

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

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 **DP Suspension and Termination Checklist** optional form and send the request **Adult Authorise DP Termination/Suspension** to your manager.

The form and request are available in all three of these workflow steps.

Adult End Services Request

This step should be used if you need to end services, but the case is remaining open.

- For **personal budget services** you must assign the relevant next action (based on service) to the correct inbox.
- For **equipment** migrated from legacy systems (where there is no end date) please use the 'End Migrated Equipment (Adults)' form on MyPortal.
- For **Telecare** assign the next action **Adult End Services – Equipment or Professional Support** to **Adult Telecare** using the Pass to team dropdown menu.

- For **Professional Support** assign the next action **Adult End Services - Equipment or Professional Support** to self. For Professional Support services migrated from legacy systems (starts date is pre December 2016) email Catherine Fargher (Catherine.Fargher@lincolnshire.gov.uk) to request services are ended.

Adult Purchase Service Request

For this step you must complete **Section 6. Services No Longer Required**

This step should be used if you are requesting personal budget 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.

Adult Proposed Case Closure

This 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** to the relevant Business Support Team. Business Support will then request the services are ended from the case closure step.

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