Adults Quick Guide

Requesting Services are Ended

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

- Adult End Services Request

- Adult Purchase Service Request

- Adult Proposed Case Closure*****

- Adult Case Closure in Progress***** – Business Support, LPFT, Safeguarding and Carers teams 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 one of the other steps described in this guide.

Which workflow step you should use will depend on the person's situation and where you are at with their workflow.

> If you are ending direct payment services, you must also complete the **Direct Payment Suspension and Termination Checklist** (a section within all these 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

Adult End Services Request

> Before recording the next action **Adult End Services Request**, within the **(Adult) Support Plan Costings** optional form (within assessment / review) ensure the 'Service Type' checkbox is unticked for any services you are ending. Note you may need to delete some of the service information before unticking the checkbox
>
> Refer to the **Support Plan Costings – Hints and Tips** user guide for further information.

The **Adult End Services Request** step should be used if you need to end services, but the case is remaining open.

- For **planned (personal budget) services** you must assign the relevant next action (based on service type) to the correct inbox 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 Purchase Service Request

Before recording the next action **Adult End Services Request**, within the **(Adult) Support Plan Costings** optional form (within assessment / review) ensure the 'Service Type' checkbox is unticked for any services you are ending. Note you may need to delete some of the service information before unticking the checkbox

Refer to the **Support Plan Costings – Hints and Tips** user guide for further information.

For The **Adult Purchase Service Request** step you must complete **Section 7. Services No Longer Required**

This step should be used if you are requesting planned services are ended, while also requesting new services and/or changing services already in place.

You must assign the relevant next action (based on service) to the correct inbox using the Pass to worker dropdown menu.

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.

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.

The **Adult Proposed Case Closure** step does not need to be completed for cases that are only open LPFT, Safeguarding or Carers teams. Instead, these teams should just complete the **Adult Case Closure in Progress** step as they are responsible for completing their own case closures.

Business Support, LPFT, Safeguarding and Carers teams should refer to the **Case Closures – Business Support Tasks** user guide for further details.