLS Team

Available in:

- Adult Contact Notification to Area Team

Adult Early Cessation of Reablement Service (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Reablement – Social

Adult End Homecare Services

This next action:

- can be assigned 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 Request

Adult End Non-Homecare Services

This next action:

- can be assigned to Direct Payments – Inbox, Residential/Nursing Care – Inbox, Non-Brokered Non Res Services – Inbox

Available in:

- Adult End Services Request

Adult End of Safeguarding Activity

This next action:

- can be assigned to any worker

Available in:

- Adult Safeguarding Enquiry

Adult End Personal Budget Services

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult CHC Outcome

Adult End Services – Carer Services

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Case Closure
- Adult End Services Admin

Adult End Services – Equipment or Professional Support

This next action:

- can be assigned to any worker

Available in:

- Adult Contact (Open Case)
- Adult End Services Request

Adult End Services – Equipment or Professional Support

This next action:

- can be sent early
- can be assigned to any worker or Adult Telecare

Available in:

- Adult Case Closure

Adult End Services – Non-Personal Budget

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult End Services Admin

Adult End Services – Non-Personal Budget

This next action:

- can be sent early
- can be assigned 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, Non-Brokered Non Res Services – Inbox, Shared Lives – Inbox or Interim Mosaic Purchase Team

Available in:

- Adult Case Closure

Adult End Services – Personal Budget

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult End Services Admin

Adult End Services – Personal Budget

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Contact (Additional Information – Finance)

Adult End Services – Personal Budget

This next action:

- can be sent early
- can be assigned 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, Non-Brokered Non Res Services – Inbox, Shared Lives – Inbox or Interim Mosaic Purchase Team

Available in:

- Adult Case Closure

Adult End Services Completed, No Changes Actioned (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End Services – Equipment or Professional Support

Adult End Services Correction – Non-Personal Budget

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult End Services Correction – Personal Budget

Adult End Services Correction – Non-Personal Budget

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Contact (Additional Information – Finance)

Adult End Services Correction – Personal Budget

This next action:

- can be assigned to any worker

Available in:

- Adult End Services Correction – Personal Budget

Adult End Services Request

This next action:

- can be assigned to any worker

Available in:

- Adult Carer Review
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult End Services Request

This next action:

- can be sent early
- can be assigned to any worker

Available in:

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

Adult Equipment Repair and Replace (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Open Case)
- Adult Conversation Record: OT
- Adult OT Specialist Assessment
- Adult OT Action Plan

Adult Extension No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Extension to Short Term Care Admin
- Adult Extension to Short Term Care Request

Adult Extension to Emergency Services Previously Recorded

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Extension to Short Term Care Admin

Adult Extension to Short Term Care Admin

This next action:

- can be assigned to Residential/Nursing Care – Inbox

Available in:

- Adult Extension to Short Term Care Request

Adult Extension to Short Term Care Monitoring

This next action:

- can be sent early
- can be assigned to any worker

Available in:

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

Adult Extension to Short Term Care Monitoring

This next action:

- can be sent early
- can be assigned to 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 Purchase Service Request

Adult Extension to Short Term Care Monitoring Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Extension to Short Term Care Monitoring

Adult Extension to Short Term Care Request

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Extension to Short Term Care Monitoring

Adult FGC Case Closed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult FGC Case Closure

Adult FGC Case Closure

This next action:

- can be assigned to any worker

Available in:

- Adult FGC Meeting
- Adult FGC Planning

Adult FGC Case Supervision

This next action:

- can be assigned to any worker

Available in:

- Adult Contact (Family Group Conference)

Adult FGC Meeting

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult FGC Planning

Adult FGC Planning

This next action:

- can be assigned to any worker

Available in:

- Adult Contact (Family Group Conference)

Adult FGC Schedule Next Supervision for Keyworker – 4 weeks

This next action:

- can be assigned to any worker

Available in:

- Adult FGC Case Supervision

Adult FGC Schedule Next Supervision for Keyworker – 8 weeks

This next action:

- can be assigned to any worker

Available in:

- Adult FGC Case Supervision

Adult FGC Service Ended (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult FGC Case Supervision

Adult Financial Assessment

This next action:

- can be assigned to any worker or Serco Financial Assessments & Income Collection Team

Available in:

- Adult Benefit Maximisation
- Adult Financial Assessment
- Adult Financial Assessment Allocation
- Adult Further Information

Adult Financial Assessment Allocation

This next action:

- can be assigned to any worker

Available in:

- Adult Financial Assessment

Adult Financial Assessment Allocation

This next action:

- can be sent early
- can be assigned to any worker

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 Financial Assessment Update

Adult Financial Assessment Completed (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Financial Assessment

Adult Financial Assessment Referral

This next action:

- can be sent early
- requires reasons
- can be assigned to any worker

Available in:

- Adult Review of Care and Support Plan

Adult Financial Assessment Referral

This next action:

- can be sent early
- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, Adult Care West Review, 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

Available in:

