Adults Quick Guide

DoLS Process

This guide is intended to assist the Deprivation of Liberty Safeguards (DoLS) Team to record case information in Mosaic.

All referrals for the DoLs Team are emailed using: mentalcapacityresource@lincolnshire.gov.uk

When a DoLS referral is made via the Customer Service Centre (CSC), they will complete an **Adult Contact (New Case)** or **Adult Contact (Open Case)** and record a next action of **'Adult DoLS Referral Made (NFA)'.**

CSC will also add an **Organisational relationship** of **'Involved Team'** for the DoLS Team.

DoLS Recording

There is no workflow in Mosaic for DoLS.

Most DoLS activity takes place outside of Mosaic but, where appropriate, **Case notes** should be recorded and documents should be uploaded (attached) to a person's record.

The DoLS Team should also always be visible as an 'Involved Team' in **Professional and organisational relationships** while the case is open to DoLS.

Case Notes

The DoLS Team should record **Case notes** to show all correspondence relating to DoLS applications received and when assessments have been completed and authorised.

- From the **Person summary** screen, click **Case notes** in the sidebar menu

- Click the **Add** button

- Record a relevant informative title

- Type of note = Select **AC DoLS Case Note**

- Record relevant case details in the 'Note' field.

If necessary an 'alert' can be sent to any involved workers.

- Click the **Finish** button once the Case note is recorded.

Please see the **Recording a Case Note and Sending an Alert** user guide for full details.

Upload Documents

Any external DoLS activity can be uploaded (attached) to Mosaic if required.

- From the **Person summary** screen click **Documents** in the sidebar menu

- Click the **Attachments** tab

- Click the **Upload** button

- Search for the document

- Rename if necessary, choose appropriate main and sub categories

- Click the **Upload and Close** button

Please see the **Uploading Documents** user guide for full details.

DoLS Team Involvement (Organisational Relationship)

When DoLS become involved with a case, the DoLS Team should check an involvement is recorded (opened).

If already recorded, the DoLS Team will display within **Professional and organisational relationships**

If missing, this should be added to the record by the DoLS Team.

Recording the Relationship

- From the **Person summary** screen, click **Person details > Organisational relationships** in the extended sidebar menu

- Click the **Add** button

- Click the **Find** button

- Search for **Adult DoLS Team** and click on the team name hyperlink

- Relationship Type = select **'Involved Team'**

- Amend 'From' date if required using **date picker** icon

- Click the **Save** then **OK** button to return to the **Person summary** screen.

The DoLS Team will display within **Professional and organisational relationships**

Ending the Relationship

When DoLS activity has finished, the team's involvement should be ended by the DoLS Team.

- From the **Person summary** screen click **Person details>Organisational relationships** in the extended sidebar menu

- Click the **Edit Pencil** icon

- To = Record end date using **date picker** icon

- End Reason = Select appropriate value from dropdown menu (e.g. Case Work Completed)

- Click the **Save** then **OK** button to return to the **Person summary** screen.

The DoLS Team will continue to display within **Professional and organisational relationships** until midnight of the end date.

Full Case Closures

Sometimes at the end of DoLS involvement there will be the need to propose a full case closure i.e. if the because the person has died, left the area or is not open to any other team or service.

For full case closures you will need to complete the **Adult Proposed Case Closure** step available from the **Start…New** sidebar menu.

From the **Adult Proposed Case Closure** step a next action of **Adult Case Closure** should then be assigned to the relevant Adult Admin Team (Business Support Team) based on where the person lives.

> If the person has died or left the area and was previously in receipt of a direct payment service (you can find this information within **Care packages provided** on the **Person summary** screen), you will need to send the **'Adult Please review information and authorise'** request to the relevant LCC/LPFT Adult Care Team.
>
> The Adult Care Team will then complete the Direct Payments Suspension and Termination checklist section, review the case and finish the **Proposed Case Closure** step

Please refer to the **Case Closures – Full, Team or Involvement** user guide (under the heading Case Activity – Workflow Steps and Forms) for full guidance on case closures.