Adults Quick Guide

Requesting Services are Ended

To request services are ended in Mosaic you must complete one of the following:

- **(Adult) My Care Package – Planned Services** (optional form in Adult My Review)

- **Adult Proposed Case Closure***

- **Adult Case Closure in Progress*** – Business Support only

> *****The closure steps should only be used where a full case closure is required. Do not use these steps if the case is to remain open but some/all services need ending, instead use the (Adult) My Care Package – Planned Services optional form as described in this guide.

(Adult) My Care Package – Planned Services (in Adult My Review)

The **(Adult) My Care Package – Planned Services** optional form should be used if you need to end services, but the case is remaining open.

Within **Section 1** of the **(Adult) My Care Package – Planned Services** optional form:

- Untick the relevant **Services** checkbox(es) for the services that need to be ended.

- Answer **Yes** to the question **Are any services ending as part of this workflow?**

An **Ending Services** subsection will appear.

Use the **Add** button to record details of the services that need to be ended in the table – complete all the necessary details in the popup window.

Click the **Add** button to record an additional service that is ending or click the **Add and close** button once all services have been recorded.

If needed, you can click the **edit pencil** icon to amend any details and then click the **Save Changes** button.

If added in error, a row can also be deleted using the **delete** icon

Refer to the **My Care Package – Hints and Tips** user guide for further information.

> If you are ending direct payment services you must also;
>
> - Answer **Yes** to the question **Is a Direct Payment being ended or suspended as part of this workflow?**
>
> - complete the **DP Suspension and Termination Checklist** optional form
>
> - send the **Adult Please review information and authorise** request to your manager.
>
> Refer to the **Suspending or Terminating Direct Payments** user guide for further information

- For **planned (personal budget) services** you must assign the relevant next action(s) (based on service type) to the correct inbox(es) using the Pass to worker dropdown menu.

- For **equipment** migrated from legacy systems (where there is no end date) please use the 'End Migrated Equipment (Adults)' form on Fresh Service

- For **telecare** assign the next action **Adult End Services – Equipment or Professional Support** to **Adult Lincolnshire Community Equipment and Telecare Service** using the Pass to team dropdown menu.

- For **professional support** services recorded in Mosaic (start date if post December 2016) assign the next action **Adult End Services – Equipment or Professional Support** to self, using the **Assign to Me** button.

- For **professional support** services migrated from legacy systems (start date is pre December 2016) email MosaicAdultsSupport@lincolnshire.gov.uk to request services are ended.

Adult Proposed Case Closure / Adult Case Closure in Progress

The **Adult Proposed Case Closure** step should only be used if a full case closure is needed (i.e. the person has died or left the area) and services need to be ended as part of the case closure.

> If you are ending direct payment services, you must also complete the **Direct Payment Suspension and Termination Checklist** (section within the closure steps) and send the **Adult Authorise DP Termination/Suspension** request to your manager.
>
> Refer to the **Suspending or Terminating Direct Payments** user guide for further information

You must assign a next action of **Adult Case Closure in Progress** to the relevant Business Support (Adult Admin) Team, using the Pass to team dropdown menu. Business Support will then request the services are ended from the **Adult Case Closure in Progress** step.

Business Support should refer to the **Case Closures – Business Support Tasks** user guide for further details.