- Adult Financial Assessment Update
- Adult Monitoring of CoP Application

Adult Financial Assessment Referral – Net Assessable Income Only

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Referral – New Direct Payment

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Referral – New Direct Payment

This next action:

- can be sent early
- can be assigned to FA Referral – Inbox

Available in:

- Adult Purchase Service Admin

Adult Financial Assessment Referral – New Long Term Care

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Referral – New Long Term Care

This next action:

- can be sent early
- can be assigned to FA Referral – Inbox

Available in:

- Adult Purchase Service Admin

Adult Financial Assessment Referral – Non-Res / Non-DP

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Referral – Non-Res / Non-DP

This next action:

- can be sent early
- can be assigned to FA Referral – Inbox

Available in:

- Adult Purchase Service Admin

Adult Financial Assessment Referral – Res Nil

This next action:

- can be sent early
- can be assigned to FA Referral – Inbox

Available in:

- Adult Purchase Service Admin

Adult Financial Assessment Referral – Short Term Care Full Assessment

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Referral – Transition

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Referral – Transition

This next action:

- can be sent early
- can be assigned to FA Referral – Inbox

Available in:

- Adult Purchase Service Admin

Adult Financial Assessment Referral (assign to self)

This next action:

- can be assigned to any worker

Available in:

- Adult Care Package Increase or Decrease Admin

Adult Financial Assessment Referral (assign to self)

This next action:

- can be sent early
- can be assigned to any worker

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 Extension to Short Term Care Request
- Adult Needs Assessment
- Adult Purchase Service Request
- Adult Transition Needs Assessment

Adult Financial Assessment Referral (assign to self)

This next action:

- can be sent early
- requires reasons
- can be assigned to any worker

Available in:

- Adult Contact (Open Case)
- Adult Review of Care and Support Plan (Revised)

Adult Financial Assessment Review – Change in Customer's Circumstances

This next action:

- can be assigned to FA Referral – Inbox

Available in:

- Adult Financial Assessment Referral

Adult Financial Assessment Terminated Before Completion (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Financial Assessment

Adult Further Information

This next action:

- can be assigned to any worker

Available in:

- Adult Benefit Maximisation
- Adult Financial Assessment Allocation
- Adult Further Information

Adult Homecare / Shared Lives Services Required

This next action:

- can be assigned 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, Shared Lives – Inbox

Available in:

- Adult Purchase Service Request

Adult Homecare Suspension / Variation Recorded (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Change in Care Package Delivery Admin

Adult Hospital Case Monitoring

This next action:

- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 South Community Hospital and Transfer of Care, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, 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

Available in:

- Adult Initial Hospital Notification

Adult Hospital to Hospital Transfer

This next action:

- can be sent early
- can be assigned to any worker or East Boston Pilgrim Hospital, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Hospital Case Monitoring

Adult Immediate Direct Payment Audit Required

This next action:

- can be assigned to any worker or Customer Finance Audit Team

Available in:

- Adult Direct Payment Set Up

Adult Immediate Emergency Services (Homecare Services Required)

This next action:

- can be assigned 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 Immediate Emergency Services Request

Adult Immediate Emergency Services (Non-Homecare Services Required)

This next action:

- can be assigned to Direct Payments – Inbox, Residential/Nursing Care – Inbox, Non-Brokered Non Res Services – Inbox

Available in:

- Adult Immediate Emergency Services Request

Adult Immediate Emergency Services No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Immediate Emergency Services Admin
- Adult Immediate Emergency Services Request

Adult Immediate Emergency Services Request

This next action:

- can be assigned to any worker

Available in:

- Adult Mental Health Act Assessment

Adult Immediate Emergency Services Request

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, 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 Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Review, 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, Serco Care & Wellbeing Hub

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team

Adult Inform Area Team / Key Worker of Hospital Admission

This next action:

- can be assigned 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 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

Available in:

- Adult Initial Hospital Notification

Adult Inform Area Team / Key Worker of Hospital Admission

This next action:

- can be sent early
- can be assigned to any worker or Adult Care East Community Hospital and Transfer of Care, Adult Care South Community Hospital and Transfer of Care, Adult Care West Community Hospital and Transfer of Care

Available in:

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

Adult Internal Contact (assign to self)

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Adaptation
- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Community Transfer of Care Case Monitoring
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Mental Health Social Care LPFT Triage
- Adult Moving and Handling Assessment and Plan
- Adult Moving and Handling 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 Information and Advice Provided (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Carer Assessment
- Adult Carer Support Plan
- Adult Carer Triage
- Adult CHC Review Attendance Request
- Adult Community Transfer of Care Case Monitoring
- Adult Contact (Carer)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Hospital Case Monitoring
- Adult Internal Contact
- Adult Mental Health Social Care LPFT Triage
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review
- Adult Transition Needs Assessment

Adult Joint Review Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Joint Review Tracking

Adult Joint Review Tracking

This next action:

- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, 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 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 Local Authority CoP Application Made (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Monitoring of CoP Application

