Adults Quick Guide

Adult OT Duty Process

When a contact for **OT** involvement is received, it is recorded on Mosaic by the Customer Service Centre (CSC) or by Adult Social Care (for internal contacts).

To determine whether Occupational Therapy intervention may be required, a next action of **Adult OT Conversation Record** will be assigned to the **OT Duty** team from the contact.

The **OT Conversation Record** will also be received for cases transferring from Children's Occupational Therapy.

This is where the OT duty process begins.

This guide must be read in conjunction with the **LCC OT Duty Guide: OT Service \ Service \ Shared Resources \ Duty**

New Contacts

For new contacts, the **OT Conversation Record** will appear as **Incoming work** for the OT Duty team.

It is used by the duty worker to record any initial contact made with the person, their family, or the referrer. It allows any further information to be recorded and informs the duty worker as to the next actions.

> All referrals must have a completed **OT Conversation Record** and all people/referrers/carers (as appropriate) must be spoken to, to determine next steps and the conversation / discussion captured in the conversation record. Cases should not be progressed beyond this stage unless this initial conversation has been had and recorded.

To start the OT Conversation Record:

- Access the **Team workview** by clicking the **Show team workview** icon

- If needed, close the Team summary and open Current work by clicking **Current work** at the bottom of the screen

- Access the **Incoming work** folder

- Click the **person's name** to access their record – this will allow you to check for warnings and other useful information before contacting the person

- Click the **Incoming work** icon within **Current work** on the **Person summary** screen

- Click **Start work** from the menu

- Click the **Yes** button on the popup window

The **OT Conversation Record** will open in a new window.

Please note: The **OT Conversation Record** will be assigned to you once you click the **Save** icon . This will then be in your **Incomplete work** folder until finished.

Click the **Save** icon throughout your recording in the form. It is recommended that you save your work at least at the end of each section, but the more often the better. Once you click save, any mandatory fields will be highlighted in red.

Section 1. Person Details

Blue cogged fields prepopulate with the person's details. If some information is missing or incorrect, it can be edited by:

- clicking the **Show subject summary** icon to minimise the workflow step window

- editing the information on the **Person summary** screen (user guides on updating the person's details can be found on the **Mosaic Hub**)

- maximising the workflow step window and clicking the **Refresh current form** icon to update the information

The **Referrer Details** will pull through from the initial contact.

Details of current situation / reason for referral also pulls through from the initial contact but can be edited and updated as required.

If the referral is from Children's Occupational Therapy the **Referrer Details** do not display, instead a red message will display with a mandatory checkbox advising you to look at the **CS OT Children's Case Summary C1402** form in the **Documents** section.

In the **Documents** section > **Forms and letters** tab enter *'C1402'* in the Search field to find this form.

Section 2. Record of Conversation

Duty Assessment - The information captured here should enable the duty worker to clearly evidence appropriate intervention and support clinical reasoning.

To record information click the **Add** button and complete as appropriate – multiple lines can be added here as needed.

Please refer to the **Show guidance** icon �!️ for prompts

The name of the duty worker recording each row will default in – this is useful if multiple duty workers record in the same step.

Click the **Add** button to record an additional row, or click the **Add and close** button if only recording one row or once all rows are recorded.

Once rows have been recorded the following icons are displayed:

🖊️ **Edit** – to edit/amend a row e.g. for spelling corrections

🗑️ **Delete** – to delete/remove a row e.g. when added to the wrong record

📥 **Move this row up** – to rearrange the order of the rows e.g. if you have missed an entry and want to make sure they are in chronological order (only displays if more than one row is recorded)

Outcomes - The outcomes should explain what you plan to do next based on the information gathered.

To record information click the **Add** button and complete as appropriate – multiple lines can be added here as needed.

Please refer to the **Show guidance** icon 🕐 for prompts

The name of the duty worker recording each row will default in – this is useful if multiple duty workers record in the same step.

Click the **Add** button to record an additional row, or click the **Add and close** button if only recording one row or once all rows are recorded.

