Adults Quick Guide

Referring to Other Teams and Services

This guide should be used to clarify how to refer to another team or service – whether this is completed in Mosaic, externally, or a combination of both internal and external processes.

For full details of some of these processes please refer to the relevant Mosaic user guides.

Please note: The processes described here are primarily aimed at LCC workers and may vary slightly for non LCC teams.

This guide covers referrals to the following teams / services:

Adult Care - New Cases (OT referring to Adult Care)

Adult Care – Open Cases (OT referring to Adult Care)

Appropriate Adult Service (TAAS)

Carers Team – New Cases

Carers Team – Open Cases

Children's Services

Community Supported Living (CSL) – Immediate Requests

Community Supported Living (CSL) – Future Requests

Court of Protection Team (CoP)

Deprivation of Liberty Safeguards (DoLS)

Early Help (Childrens)

Extra Care Housing

Family Group Conference (FCG)

Independent Living Team (ILT)

In House Day Service (Day Ops)

Lincolnshire Fire & Rescue (LF&R)

Lincolnshire Sensory Service (LSS)

LPFT (OT referring to LPFT)

LPFT (Adult Care requesting joint work)

LPFT (Adult Care transferring case to LPFT)

Adult Care - New Cases (OT referring to Adult Care)

Record a next action of **Adult Internal Contact (assign to self)** within Mosaic.

This action is available from most Adult Care workflow steps and should be assigned to self for completion.

From the **Adult Internal Contact** the next action of **Adult Conversation Record** should be assigned to the relevant Adult Care team and the contact must be finished (using the **Finish** toolbar icon)

Adult Care – Open Cases (OT referring to Adult Care)

Complete an **Adult Contact (Additional Information)** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Additional Information Received** should be assigned to the relevant Adult Care Team and the contact must be finished (using the **Finish** toolbar icon)

Appropriate Adult Service (TAAS)

Record a next action of **Adult Appropriate Adult Referral to TAAS (NFA)** within Mosaic.

This is an NFA action available from **Adult Contact (New Case), Adult Contact (Open Case)** and **Adult Conversation Record**

You need to contact the Call Handling Team at TASS by telephone to make the referral – **0333 2424999.**

Carers Team – New Cases

On the cared for's record

Record a next action of **Adult Carer or Additional Information Contact to be Recorded on Carer Record (NFA)**.

This is an NFA action available from most Adult Care workflow steps.

On the carer's record

Complete an **Adult Contact (Carer)** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Carer Conversation** should be assigned to the **Adult Carers Service Inbox** and the contact must be finished (using the **Finish** toolbar icon)

Carers Team – Open Cases

On the cared for's record

Record a next action of **Adult Carer or Additional Information Contact to be Recorded on Carer Record (NFA)**.

This is an NFA action available from most Adult Care workflow steps.

On the carer's record

Complete an **Adult Contact (Additional Information)** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Additional Information Received** should be assigned to the **Adult Carers Service Inbox** / **Carers First** team as applicable and the contact must be finished (using the **Finish** toolbar icon ✅)

Children's Services

You need to contact the Children's Customer Service Centre (CSC) by telephone to make the referral - **01522 782111.**

The CSC will record a **CS Childrens Services Contact** within Mosaic.

Community Supported Living (CSL) – Immediate Requests

Complete the **Adult CSL Referral** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult CSL Referral - Immediate Requirement** should be assigned to the **Adult CSL Requests Group**

The request **Adult Please review information and authorise** (available from the **Requests** toolbar icon 📋) must also be sent to the **Adult CSL Requests Group** This will send when you click the **Save** toolbar icon 💾.

The step will be finished by this team once they have completed the request.

Community Supported Living (CSL) – Future Requests

Complete the **Adult CSL Referral** within Mosaic.

This is a workflow step available from **the Start > New …** sidebar menu.

From this workflow step, the next action **Adult CSL Service – Future Demand** should be assigned to the **Adult CSL Requests Group.** The step must be finished (using the **Finish** toolbar icon ✅)

Court of Protection Team (CoP)

Complete an **Adult Corporate Appointeeship / CoP Deputyship Referral** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Corporate Appointeeship Application / Adult Corporate Deputyship Application** (as appropriate) should be assigned to the **Serco Court of Protection & Appointeeship Team.**

The request **Required Adult Please review information and authorise** (available from the **Requests** toolbar icon 📋) must also be sent to the **Serco Court of Protection & Appointeeship Team.** This will send when you click the **Save** toolbar icon 💾

The step will be finished by this team once they have completed the request.

Deprivation of Liberty Safeguards (DoLS)

CSC only –

Record a next action of **Adult DoLS Referral Made (NFA)** within Mosaic.

This is an NFA action available from **Adult Contact (New Case)** and **Adult Contact (Open Case).**

Everyone –

You need to email information to the DoLS team to make a referral using:
mentalcapacityresource@lincolnshire.gov.uk

The DoLS team will have an open **Organisational relationship** in Mosaic. They will upload the email and any other relevant information into the **Documents > Attachments** section. The DoLS team will not record any workflow steps but will use **Case notes**.