Adult LSS Case Monitoring

This next action:

- can be sent early
- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Needs Assessment

Adult LSS Case Monitoring

This next action:

- can be sent early
- requires reasons
- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Support Plan
- Adult LSS Triage

Adult LSS Case Monitoring Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult LSS Case Monitoring

Adult LSS Case Monitoring No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult LSS Case Monitoring

Adult LSS Light Touch Assessment and Support Plan Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Lincolnshire Sensory Service)

Adult LSS Needs Assessment

This next action:

- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult Contact (Lincolnshire Sensory Service)
- Adult LSS Triage

Adult LSS Risk Notification to Key Team

This next action:

- can be assigned 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 LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Support Plan Review

Adult LSS Support Plan

This next action:

- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Needs Assessment

Adult LSS Support Plan Review

This next action:

- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult LSS Support Plan
- Adult LSS Support Plan Review

Adult LSS Triage

This next action:

- can be assigned to any worker or Lincolnshire Sensory Service

Available in:

- Adult Contact (Lincolnshire Sensory Service)

Adult Maximising Independence Evaluation (LD)

This next action:

- can be assigned to any worker

Available in:

- Adult Maximising Independence Service (LD)

Adult Maximising Independence Evaluation (PD)

This next action:

- can be assigned to any worker

Available in:

- Adult Maximising Independence Service (PD)

Adult Maximising Independence Service (LD)

This next action:

- can be assigned to any worker

Available in:

- Adult Maximising Independence Service (LD)

Adult Maximising Independence Service (LD)

This next action:

- can be assigned to any worker or Maximising Independence Service

Available in:

- Adult Referral Maximising Independence (LD)

Adult Maximising Independence Service (PD)

This next action:

- can be assigned to any worker

Available in:

- Adult Maximising Independence Service (PD)

Adult Maximising Independence Service (PD)

This next action:

- can be assigned to any worker or Maximising Independence Service

Available in:

- Adult Referral Maximising Independence (PD)

Adult Mental Health Act Assessment

This next action:

- can be assigned to any worker or Adult Emergency Duty Team, Adult LPFT AMHP

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team

Adult Mental Health Act Assessment

This next action:

- can be sent early
- can be assigned to any worker or Adult Emergency Duty Team, Adult LPFT AMHP

Available in:

- Adult Mental Health Social Care LPFT Triage

Adult Mental Health Social Care LPFT Referral

This next action:

- can be sent early
- can be assigned to any worker

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 Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Hospital Case Monitoring
- Adult Moving and Handling 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 Mental Health Social Care LPFT Triage

This next action:

- can be assigned to Adult Mental Health Social Care LPFT Referrals

Available in:

- Adult Mental Health Social Care LPFT Referral

Adult Monitoring Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult CHC Monitoring

Adult Monitoring of CoP Application

This next action:

- can be assigned 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

Available in:

- Adult CoP Private Applicant

Adult Moving and Handling Assessment and Plan

This next action:

- can be assigned 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

Available in:

- Adult Moving and Handling Review

Adult Moving and Handling Assessment and Plan

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult OT Action Plan
- Adult OT Specialist Assessment

Adult Moving and Handling Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Moving and Handling Assessment and Plan
- Adult Moving and Handling Review

Adult Moving and Handling Review

This next action:

- can be assigned 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

Available in:

- Adult Case Summary and Transfer (Moving and Handling)
- Adult Third Party Assessment / Plan for Equipment

Adult Moving and Handling Review

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult Moving and Handling Assessment and Plan
- Adult Moving and Handling Review

Adult Need to Know Process Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Need to Know

Adult Needs Assessment

This next action:

- can be assigned to any worker or Adult Care East Community Hospital and Transfer of Care, Adult Care Prisons, Adult Care South Community Hospital and Transfer of Care, Adult Care West Community Hospital and Transfer of Care, East Boston Pilgrim Hospital, Serco Care & Wellbeing Hub, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Contact (New Case)
- Adult Contact Notification to Area Team
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Needs Assessment

This next action:

- can be sent early
- can be assigned to any worker or Adult Care East Community Hospital and Transfer of Care, Adult Care South Community Hospital and Transfer of Care, Adult Care West Community Hospital and Transfer of Care

Available in:

- Adult Community Transfer of Care Case Monitoring

Adult Needs Assessment

This next action:

- can be sent early
- requires reasons
- can be assigned 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, 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 Hospital Case Monitoring

Adult Needs Assessment (New Case)

This next action:

- can be sent early
- can be assigned 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 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, Learning Disabilities West

Available in:

- Adult CHC Review Attendance Request

Adult Needs Assessment (New Client With No Services in Place)

This next action:

- can be assigned to any worker or Adult LPFT Social Work North, Adult LPFT Social Work South

Available in:

- Adult Mental Health Social Care LPFT Triage

Adult No Change in Contribution Required

This next action:

- finishes the workstep

Available in:

- Adult Change in Care Package Contribution

Adult No Further Action Required

This next action:

- finishes the workstep

Available in:

- Adult Benefit Maximisation
- Adult Block Payment Request
- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Carer Assessment
- Adult Carer Emergency Response Plan
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- Adult Case Summary and Transfer (Moving and Handling)
- Adult CHC Checklist
- Adult CHC Checklist Review
- Adult CHC Decision Support Tool
- Adult CHC Decision Support Tool Review
- Adult CHC Outcome

- Adult Community Transfer of Care Notification
- Adult Contact (Additional Information)
- Adult Contact (Carer)
- Adult Contact (Family Group Conference)
- Adult Contact (Lincolnshire Sensory Service)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Corporate Appointeeship Application
- Adult Corporate Appointeeship Review
- Adult Corporate Deputy Independent Visit
- Adult Corporate Deputyship Application
- Adult Corporate Deputyship Review
- Adult Direct Payment Set Up
- Adult Disabled Facilities Grant Request
- Adult EDT Alert
- Adult End of Safeguarding Activity
- 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 Initial Hospital Notification
- Adult Internal Contact
- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Support Plan Review
- Adult LSS Triage
- Adult Maximising Independence Evaluation (LD)
- Adult Maximising Independence Evaluation (PD)
- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)
- Adult Mental Health Act Assessment
- Adult Mental Health Social Care LPFT Triage
- Adult Monitoring of CoP Application
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Referral Maximising Independence (LD)

- Adult Referral Maximising Independence (PD)
- 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 Triage
- Adult Telecare Equipment Request
- Adult Telecare Referral
- Adult Third Party Assessment / Plan for Equipment
- Adult Transition Needs Assessment

Adult No Further Direct Payment Audit Required (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Direct Payment Audit

Adult No Further Visits Required (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Corporate Deputy Independent Visit

Adult No Services to End (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Additional Information – Finance)

Adult Non-Homecare Services Required

This next action:

- can be assigned to Direct Payments – Inbox, Residential/Nursing Care – Inbox, Non-Brokered Non Res Services – Inbox

Available in:

- Adult Purchase Service Request

Adult Non-Personal Budget (Brokerage use only)

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Purchase Service Admin

Adult Notification for Carers First

This next action:

- can be assigned to any worker or Carers First

Available in:

- Adult Carer Assessment
- Adult Carer Review
- Adult Carer Triage

Adult Notify Area Team of Change in Services

This next action:

- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, 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, Serco Care & Wellbeing Hub, South Grantham District Hospital, South Peterborough Hospital,

Available in:

- Adult Contact (Additional Information – Finance)

Adult Notify Key Team / Worker of Outcome

This next action:

- can be assigned to any worker or Adult Care Boston, 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 Skegness, Adult Care Sleaford, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, 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 Financial Assessment

Adult OT Action Plan

This next action:

- can be assigned 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

Available in:

- Adult OT Action Plan
- Adult OT Specialist Assessment

Adult OT Casework Record

This next action:

- can be sent early
- requires reasons
- can be assigned 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

Available in:

- Adult Adaptation
- Adult Disabled Facilities Grant Request
- Adult Moving and Handling Review
- Adult OT Specialist Assessment

Adult OT Casework Record Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult OT Casework Record

Adult OT Casework Record No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult OT Casework Record

Adult OT Specialist Assessment

This next action:

- can be assigned 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

Available in:

- Adult Conversation Record: OT
- Adult OT Action Plan

Adult OT Specialist Assessment

This next action:

- can be sent early
- can be assigned 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

Available in:

- Adult Moving and Handling Assessment and Plan

Adult Pend Response from Other Agency

This next action:

- can be assigned to any worker

Available in:

- Adult Referral to Other Agency

Adult Personal Budget Step – Changes Required

This next action:

- requires reasons
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Purchase Services – Non-Personal Budget

Adult Professional Support Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Professional Support (LPFT)

Adult Proposed Case Closure

This next action:

- can be assigned to any worker

Available in:

- Adult Access to Records
- Adult Adaptation
- Adult Adaptation Monitoring
- Adult Additional Information Received
- Adult Awaiting Response from Other Agency
- Adult Benefit Maximisation
- Adult Bring Forward Scheduled Carer Review
- Adult Bring Forward Scheduled Direct Payment Audit
- Adult Bring Forward Scheduled Moving and Handling Review
- Adult Bring Forward Scheduled Review
- Adult Brokerage Business Support for Inputting
- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Care Programme Approach
- Adult Carer Assessment
- Adult Carer Emergency Response Plan
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- 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 CHC Review Attendance Request
- Adult Community Transfer of Care Case Monitoring
- Adult Community Transfer of Care Notification
- Adult Contact (Lincolnshire Sensory Service)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult Corporate Appointeeship / CoP Deputyship Referral
- Adult Corporate Appointeeship Application
- Adult Corporate Appointeeship Review
- Adult Corporate Deputy Independent Visit
- Adult Corporate Deputyship Application
- Adult Corporate Deputyship Review
- Adult Deferred Payment
- Adult Direct Payment Set Up
- Adult End of Safeguarding Activity
- 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 Initial Hospital Notification
- Adult LSS Needs Assessment
- Adult LSS Support Plan
- Adult LSS Support Plan Review
- Adult LSS Triage
- Adult Maximising Independence Evaluation (LD)
- Adult Maximising Independence Evaluation (PD)
- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)
- 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 Specialist Assessment
- Adult Personal Budget Statement / Support Plan
- Adult Professional Support (LPFT)