Once rows have been recorded the following icons are displayed:

🖉 **Edit** – to edit/amend a row e.g. for spelling corrections

🗑 **Delete** – to delete/remove a row e.g. when added to the wrong record

📑 **Move this row up** – to rearrange the order of the rows e.g. if you have missed an entry and want to make sure they are in chronological order (only displays if more than one row is recorded)

If you are **unable to make contact** with the person or carer to progress the referral within 2 working days an 'unable to contact' letter must be sent and the case closed if no response within 14 days (as per the detail in the letter).

To open and complete the letter:

- Click the **Forms and letters** icon 📄 and select the **OT Assessment Letter Unable to Contact** letter template – this will open as a separate tab

- Complete the letter template – you can refer to the **Letter Templates** user guide for further guidance if needed

To print the letter:

- While still in the letter template tab click the **Output current document** icon 📄- an 'Output Options' window will open

- You can amend the 'Output Options' if needed and then click **Output to PDF** – you can refer to the **Printing Documents** user guide if needed

To request Business Support send a copy of the letter for you:

- Click the **Requests** icon 📋

- Select **Adult Admin output request**

- Add a **Note** with specific instructions e.g. where to post to etc

- Select **Adult Admin OT** from the Pass to team dropdown menu

- Click the **OK** button

You must complete the mandatory question - **Has equipment been provided / initiated following direct provision from duty?**

All direct provision of equipment from duty must be followed up with a phone call. Details of follow up calls should be recorded in the **Duty Assessment** table using the **Add** button as described above.

> You must also answer the mandatory question **Is an OT Specialist Assessment required?** and subsequent questions (which appear if **Yes** is selected) correctly, to ensure you are prompted to add the appropriate next actions.

If **Yes** is selected for the question **Is an OT Specialist Assessment required?**, a textbox will appear for you to record the '**Reason for assessment**'. This text will pull through into the assessment. Refer to the **Show guidance** icon 💬 for prompts for guidance on the information to include in this textbox

Select the appropriate **radio button** to answer the question **Who will conduct the assessment?**

To answer the question **Has an OT Casework Record already been started?** you **must** check **Current work** on the **Person summary** screen by clicking the **Show subject summary** icon 👤:

- If there **is** an **OT Casework Record** in **Current work** select **Yes** – this will prevent an additional **OT Casework Record** from being added

- o If there is **no OT Casework Record** in Current work select **No** and the **OT Casework Record** will become a mandatory next action in **Section 4. Next actions** – this will prevent the **OT Casework Record** from being missed.

If you are unable to complete the **OT Conversation Record** on the day it was started, you will need to assign it to the relevant **Inbox (Duty Follow up)** to enable information gathering to continue until the case is ready to be progressed. You must change the **Scheduled start date** to tomorrow (next working day) and add a note to highlight information gathering needs to continue.

If you are providing equipment directly from duty you must complete the order through IRIS, and assign the **OT Conversation Record** to the relevant **Inbox (Duty Follow up).** You must change the **Scheduled start date** to the date the follow up call is required and state clearly in the notes the **referral date, type of equipment** and **expected delivery date** so that this can be followed up by the duty CCO as appropriate.

The only exception is if you are providing a 'like for like' sling replacement, in this case the OT should keep the conversation record allocated to themselves for follow up.

To assign work to the Inbox (Duty Follow up):

- Exit the step using the **Close** icon - Click **Yes** to save any changes

- Click the **Incomplete work** iconto the left of the **OT Conversation Record** in the **Current work** section

- Click **Update assignment** from the mini menu

- In the Team worker dropdown menu select the relevant **Inbox (Duty Follow up)**

- Amend the **Scheduled start date** to tomorrow (next working day) for cases where the information gathering needs to continue or the date the follow up call is required for cases requiring follow up once equipment has been delivered.

- Add a **Note** to highlight why the case is ongoing. Include referral date (date of initial contact), type of equipment ordered and the expected delivery date

- Click the **OK** button – the **OT Conversation Record** will be reassigned to the inbox

Section 3. Completion Details

This will display the name of the duty worker who started the step.

The mandatory date field must be completed with the date the step is being finished.