Early Help (Childrens)

You need to contact the Children's Customer Service Centre (CSC) by telephone to make the referral - **01522 782111.**

The CSC will record the relevant workflow step within Mosaic.

Extra Care Housing

Complete **sections 1 – 4** of the **Adult Referral to Extra Care Housing** within Mosaic.

This is a workflow step available as a next action from most Adult Care workflow steps.

Generate sections 1 – 4 as an Output (using the **Output current document** toolbar icon) and email or post to the Extra Care Housing Scheme manager along with any relevant supporting documents (based on the scheme requirements).

The notification **Adult Referral to Extra Care Housing sent to Virtual Worker** (available from the **Requests** toolbar icon) should be sent to the relevant Adult Care Area Team. This will send when you click the **Save** toolbar icon .

Reassign the incomplete **Adult Referral to Extra Care Housing** step to the relevant ECH virtual worker.

Sections 5 and 6 should be completed and the step finished once the person has been allocated a place or the referral is no longer required.

OT Only – Also refer the person to the relevant Adult Care Team. Ensure you include a note to highlight the **Adult Referral to Extra Care Housing** step has been reassigned to the relevant ECH virtual worker.

Family Group Conference (FCG)

Complete **sections 1 – 4** of the **Adult Contact (Family Group Conference)** within Mosaic.

This is a workflow step available from the **Start > New…** sidebar menu.

The request **Required Adult Please review information and authorise** (available from the **Requests** toolbar icon) must be sent to the **CS Family Group Conference Team**. This will send when you click the **Save** toolbar icon .

Sections 5 and 6 will be completed by this team and the step will be finished once they complete the request.

Please note:

- The referring practitioner must remain as a 'Key Worker' or 'Involved Worker' throughout FGC process.

- The **Copy from** toolbar icon can be used to copy information from one person to another if the referral is needed for multiple family members – each member needs the **Adult Contact (Family Group Conference)** recorded on their own record.

Independent Living Team (ILT)

Record a next action of **Adult Referred to ILT (NFA)** within Mosaic.

This is an NFA action available from most Adult Care workflow steps.

You need to contact the ILT by telephone to make a referral before recording the next action.

In House Day Service (Day Ops)

Complete an **Adult Referral to In House Day Service** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu for Adult Care Learning Disability teams.

From this workflow step, the next action **Adult Request for In House Day Services** should be assigned to the **Day Opportunities Management** team and the referral must be finished (using the **Finish** toolbar icon)

You will receive a notification (in your Incoming requests folder) from the In House Day Services to advise whether the referral has been accepted, declined or deferred.

Lincolnshire Fire & Rescue (LF&R)

Referrals to LF&R are to be submitted via: https://www.lincolnshire.gov.uk/home-fire-safety/request-safe-well-check

The LF&R team will have an open **Organisational relationship** in Mosaic and open a note type of **A: Fire Risk Present** while activity involved. The LF&R team will not record any workflow steps but will use **Case notes**.

Lincolnshire Sensory Service (LSS)

Record a next action of **Adult Referral to LSS (NFA)** within Mosaic.

This is an NFA action available from most Adult Care workflow steps.

You need to contact the LSS by telephone to make a referral before recording the next action.

The LSS will record an **Adult Contact (Lincolnshire Sensory Service)** within Mosaic.

This is a workflow step available from the Start sidebar menu for LSS workers only.

LPFT (OT referring to LPFT)

Record a next action of **Adult Referral to LPFT Mental Health Social Care** (assign to self) within Mosaic.

This action is available from many Adult Care workflow steps.

From this workflow step, the next action **Adult LPFT Social Care Initial Conversation** should be assigned to the **Adult LPFT Mental Health Social Care Referrals** virtual worker and the referral must be finished (using the **Finish** toolbar icon ✅)

Important – If the case is already open to LCC SW the OT should not make a referral to LPFT, instead the OT should inform LCC SW and they should make a request for joint work.

LPFT (Adult Care requesting joint work)

Record a next action of **Adult Referral for Joint Involvement** within Mosaic.

This action is available from most Adult Care workflow steps and should be assigned to the relevant LPFT Team.

It can be 'sent immediately' which means it will send when you click the **Save** toolbar icon 💾.

LPFT (Adult Care transferring case to LPFT)

Record a next action of **Adult Referral to LPFT Mental Health Social Care** (assign to self) within Mosaic.

This action is available from many Adult Care workflow steps.

From this workflow step, the next action **Adult LPFT Social Care Initial Conversation** should be assigned to the **Adult LPFT Mental Health Social Care Referrals** virtual worker and the referral must be finished (using the **Finish** toolbar icon ✅)

Maximising Independence Team

Complete an **Adult Referral Maximising Independence** within Mosaic.

