Adults Quick Guide

Ending Professional Support Services

Professional support services are ended from the **Adult End Services – Equipment or Professional Support** step.

To end professional support services if other services are continuing or the case needs to remain open, Practitioners should assign the **Adult End Services – Equipment or Professional Support** to self (using the **Assign to Me** button) as a next action from the **Adult End Services Request**

Ending professional support services is the responsibility of Business Support when a full case closure is required. Business Support will assign the **Adult End Services – Equipment or Professional Support** to self (using the **Assign to Me** button) as a next action from the **Adult Case Closure in Progress** step.

> Professional support services can only be ended if they have been recorded in Mosaic, after December 2016.
>
> Business Support cannot end professional support services with a start date prior to December 2016, as these services were migrated from AIS (LCC's legacy data base). To request these services are ended you will need to email MosaicAdultsSupport@lincolnshire.gov.uk

Ending the Service

From **Current work** on the **Person summary** screen:

- Click the **Incoming work** icon against **Adult End Services – Equipment or Professional Support** to open the options menu

- Click **Start work**

The **Adult End Services – Equipment or Professional Support** step opens in a separate window.

- Click the **AS- Adults Adaptation and Telecare** tab

The **Provision & contributions** tab will show the professional support service provided.

- Click the **End** icon

- End date = enter relevant date

- Click the **Save** icon

- Click the **Next actions form** tab

- Click in **Section 2. Next actions**

- Click the **Add** button

- Select **Adult Services Ended** - assign to self using **Assign to Me** button, or assign to practitioner providing professional support using **Pass to Worker > Find** button

- Click the **Add and close** button

- Click the **Finish** icon

The professional support services will display with **(Lapsed)** against them within the **Care packages provided** on the **Person summary** screen.

Please note: The **Adult Services Ended** step will arrive as Incoming work for whoever it was assign to. It should be completed with a next action of **Adult Acknowledge (NFA)**