Section 4. Next actions

A next action must be added before the **OT Conversation Record** can be finished.

To record a next action:

- Click the **Add** button

- Select the relevant action from the **Select action** dropdown menu

- Tick the **Send Immediately?** checkbox where necessary (only available for certain actions)

- Assign to = Select/Find as appropriate - Not required for NFA actions

- Reason = Select as appropriate from dropdown menu (only available for certain actions)

- Note = Record any necessary information – recommended when assigning a next action to another team/worker

- Priority = Select radio button as appropriate – use the **Note** field to explain why you have changed the Priority from Normal if you change it

- Click the **Add** button if more than one next action is required or click the **Add and close** button if only adding one next action or once all actions are added

> When adding an action which is being assigned to an OT inbox you must always **add a note** stating the location, date of initial contact and a brief summary of what is needed.
>
> Any urgent / priority cases must be assigned to the Duty manager stating, 'Priority Allocation' within the **note** box. A message must also be sent to the Duty manager on the Teams channel to highlight the case.

Next Action	When to use	Who to assign to
Adult OT Specialist Assessment	If it is decided a full and comprehensive assessment is required.	Relevant inbox – **Inbox (OT)** or **Inbox (CCO)** (of the appropriate OT team) for LP allocation via Pass to worker > **Find** button. Remember to add a note (as above)
Adult LCHS to Assess	If Lincolnshire Community Health Services are to assess.	This is a terminating (no further action) action, so does not need to be assigned.
Adult OT Casework Record	For all cases where an OT Specialist Assessment is required. Check **Current work** to ensure this has not already been added – only **one** OT Casework Record should be open on the record	Relevant inbox – **Inbox (OT)** or **Inbox (CCO)** (of the appropriate OT team) for LP allocation via Pass to worker > **Find** button. Remember to add a note (as above)
Adult Carer Contact to be Recorded on Carer's Record (NFA)	If the person's carer requires a carers assessment. When selecting this action, you must go to the carer's record and record an **Adult Contact (Carer)** to refer to the Carers Team.	This is a terminating (no further action) action, so does not need to be assigned.
Adult Internal Contact (assign to self)	If the person requires social work (SW) assistance. Tick **Send Immediately?** checkbox to send before finishing the step	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult Direct Provision Following Assessment by Duty (NFA)	If you have provided equipment at duty and there is no further involvement required	This is a terminating (no further action) action, so does not need to be assigned.

Next Action	When to use	Who to assign to
Adult OT Non-Contract Specials	If the person requires a repair/replace of a non-contract special Tick **Send Immediately?** checkbox to send before finishing the step	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult Referral to Reablement (assign to self)	If the person requires a referral to home based reablement service (Libertas) Tick **Send Immediately?** checkbox to send before finishing the step	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult Referred to ILT (NFA)	If the person has been referred to ILT	This is a terminating (no further action) action, so does not need to be assigned.
Adult Referral to LPFT Mental Health Social Care (assign to self)	If the person needs referring to LPFT for Mental Health Social Care intervention. Tick **Send Immediately?** checkbox to send before finishing the step	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult Equipment Repair and Replace (NFA)	If you have arranged for equipment to be repaired or replaced at duty and there is no further involvement required	This is a terminating (no further action) action, so does not need to be assigned.
Adult Information and Advice Provided (NFA)	If the person has been provided with information and advice.	This is a terminating (no further action) action, so does not need to be assigned
Adult Referral to Wellbeing (assign to self)	If the person requires screening for the Wellbeing Service. Tick **Send Immediately?** checkbox to send before finishing the step	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button