This is a workflow step available as a next action from some Adult Care workflow steps and is also available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Maximising Independence Service** should be assigned to the **Maximising Independence Service**.

The request **Required Adult Please review information and authorise** (available from the **Requests** toolbar icon 📋) must also be assigned to the **Maximising Independence Service** team. This will send when you click the **Save** toolbar icon 💾.

The step will be finished by this team once they complete the request.

Occupational Therapy – New Cases (Adult Care referring to OT)

Record a next action of **Adult Internal Contact (assign to self)** within Mosaic.

This action is available from most Adult Care workflow steps and should be assigned to self for completion.

From the **Adult Internal Contact** the next action of **Adult OT Conversation Record** should be assigned to the **Adult OT Duty** team and the contact must be finished (using the **Finish** toolbar icon ✅)

Occupational Therapy – Open Cases (Adult Care referring to OT)

Complete an **Adult Contact (Additional Information)** within Mosaic.

This is a workflow step available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Additional Information Received** should be assigned to the **Adult OT Duty** team and the contact must be finished (using the **Finish** toolbar icon ✅)

Penderels Trust

Complete a **Direct Payments Referral to Penderels** within Mosaic.

This is a workflow step available as a next action from some Adult Care workflow steps.

It can be **'sent immediately'** which means it will send when you click the **Save** toolbar icon 💾.

From this workflow step, a relevant next action should be recorded.

The request **Required Direct Payments referral** (available from the **Requests** toolbar icon 📋) must be sent to the **Penderels - Inbox.** This will send when you click the **Save** toolbar icon 💾.

The step will be finished by this team once they have completed the request.

Reablement - Social (Libertas)

Complete an **Adult Referral to Reablement** within Mosaic.

This is a workflow step available as a next action from most Adult Care workflow steps.

From this workflow step, the next action **Adult Reablement Triage** should be assigned to **Reablement** and the referral must be finished (using the **Finish** toolbar icon ✅)

You will receive a notification (in your Incoming requests folder) from reablement to advise whether the case has been accepted or declined.

Safeguarding Team (Adults)

Complete an **Adult Safeguarding Concern** within Mosaic.

This is a workflow step available as a next action from most Adult Care workflow steps.

It can be 'sent immediately' which means it will send when you click the **Save** toolbar icon 💾.
It is also available from the **Start > New …** sidebar menu.

From this workflow step, the next action **Adult Safeguarding Triage** should be assigned to the **Adult Safeguarding Team** (*during normal working hours)* or **Approved Mental Health Professionals (AMHP)** *(outside of normal working hours)* and the concern must be finished (using the **Finish** toolbar icon ✅)

Safeguarding Team (Childrens)

You need to contact the Children's Customer Service Centre (CSC) by telephone to make the referral - **01522 782111.**

The CSC will record the relevant workflow step within Mosaic.

Shared Lives

Important note: Before making a formal referral you are advised to contact Person Shaped Support (PSS) for an informal discussion about the person's interest in Shared Lives. PSS will advise about placement availability and potential timescales.

Complete an **Adult Shared Lives Referral** within Mosaic.

This is an optional form available from the **Forms and letters** toolbar icon 📧 within relevant Adult Care workflow steps

The form should be generated as an Output (using the **Output current document** toolbar icon 📤) and emailed with supporting evidence to sharedliveslincs@pss.org.uk

Telecare – LCC funded only

Complete an **Adult Telecare Referral** within Mosaic.

This is a workflow step available as a next action from the some Adult Care workflow steps.

From this workflow step, the next action **Adult Telecare Equipment Request** should be assigned to **Adult Telecare** and the referral must be finished (using the **Finish** toolbar icon ✅)

Telecare Enabled Prevention and Care (TEPAC) Pilot

Complete an **Adult Telecare Referral** within Mosaic.

This is a workflow step available as a next action from the some Adult Care workflow steps.

From this workflow step, the next action **Adult Telecare Equipment Request** should be assigned to **Adult Telecare** and the referral must be finished (using the **Finish** toolbar icon ✅)

VoiceAbility

You need to refer online via www.voiceability.org/make-a-referral

Once submitted you will receive a copy of the completed referral from VoiceAbility. This should be uploaded to the **Adult Advocacy Monitoring** step which is available from the **Start > New …** sidebar menu.

The **Adult Advocacy Monitoring** step should be used to record basic referral details and all evidence relating to the advocacy.

Wellbeing Service

Complete the **WB Wellbeing Screening** within Mosaic.

This is a workflow step available as a next action from most Adult Care workflow steps.

From this workflow step, the relevant **WB Initial Risk Assessment and Triage** next action (based on your role/service area) should be assigned to the **Wellbeing Service Hub Team** and the screening step must be finished (using the **Finish** toolbar icon ✅)

Please note: The next action of 'WB Case Monitoring (WB Use Only)' is only used by the Wellbeing Service.