

Adults Quick Guide

Lincolnshire Sensory Service

Adult LSS Support Plan

This guide is only for Lincolnshire Sensory Service (LSS) workers involved in recording an **Adult LSS Support Plan** in Mosaic.

All people referred to LSS requiring support services following an **Adult LSS Needs Assessment** will require an **Adult LSS Support Plan**.

The **LSS Support Plan** is usually assigned to self from the assessment but can be assigned to another LSS worker or to the LSS team if required.

The **LSS Support Plan** contains information regarding the person's care and support needs (as identified in the LSS Needs Assessment) and details how they will be met.

Recording the LSS Support Plan

To start the plan:

- In **Full** or **Narrow workview** access your **Incoming work** folder in **Current work**
- Click the **person's name** to access their record (**Person summary** screen) – 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

The **Adult LSS Support Plan** will open in a separate window

Tips for completing the form

Clicking on the **Show guidance** icon  will give you additional information to assist in answering the associated question.

Click the **Section completed** checkbox at the end of each section to put a tick in the sections menu on the left. This will show you which sections you have completed and if you have missed anything, but will not lock the section down nor save the section or form. There is also an option to select 'completed section only' when printing the form.

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.

Important notes when using 'Find' buttons:

- The **Manual Input** tab should only be used as a last resort.
- If a person is not known in Mosaic they should be created. To avoid duplicate records, you should always search using at least 3 different search criteria before creating them. Refer to the **Creating a Person** user guide for full details.
- If a worker or organisation is missing from Mosaic, or their details are incorrect, you should request they are created / updated via the Mosaic Service Desk 01522 555555.
- Any person/people you are finding to add to the form should also be added / ended as a 'Personal relationship' on the person's record via **Person details > Personal relationships** in the sidebar menu. Refer to the **Personal Relationships** user guide for further information.

This guide will only cover the fields where we can specify an answer for LSS.
All other fields should be completed as comprehensively as possible based on the information gathered during the assessment and planning process
Remember mandatory fields will be highlighted in red and cannot be missed.
Please review all sections and tick the 'Section completed' checkbox in all relevant sections.

Section 1. Person Details

Information will prepopulate into the fields marked with the **blue cog** . If any information is missing or incorrect, it can be added/edited by:

- Clicking the **Show subject summary** icon  to minimise the workflow step window
- Editing the information on the **Person summary** screen (guides on updating the person's details can be found on the **Mosaic Hub**)
- Maximising the workflow step window and then clicking the **Refresh current form** icon  to update the information in these fields

Some information prepopulates from the LSS Needs Assessment but can be amended where required using the dropdown menus, e.g. 'Preferred format of communication'

Person lives alone? = Select / amend the appropriate radio button. If 'No' is selected 'Other People in Household' section displays:

- Click the **Find** button to perform a search - From the **Find person results** pop up, click on the name hyperlink to select the person

The **Other People in Household** popup window displays. The **yellow cog**  fields can be edited if required but for best practice these should be treated as **blue cogs**  and the information should be updated on the person's record.

- Click the **Add** button to add the person and search for someone else or the **Add and close** button to close the popup window.

You can amend the answer re whether the person is a '**Risk to lone worker**' - if you say '**Yes**' you'll be asked to provide details and whether a '**Joint visit required?**'

You should also add a 'Warning' note to the person's record as prompted in the **Show guidance** icon . Please refer to the **Notes** user guide for details on how to add a note to the person's record.

You can also amend the **Emergency Contact Details** – use the **Find** button to add additional emergency contacts, use the **edit pencil** icon  to amend incorrect details and use the **delete bin** icon  to remove anyone no longer relevant

Sections 2 – 7

These sections contain questions that focus on how the person's sensory impairment affects specific aspects of their life.

Information will pull through from the LSS Needs Assessment into these sections, some of which can be edited and some cannot.

Each section contains the question, **'In relation to (specific aspect) are there any care and support needs to address in this plan?'**,

You must answer this question by selecting the appropriate option from the dropdown menu

If you select 'Yes', the following mandatory questions display:

'How will this need be met? e.g. what needs to happen, who will do this, what equipment can be provided?' = Complete the free text field

'Which outcome(s) will this meet?' = Tick the checkboxes as appropriate

If you select the 'Other' checkbox you will have to complete a mandatory text box to specify the details

Section 8. Support Plan Summary

Use the textbox to give details of the person's current situation, what their issues/barriers are, how these can be overcome and all parties involved in the support plan.

Select the categories of information and advice you have provided using the checkboxes.

If you select the 'Other' checkbox you will have to complete a mandatory text box to specify the details

Section 9. Completion Details

Fields marked with the **yellow cog**  will prepopulate with the worker who started the support plan step but can be edited within the form where required i.e. can be overtype if a different worker completed the plan.

Section 10. Next actions

Next actions are mandatory in all forms. At least one next action must be added before the **Adult LSS Support Plan** 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 = Find/Select as appropriate - Not required for NFA (no further action) actions
- Reason = Select as appropriate (only available for certain actions)
- Note = record any necessary information – recommended when assigning a next action to another 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