Next Action	When to use	Who to assign to
Adult Referral to Other Agency	If the person needs to be referred to an external agency.	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult Referral to LSS (NFA)	If the person has been referred to the Lincolnshire Sensory Service	This is a terminating (no further action) action, so does not need to be assigned.
Adult Adaptation - Other	If the person requires a minor adaptation and this is arranged by duty. Tick **Send Immediately?** checkbox to send before finishing the step	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult No Further Action Required	If no further action is required following the contact, but a full case closure cannot be completed or is not needed	This is a terminating (no further action) action, so does not need to be assigned.
Adult Proposed Case Closure	When it is decided the case does not need to open/remain open and a full case closure is required. Refer to the **Case Closures - Full, Team and Involvement** user guide for full details	Self using the **Assign to Me** button Or another worker (duty CCO) using the Pass to worker > **Find** button
Adult Case Closure Already Started (NFA)	If a full case closure is required and is already underway You must be able to see **Adult Proposed Case Closure** or **Adult Case Closure in Progress** within Current work on the Person summary screen	This is a terminating, no further action (NFA), action and does not need assigning to anyone.

There are optional forms and letters you may need to complete e.g. the pre allocation letter. These templates are accessed via the **Forms and letters** icon .

Remember if you are **unable to make contact** with the person or carer to progress the referral within 2 working days an **'unable to contact'** letter must be sent.

There are requests and notifications available from the **Requests** icon 📋 that you may need to send.

Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Admin output request	To be used to request Business Support generate a letter and post it out to the person/their representative etc You must use the **Note** field to give specific details.	**Adult Admin OT** via Pass to team dropdown menu
(N) Adult Notification of activity	Can be sent to notify a worker or team of the activity taken during this stage	A worker or team as appropriate by using the Find button (worker) or using the Pass to team dropdown menu (team)
(R) Adult Please action	This appears in most workflow steps and can be used as and where required.	A worker or team as appropriate by using the Find button
(R) Adult Please review information and authorise	Optional authorisation to be used as required.	Your manager using the Pass to worker > Find button.

The **Finish** icon ✅ is to be used once the form is complete, and no further input is required. If you have sent any requests you will not be able to 'finish' until these requests have been completed.

Adult OT Correspondence General

Where required **OT Correspondence General** can be accessed from the **Start > New …** sidebar menu in a person's record.

This step can be used to request certain information is sent out by Business Support as part of the duty process, or later in the process if necessary.

The step can also be used to request a letter is posted.

If you wish to request information is sent out, in **section 2**:

- Select the appropriate checkbox(es)

- Use the **Other** checkbox, and textbox which displays, to record details of any information not covered by the checkboxes

- Record the **Date requested**

- Use the **Additional information** textbox for any other necessary details

- Click the **Forms and letters** icon

- Select the appropriate letter template to send out with the information

- Complete the template with necessary details

- Click the **Requests** icon

- Select **Adult Information and advice via Business Support**

- Use the **Note** box to highlight specific details about who to send the information to and where to send it

- Select **Adult Admin OT** from the Pass to team dropdown menu

- Click the **OK** button

- Click the **Save** icon

- Exit the step using the **Close** icon and click **Yes** to save changes

If you do not need to request information is sent out but would like to ask Business Support to send a letter for you, follow the instructions above but without completing any details in section 2.

You can use this step to send multiple requests by clicking the **Insert Section** button within section 2 to duplicate field such as the checkboxes, Date requested etc

You should finish the **OT Correspondence General** step when duty / your involvement with the case is complete.

Follow Up Calls

If equipment is provided directly from duty or the information gathering needs to continue beyond the day it was started, until the case is ready to be progressed, the incomplete **OT Conversation Record** will be assigned to the relevant **Inbox (Duty Follow up).**

The date column should have been updated to the date the follow up call is required, or for the following working day for cases where the information gathering needs to continue.

For cases where equipment has been provided the **Note** column should also clearly state the referral date, expected delivery date and type of equipment ordered so duty knows when follow up is required and what equipment they are following up about.

As duty you will need to access the inbox to find these cases and open the **OT Conversation Record** to read the information gathered so far and add additional notes to the **Duty Assessment** table in **section 2** of the form where applicable.

To access the relevant Inbox (Duty Follow up) and open the OT Conversation Record:

- Access the **Team workview** by clicking the **Show team workview** icon

- In the **Team summary** click the **Inbox (Duty Follow up)** hyperlink

- Access the **Incomplete work** folder – any notes will appear in the **Note** column

- You may wish to re-order the folder by date – click the column heading **Date** to do this

- Click the **person's name** to access their record – this will allow you to check for warnings and other useful information before contacting the person

- Click the **Incomplete work** icon within **Current work** on the **Person summary** screen

- Click **Resume work** from the menu

The **OT Conversation Record** will open in a new window.