- Adult Purchase Services – Adaptation, Telecare or Professional Support
- Adult Reablement – Social
- Adult Referral for Joint Involvement
- Adult Referral Maximising Independence (LD)
- Adult Referral Maximising Independence (PD)
- 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 Telecare Equipment Request
- Adult Telecare Referral
- Adult Third Party Assessment / Plan for Equipment
- Adult Transition Needs Assessment
- WB Initial Risk Assessment and Triage
- WB Support Action Plan Delivery
- WB Trusted Assessment and Support Planning

Adult Proposed Case Closure

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult FGC Case Closure

Adult Protection of Property

This next action:

- can be sent early
- can be assigned 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 Immediate Emergency Services Request
- Adult Mental Health Act Assessment
- Adult Mental Health Social Care LPFT Triage
- Adult Needs Assessment
- Adult Transition Needs Assessment

Adult Protection of Property Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Protection of Property

Adult Protection of Property No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Protection of Property

Adult Purchase Request No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Carer Purchase Service Admin
- Adult Carer Purchase Service Request
- Adult Purchase Service Admin
- Adult Purchase Service Request

Adult Purchase Service Request

This next action:

- can be assigned to any worker

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 Purchase Service Update

This next action:

- requires reasons
- can be assigned to any worker

Available in:

- Adult Purchase Services – Adaptation, Telecare or Professional Support
- Adult Purchase Services – Carer Services
- Adult Purchase Services – Non-Personal Budget
- Adult Purchase Services – Personal Budget

Adult Purchase Services – Adaptation, Telecare or Professional Support

This next action:

- can be assigned to any worker

Available in:

- Adult Adaptation
- Adult Adaptation Monitoring
- Adult Purchase Service Request
- DFG Outcomes

Adult Purchase Services – Adaptation, Telecare or Professional Support

This next action:

- can be sent early
- can be assigned to any worker

Available in:

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

Adult Purchase Services – Adaptation, Telecare or Professional Support

This next action:

- can be assigned to any worker or Adult Telecare

Available in:

- Adult Purchase Service Error Correction
- Adult Telecare Equipment Request

Adult Purchase Services – Carer Services

This next action:

- can be assigned to any worker

Available in:

- Adult Purchase Service Error Correction

Adult Purchase Services – Carer Services

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Carer Purchase Service Admin
- Adult Direct Payment Set Up
- Adult Purchase Service Admin

Adult Purchase Services – Non-Personal Budget

This next action:

- can be assigned to any worker

Available in:

- Adult Purchase Service Error Correction

Adult Purchase Services – Non-Personal Budget

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Purchase Services – Personal Budget

Adult Purchase Services – Non-Personal Budget

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

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

Adult Purchase Services – Personal Budget

This next action:

- can be assigned to any worker

Available in:

- Adult Purchase Service Error Correction

Adult Purchase Services – Personal Budget

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Change in Care Package Contribution
- Adult Change in Care Package Delivery Admin
- Adult Direct Payment Set Up
- Adult Extension to Short Term Care Admin

Adult Purchase Services – Personal Budget

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Care Package Increase or Decrease Admin

Adult Purchase Services – Personal Budget (Excluding New Direct Payments)

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Financial Assessment

Adult Purchase Services – Personal Budget (Non-DP Only)

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Purchase Service Admin

Adult Reablement Accepted – Health (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Needs Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult Reablement Accepted – Social

This next action:

- can be assigned to any worker or Reablement

Available in:

- Adult Contact (Reablement)

Adult Reablement Declined (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Reablement)

Adult Reablement Declined (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Needs Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult Reablement Process Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Reablement – Social

Adult Record CHC Panel Outcome (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult CHC Decision Support Tool

Adult Referral for Joint Involvement

This next action:

- can be sent early
- requires reasons
- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 Prisons, Adult Care Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, 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, Learning Disabilities West Lindsey

Available in:

- Adult Care and Support Plan: Area Team
- Adult Mental Health Social Care LPFT Triage
- Adult Needs Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult Referral Maximising Independence (PD)

This next action:

- can be assigned to any worker

Available in:

- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Transition Needs Assessment

Adult Referral Maximising Independence (PD)

This next action:

- can be sent early
- can be assigned to any worker

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 Referral to LSS (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- 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 Referral to Other Agency

This next action:

- can be assigned to any worker

Available in:

- Adult Carer Assessment
- Adult Carer Review
- Adult Carer Support Plan
- Adult Carer Triage
- Adult Community Transfer of Care Case Monitoring
- Adult Contact (Carer)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Conversation Record: OT
- Adult End of Safeguarding Activity
- Adult Hospital Case Monitoring
- Adult Mental Health Social Care LPFT Triage
- Adult Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Referral Maximising Independence (LD)
- Adult Referral Maximising Independence (PD)
- Adult Referral to Other Agency
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Safeguarding Concern
- Adult Safeguarding Enquiry
- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review
- Adult Safeguarding Triage
- Adult Transition Needs Assessment

Adult Referred to DoLS (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

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

Adult Referred, No Further Action Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Awaiting Response from Other Agency

Adult Request Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Access to Records

Adult Request for Access to Records

This next action:

- can be assigned to any worker or SARs Team

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team

Adult Review of Care and Support Plan – Hospital

This next action:

- can be assigned to any worker or East Boston Pilgrim Hospital, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Review of Care and Support Plan (Revised)

Adult Review of Care and Support Plan – Transfer to Hospital

This next action:

- can be assigned to any worker or East Boston Pilgrim Hospital, South Grantham District Hospital, South Peterborough Hospital, West Lincoln County Hospital

Available in:

- Adult Review of Care and Support Plan

Adult Review of Care and Support Plan (Revised)

This next action:

- requires reasons
- can be assigned to any worker or Adult Care Boston, Adult Care East Community Hospital and Transfer of Care, 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 Skegness, Adult Care Sleaford, Adult Care South Community Hospital and Transfer of Care, Adult Care South Review, Adult Care Spalding, Adult Care Stamford/Bourne, Adult Care West Community Hospital and Transfer of Care, 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 Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team

Adult Risk Assessment and Management Plan

This next action:

- can be assigned to any worker

Available in:

- Adult Contact (Open Case)
- Adult Maximising Independence Service (LD)
- Adult Maximising Independence Service (PD)
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Risk Assessment and Management Plan

This next action:

- can be sent early
- can be assigned to any worker

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 Needs Assessment
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Transition Needs Assessment

Adult Risk Assessment and Management Plan Annual Review

This next action:

- can be assigned 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 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, Learning Disabilities West

Available in:

- Adult Risk Assessment and Management Plan

Adult Safeguarding Concern

This next action:

- can be assigned to any worker

Available in:

- Adult Mental Health Social Care LPFT Triage

Adult Safeguarding Concern

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Carer Assessment
- Adult Community Transfer of Care Case Monitoring
- Adult Deferred Payment
- Adult Financial Assessment
- Adult Hospital Case Monitoring
- Adult Immediate Emergency Services Request
- 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 Transition Needs Assessment

Adult Safeguarding Enquiry

This next action:

- can be assigned to any worker

Available in:

- Adult Safeguarding Triage

Adult Safeguarding Protection Plan

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Safeguarding Enquiry

Adult Safeguarding Protection Plan Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review

Adult Safeguarding Protection Plan Review

This next action:

- can be assigned to any worker

Available in:

- Adult Safeguarding Protection Plan
- Adult Safeguarding Protection Plan Review

Adult Safeguarding Triage

This next action:

- can be assigned to any worker or Adult Safeguarding Team

Available in:

- Adult Safeguarding Concern

Adult Schedule Additional FGC Meeting

This next action:

- can be assigned to any worker

Available in:

- Adult FGC Meeting

Adult Services Ended

This next action:

- can be assigned to any worker

Available in:

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

Adult Services Ended – Additional Services Still Require Ending

This next action:

- can be assigned to any worker

Available in:

- Adult End Services – Equipment or Professional Support

Adult Services Ended – Non-Personal Budget Services Still Require Ending

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult End Services – Personal Budget

Adult Services Ended – Other Non Personal Budget Services Still Require Ending

This next action:

- can be sent early
- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult End Services – Non-Personal Budget

Adult Services Ended – Other Personal Budget Services Still Require Ending

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult End Services – Personal Budget

Adult Services Ended – Personal Budget Services Still Require Ending

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult End Services – Non-Personal Budget

Adult Services Updated – Additional Services Still Required

This next action:

- can be assigned 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, Direct Payments – Inbox, Residential/Nursing Care – Inbox, Non-Brokered Non Res Services – Inbox or Interim

Available in:

- Adult Purchase Services – Personal Budget

Adult Services Updated (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End Services Correction – Non-Personal Budget
- Adult End Services Correction – Personal Budget
- Adult Purchase Services – Adaptation, Telecare or Professional Support
- Adult Purchase Services – Block Contract (up front) Payments

Adult Start Care Programme Approach

This next action:

- can be assigned to any worker or 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 Mental Health Act Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)

Adult Start Care Programme Approach

This next action:

- can be sent early
- can be assigned to any worker or 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 Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Contact (New Case)
- Adult Contact Notification to Area Team

Adult Start Review Process on an Open Case (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

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

Adult Start Review Process on an Open Case (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (Open Case)

Adult Start Scheduled Review Process (Assign to Serco Care and Wellbeing Hub)