Action	When to use	Who to assign to
LSS Support Plan Review	<p>If a review of the support plan is required.</p> <p>The scheduled date defaults to 6 weeks but can be amended if required.</p>	<p>Self using the Assign to Me button</p> <p>Or, other worker using the Pass to worker > Find button</p> <p>Or, Lincolnshire Sensory Service using the Pass to team dropdown menu</p>
Adult LSS Case Monitoring	<p>For cases where the LSS Case Monitoring has not already been added i.e. those that have not been triaged</p> <p>Check Current work to ensure this has not already been added – only one LSS Case Monitoring should be open on the record</p> <p>Tick 'Send Immediately' to send before finishing the plan</p>	<p>Lincolnshire Sensory Service using the Pass to team dropdown menu.</p> <p>Or, self using the Assign to me button</p> <p>Or, other worker using the Pass to worker > Find button.</p>
Adult LSS Risk Notification to Key Team	<p>If the person is already known to an LCC or LPFT Adult Care Team and the assessment has highlighted significant risk(s) which require further involvement from Adult Care.</p> <p>Please use the 'Note' box to summarise details and indicate urgency.</p>	<p>Relevant LCC or LPFT Adult Care team using the Pass to team dropdown menu</p>
Adult Referral to Wellbeing (assign to self)	<p>To screen someone to see if they are eligible for support from the Wellbeing Service</p> <p>Tick 'Send Immediately' to send before finishing the plan</p>	<p>Self using the Assign to me button</p>

Action	When to use	Who to assign to
Adult No Further Action Required	If no further action is required following the plan, but a full case closure cannot be completed or is not needed e.g. because the case is open to LCC or LPFT Adult Care.	This is a terminating (no further action) action, so does not need to be assigned
Adult Proposed Case Closure	If a full case closure is required, i.e. if no further involvement from LSS is required following the plan and the case is not open to LCC or LPFT. Important: See Adult Case Closure (Full Case Closures) for more information	Self using the Assign to Me button Or, other worker using the 'Pass to worker > Find' button.
Adult Case Closure Already Started (NFA)	If a full case closure is required and is already underway To add this action, 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) action, so does not need to be assigned

Toolbar Icons

Before finishing your plan you should always consider whether you need to use any of the other toolbar icons at the top of the screen.

The **View documents** icon  is used to upload (attach) external documents to the plan. Please refer to the **Uploading Documents** user guide for further information.

The **Requests** icon  is used to send 'messages' to other workers and teams.

It contains both requests and notifications:

- **Adult Additional assessor input required**  is an optional request that can be assigned to another worker in the team if a joint assessment has been completed. It is used to invite the second worker to record their details within the same plan form.
- **Adult Admin output request**  is an optional notification. It is usually assigned to the LSS Team via the 'Pass to Team' dropdown menu. It is to be actioned by the Spa admin workers and is used to request that a finished version of the plan is printed and posted to the person. It can also be assigned to a named worker if required.
- **Adult Notify Admin of confirmed sensory impairment**  is an optional notification that can be assigned to another worker or the LSS team if required.
- **Adult Please action**  is an optional request that can be assigned to another worker or the LSS team if required.

How to send a Request or Notification

- Click the **Requests** icon 
- Select the request or notification using the **radio button**
- Note = Record any relevant information or to highlight any specific instructions
- Either, search for a worker using the 'Pass to Worker > Find button'
- Or, select a team using the 'Pass to Team' dropdown menu
- Click the **OK** button to close the popup window
- Click the **Save** icon  to send the request/notification

Please refer to the **Requests and Notifications** user guide for further information.

The **Output current document** icon  is used to generate a PDF version of the plan which can then be printed if required.

Please refer to the **Printing Documents** user guide for further information.

The **Finish** icon  will finish and complete your plan. The plan cannot be finished if there are any incomplete mandatory fields or if there are any requests which need completing. If the icon is clicked while there are outstanding mandatory sections, a system message will display explaining the form cannot be finished as "mandatory items" are outstanding. When the **Finish** icon  is clicked, it will lock down the plan so no further input can be made and will assign (send on) the next actions (workflow items) recorded. You will find your finished plan in the **Documents** section in the sidebar menu.

Ending your Worker Relationship

If your involvement with the case has ended i.e. you are assigning the LSS Support Plan Review to another worker or the case is closing - when **Adult Proposed Case Closure**, **Adult Case Closure Already Started (NFA)** or **Adult No Further Action Required** is added you will need to end your worker relationship on the person's record.

- Click **Person details > Worker relationships** in the sidebar menu
- Click the **Edit Pencil** icon  against your worker name/ the involved LSS worker
- To = Use the **date picker** icon 
- **End Reason** = Select relevant reason from dropdown menu
- Click the **Save** button then click **OK** button to return to the **Person summary** screen

The worker will disappear from **Professional and organisational relationships** straight away and the LSS worker's allocation will also disappear.

Refer to the **Worker Relationships** user guide for further details

Ending the Team Involvement (Organisational Relationship)

The LSS Organisational relationship needs to be ended on the person's record at the end of the LSS involvement i.e. when **Adult Proposed Case Closure**, **Adult Case Closure Already Started (NFA)**, **Adult No Further Action Required** or another **NFA next action** is added.

- Click **Person details > Organisational relationships** in the sidebar menu
- Click the **Edit Pencil** icon  against LSS team relationship
- To = Use the **date picker** icon 
- **End Reason** = Select from dropdown menu
- Click the **Save** button and then the **OK** button to return to the **Person summary** screen

The LSS Team details will remain in **Professional and organisational relationships** on the **Person summary** screen until midnight of the end date.

Refer to the **Organisational Relationships** user guide for further details

Adult Case Closure (Full Case Closures)

If the person was not open to Adult Care (LCC or LPFT) prior to the LSS involvement and there are no involvements from other teams e.g. Safeguarding or DoLS the case will need to be closed using the **Adult Proposed Case Closure** step.

The **Adult Proposed Case Closure** is a next action from the **Adult LSS Needs Assessment** and is also available from the **Start > New...** sidebar menu.

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 Adult Care (Area) Team.

The Adult Care Team will then complete the DP Termination checklist section of the form, review the case and finish the **Proposed Case Closure** step

For further details, please refer to the **Case Closures – Full, Team or Involvement** user guide.