Follow the above instructions for recording and finishing the **OT Conversation Record** when applicable.

Other Duty Tasks

While monitoring the team's Current work duty will also need to complete the following tasks:-

DFG cases – work complete

When a DFG has been completed if the District/Borough/City Council are aware or believe the OT/CCO who requested the DFG is unavailable i.e. they are no longer working in LCC or have moved teams, they will send the **DFG Outcomes** (step) and **Advice OT of DFG Outcome** (notification) to the **OT Duty Team**

You will need to reassign this step (**Incoming work** folder) and notification (**Incoming requests** folder).

You should access the person's record to check which OT/CCO requested the DFG:

- o If they are still a member of the team you can reassign both the **DFG Outcomes** and the **Advise OT of DFG Outcome** notification to them directly.

- o If they are no longer a member of the team you should reassign both the **DFG Outcomes** and the **Advise OT of DFG Outcome** notification to the LP – adding a **note** to stating the name of the worker who requested the DFG.

To reassign the step and notification *(at the same time)***:**

- Click on the **Bulk Assign** button on the **Current work** header (this button is only visible in **Full workview**)

The **Bulk action** window will display.

- Enter the **person's name** in the **Search** field (top right)

- Select the **DFG Outcomes** and the **Advise OT of DFG Outcome** notification by clicking the checkbox to their right

- Search for the team member / LP using the **Pass to worker** > **Find** button

- Click the **Preview assign** button

- Check you have both the **DFG Outcomes** and **Advise OT of DFG Outcome** notification selected and that either the correct worker or LP name is showing

- If assigning to the LP remember to add a **note** stating which worker arranged the DFG

- Click the **Assign** button and then **Cancel** button to close the **Bulk action** window - the DFG Outcomes and notification will then move from the team's Current work folders to the worker/LP's Current work folders.

DFG cases – work cancelled

For cases where the DFG work has not been completed, if the District/Borough/City Council are aware or believe the OT/CCO who requested the DFG is unavailable i.e. they are no longer working in LCC or have moved teams, they will send the **Advise OT of DFG Outcome** notification to the **OT Duty Team** but will **not** send the DFG Outcomes step.

These notifications will be in the team's **Incoming requests** folder and you will need to reassign them.

You should access the person's record to check which OT/CCO requested the DFG:

- If they are still a member of the team you can reassign the **Advise OT of DFG Outcome** notification to them directly.

- If they are no longer a member of the team you should reassign the **Advise OT of DFG Outcome** notification to the LP – adding a **note** to stating the name of the worker who requested the DFG.

To assign the notification:

- Click the **Notification** icon to the left of the **Required Advise OT of DFG Outcome** notification – this will look like a **yellow cog** when you hover over it

- Click **Assign** from the mini menu

- Search for the team member / LP using the **Pass to worker** > **Find** button

- If assigning to the LP remember to add a **note** stating which worker arranged the DFG

- Click the **OK** button – the notification will then move from team's Current work folders to the worker/LP's Current work folders.

Adult Care Case closure in progress notifications

You will need to look out for any **Adult Care Case closure in progress** notifications sent to the team.

These will be in the team's **Incoming requests** folder.

These will be sent by Business Support when completing a full case closure if there are any open (Incoming, Incomplete or Future) workflow steps for the team or team inboxes, or where there is still an open team involvement (organisational relationship) showing in **Professional and organisational relationships** on the Person summary screen.

You will need to check to see what is still open/displaying on the record – if Business Support have not made that clear in the notes.

For any workflow steps showing in **Current work** on the record you'll either need to complete or cancel the work.

- **Incomplete (started) work** cannot be cancelled. You will need to resume the workflow steps, record any necessary outstanding information, adding a relevant next action (Adult Case Closure Already Started – if available) and then click the **Finish** icon ✅.