This next action:

- requires reasons
- can be assigned to any worker or Serco Care & Wellbeing Hub

Available in:

- Adult Contact (Open Case)

Adult Start Scheduled Review Process: Open Services Already in Place (Assign to LPFT Team)

This next action:

- requires reasons
- can be assigned to any worker or Adult LPFT Social Work North, Adult LPFT Social Work South

Available in:

- Adult Mental Health Social Care LPFT Triage

Adult Statement Provided (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Personal Budget Statement / Support Plan

Adult Suspension of Non-Homecare Services

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Change in Care Package Delivery Admin

Adult Telecare Equipment Request

This next action:

- can be assigned to any worker or Adult Telecare

Available in:

- Adult Telecare Referral

Adult Telecare Referral

This next action:

- can be assigned to any worker

Available in:

- Adult Carer Assessment
- Adult Needs Assessment
- Adult Transition Needs Assessment

Adult Telecare Referral

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Care and Support Plan: Area Team
- Adult Care and Support Plan: Non-Area Team
- Adult Carer Support Plan
- Adult OT Action Plan
- Adult OT Specialist Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Safeguarding Enquiry

Adult Telephone Referral to Reablement – Social (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult Needs Assessment
- Adult Review of Care and Support Plan
- Adult Review of Care and Support Plan (Revised)
- Adult Transition Needs Assessment

Adult Third Party Assessment / Plan for Equipment

This next action:

- can be assigned 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

Available in:

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

Adult Transition Assessment Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult Transition Needs Assessment

Adult Transition Needs Assessment

This next action:

- can be assigned to any worker or Intake Team

Available in:

- Adult CHC Review Attendance Request
- Adult Contact Notification to Area Team
- Adult Mental Health Social Care LPFT Triage

Adult Update Block Payment

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult Block Payment Admin

Adult Update Personal Budget Services

This next action:

- can be assigned to any worker or Interim Mosaic Purchase Team

Available in:

- Adult CHC Outcome

Adult Update Transition Needs Assessment (YP under 18 years)

This next action:

- can be assigned to any worker or Adult LPFT Social Work North, Adult LPFT Social Work South, Intake Team

Available in:

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

Adults DASH Risk Assessment Completed – Referral to MARAC Not Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End of Safeguarding Activity
- Adult Safeguarding Concern
- Adult Safeguarding Enquiry
- Adult Safeguarding Triage

Adults DASH Risk Assessment Completed – Referred to MARAC (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End of Safeguarding Activity
- Adult Safeguarding Concern
- Adult Safeguarding Enquiry
- Adult Safeguarding Triage

Adults End Services completed, no changes actioned (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Adult End Services – Carer Services
- Adult End Services – Non-Personal Budget
- Adult End Services – Personal Budget

Audit Revisions Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Direct Payment Audit Revisions

Audit Revisions No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Direct Payment Audit Revisions

Customer Relations Feedback Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Customer Relations Feedback

Debt Recovery Initiated (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- Direct Payment Audit
- Direct Payment Audit Revisions

DFG Adaptation Complete (Assign to OT)

This next action:

- can be assigned 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

DFG Adaptation Completed (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- DFG Outcomes

DFG Application for Adaptation

This next action:

- can be assigned 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

DFG Not Progressed (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- DFG Application for Adaptation

Direct Payment Audit (12 months)

This next action:

- can be assigned to CFAT – Inbox (A-F), CFAT – Inbox (G-N), CFAT – Inbox (O-Z), Carers Direct Payment Audit – Inbox (A-F), Carers Direct Payment Audit – Inbox (G-N), Carers Direct Payment Audit – Inbox (O-Z)

Available in:

- Direct Payment Audit

Direct Payment Audit (18 months)

This next action:

- can be assigned to CFAT – Inbox (A-F), CFAT – Inbox (G-N), CFAT – Inbox (O-Z), Carers Direct Payment Audit – Inbox (A-F), Carers Direct Payment Audit – Inbox (G-N), Carers Direct Payment Audit – Inbox (O-Z)

Available in:

- Direct Payment Audit

Direct Payment Audit (24 months)

This next action:

- can be assigned to CFAT – Inbox (A-F), CFAT – Inbox (G-N), CFAT – Inbox (O-Z), Carers Direct Payment Audit – Inbox (A-F), Carers Direct Payment Audit – Inbox (G-N), Carers Direct Payment Audit – Inbox (O-Z)

Available in:

- Direct Payment Audit

Direct Payment Audit (6 months)

This next action:

- can be assigned to CFAT – Inbox (A-F), CFAT – Inbox (G-N), CFAT – Inbox (O-Z), Carers Direct Payment Audit – Inbox (A-F), Carers Direct Payment Audit – Inbox (G-N), Carers Direct Payment Audit – Inbox (O-Z)

Available in:

- Direct Payment Audit

Further Adult Mental Health Act Assessment Required

This next action:

- can be assigned to any worker or Adult Emergency Duty Team, Adult LPFT AMHP

Available in:

- Adult Mental Health Act Assessment

LF&R Home Risk Assessment

This next action:

- can be assigned to any worker

Available in:

- LF&R Safe and Well Visit

LF&R No Further Action

This next action:

- finishes the workstep

Available in:

- LF&R Contact (Safe and Well Visit)
- LF&R Home Risk Assessment
- LF&R Safe and Well Visit

LF&R Risk Notification to Key Worker or Key Team

This next action:

- can be assigned 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, 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:

- LF&R Home Risk Assessment
- LF&R Safe and Well Visit

LF&R Safe and Well Visit

This next action:

- can be assigned to any worker

Available in:

- LF&R Contact (Safe and Well Visit)
- LF&R Safe and Well Visit

LF&R Visit Abandoned (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- LF&R Safe and Well Visit

PH Acknowledged (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Wellbeing Assessment Required

Schedule Future Adult Transition Needs Assessment Update

This next action:

- can be assigned to any worker or Intake Team

Available in:

- Adult Transition Needs Assessment

WB Case Monitoring

This next action:

- can be assigned to Wellbeing Service Hub Team

Available in:

- WB Wellbeing Screening

WB Case Monitoring

This next action:

- can be sent early
- requires reasons
- can be assigned to WB Case Monitoring North – Inbox (Unassigned), WB Case Monitoring South – Inbox (Unassigned) or Wellbeing Service Hub Team

Available in:

- WB Initial Risk Assessment and Triage

WB Case Monitoring (In-Reach Team Use Only)

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- WB Wellbeing Screening

WB Case Monitoring Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Case Monitoring

WB Case Monitoring No Longer Required (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Case Monitoring

WB Eligibility Criteria Not Met (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Wellbeing Screening

WB Information and Advice Provided (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Initial Risk Assessment and Triage
- WB Wellbeing Screening

WB Initial Risk Assessment and Triage (Sent by External Provider)

This next action:

- can be assigned to any worker or Wellbeing Service Hub Team

Available in:

- WB Wellbeing Screening

WB Initial Risk Assessment and Triage (Sent by LCC)

This next action:

- can be assigned to any worker or Wellbeing Service Hub Team

Available in:

- WB Wellbeing Screening

WB Initial Risk Assessment and Triage (WB Use Only)

This next action:

- can be assigned to any worker or Wellbeing Service Hub Team

Available in:

- WB Wellbeing Screening

WB Involvement Ended (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Initial Risk Assessment and Triage
- WB Support Action Plan Delivery
- WB Trusted Assessment and Support Planning

WB LF&R Contact to be Recorded (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Trusted Assessment and Support Planning

WB No Further Action

This next action:

- finishes the workstep

Available in:

- WB Wellbeing Screening

WB Referral to Carers Team (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Trusted Assessment and Support Planning

WB Referral to Housing (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Trusted Assessment and Support Planning

WB Referral to Neighbourhood MDT (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Trusted Assessment and Support Planning

WB Referral to Other Agency (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB Support Action Plan Delivery

WB Referral to SADL

This next action:

- can be sent early
- requires reasons
- can be assigned to Wellbeing SADL Service

Available in:

- WB Trusted Assessment and Support Planning

WB SADL Installation Abandoned (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- WB SADL Service

WB SADL Installation Complete (NFA)

This next action:

- finishes the workstep
- finishes the workstep

Available in:

- WB SADL Service

WB Telecare Referral (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- WB Support Action Plan Delivery

WB Transfer to Support Officer for Service Delivery

This next action:

- can be assigned to any worker

Available in:

- WB Trusted Assessment and Support Planning

WB Transfer to Trusted Assessor for Assessment and Support Planning

This next action:

- can be assigned to Wellbeing Service North, Wellbeing Service South

Available in:

- WB Initial Risk Assessment and Triage

WB Transfer to Wellbeing Service Hub Team for Reassessment

This next action:

- can be assigned to Wellbeing Service Hub Team

Available in:

- WB Support Action Plan Delivery

WB Triage Not Possible or Not Required (NFA)

This next action:

- requires reasons
- finishes the workstep
- finishes the workstep

Available in:

- WB Initial Risk Assessment and Triage

WB Wellbeing Screening

This next action:

- can be assigned to any worker

Available in:

- Adult Contact (Lincolnshire Sensory Service)
- Adult Contact (New Case)
- Adult Contact (Open Case)
- Adult Contact Notification to Area Team
- Adult LSS Needs Assessment
- Adult LSS Triage
- LF&R Safe and Well Visit

WB Wellbeing Screening

This next action:

- can be sent early
- can be assigned to any worker

Available in:

- Adult Community Transfer of Care Case Monitoring
- Adult Conversation Record: OT
- Adult Hospital Case Monitoring
- 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 Safeguarding Enquiry
- Adult Safeguarding Triage

WB Wellbeing Screening

This next action:

- can be sent early
- requires reasons
- can be assigned to any worker

Available in:

- Adult Transition Needs Assessment