- **Incoming or Future work** can be cancelled if the work has not been undertaken i.e. Moving and Handling Review scheduled for next year but should be completed if work has started but just not been recorded yet i.e. work completed within the last 24 hours.

To cancel the work:

- Return to the **Team workview** in **Full workview**

- Access the relevant team inbox by clicking on the link in **Team summary** or access the team's **Current work** folders (depending on where the work is currently assigned)

- Find the relevant workflow step within the folder

- Click the **Incoming work** icon or **Future work** icon to the left of the workflow step – this will look like a **yellow cog** when you hover over it

- Click **Cancel work** from the mini menu

A Cancel window will open

- Select the most appropriate **Reason** from the dropdown menu (often 'Person has died')

- Add a **Note** to give more information

- Click **OK** button – the workflow step will 'vanish' from the folder

To end the team involvement *(if still displaying in Professional and organisational relationships)*:

- In the person's record, click **Person details > Organisational relationships** in the extended sidebar menu or click the **Change** hyperlink by **Organisational** within the **Professional and organisational relationships** section

- Click the **edit pencil** icon against the team

- Enter a **To** date

- Select the most appropriate **End Reason** from the dropdown menu

- Click the **Save** button then **OK** button to return to the **Person summary** screen – the team will remain visible in **Professional and organisational relationships** until midnight of the end (To) date.

Once you have complete or cancelled outstanding work and/or ended the team involvement you will then need to complete the notification to remove it from the team's **Incoming requests** folder.

To 'complete' the notification:

- From within the team's **Incoming requests** folder, click the notification text hyperlink

The Summary screen for the **Case Closure in Progress** step will open - as the closure step has not been finished you will have to treat the notification like a request and 'Complete' it to clear it from the folder.

- Click **Resume** in the sidebar menu

The step will open

- Click the **Requests** icon 📋 - the outstanding notification will display with your team's name against it

- Click on the notification text to open the notification - any note recorded when the notification was sent will display

- Select the **Completed** radio button - a **note** can be added if needed

- Click the **OK** button

The workflow step screen displays

- Click the **Save** icon 💾 - note you do not need to worry about completing any fields within the Adult Case Closure in Progress step

- Exit the step using the **Close** icon ❌ and click **Yes** to save changes

Additional Information Received

You will need to reassign any **Additional Information Received** steps that are assigned to the **OT Duty Team**.

These will be in the team's **Incoming work** folder.

These will be sent when additional information is received (usually by CSC) for an open case – where an OT or CCO is showing in **Professional and organisational relationships**

You should access the person's record to check which OT/ CCO is working with the person:

  - If they are available you should reassign the **Additional Information Received** to them

- If they are not available, i.e. they are off sick or on leave, you should reassign the **Additional Information Received** to the LP – ensuring you add a **note** to state which worker the case is open to and then email or phone the LP to make them aware.

To reassign the Additional Information Received:

- Click the **Incoming work** icon to the left of the **Adult Additional Information Received** – this will look like a **yellow cog** when you hover over it

- Click **Update assignment** from the mini menu

- Search for the team member / LP using the **Pass to worker** > **Find** button

- If assigning to the LP add a **Note** to highlight who the case is open to

- Click **OK** button – the Adult Additional Information Received will then move from the team's Incoming work folder to the worker/LP's Incoming work folder

Moving and Handling Reviews

You will need to 'file' any scheduled **Adult Moving and Handling Reviews** that have been assigned to the **OT Duty Team**.

These reviews will be in the team's **Future work** folder and should be assigned to the relevant OT Team's **Inbox (Moving and Handling).**

To assign work to the Inbox (Moving and Handling):

- Access the team's **Future work** folder

- Click the **Future work** icon to the left of the **Adult Moving and Handling Review** – this will look like a **yellow cog** when you hover over it
- Click **Update assignment** from the mini menu

- Click the **Find** button for Pass for worker, type **%move** in the **Last name** field, click the **Find** button and then select the relevant inbox

- Click the **OK** button – the Adult Moving and Handling Review will then move from the team's Future work folder to the inbox's Future work folder