

Adults Quick Guide

Lincolnshire Sensory Service Adult LSS Support Plan Review

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


All people referred to LSS receiving support and or services following an **Adult LSS Needs Assessment** and **Adult LSS Support Plan** will require an **Adult LSS Support Plan Review**.

The first **LSS Support Plan Review** is usually assigned to the worker who completed the **LSS Support Plan** but can be assigned to another LSS worker or to the LSS team if required.

The **LSS Support Plan Review** is designed to highlight whether the care and support need outcomes identified in the assessment and plan have been met.


Recording the LSS Support Plan Review

To start the review:


- 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 Review** 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 review.

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 support plan or previous review but can be amended where required using the dropdown menus, e.g. 'Preferred format of communication'

If you select '**Other**' for the '**Preferred format of communication**' you'll be asked to provide details


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


Section 2 – 7

Information will pull through from the support plan or previous review into these sections.

The mandatory question '**Were the outcomes to the above need met?**' displays for all domains where care and support needs were identified in the support plan.

Use the dropdown menu to select 'Yes' or 'No' as appropriate. When answered, a mandatory box displays to provide further details.

Section 8. Support Plan Review Summary


Use the **date picker** icon  to record the date the review was completed

Use the textbox to give a summary of the review.

Use the **Add** button to record details of the people contributing to the review.

From within the popup window click the **Add** button to add one person and then add another, or click the **Add and close** button once all people are added.

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 Review** 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 the outcomes have not all been met and a further review if required.</p> <p>The scheduled date defaults to 24 days 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>


Action	When to use	Who to assign to
Adult Additional 'Adult LSS Needs Assessment' Required	<p>If a further assessment is required.</p> <p>The reason for assessment should be recorded within the notes field.</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 Carer Contact to be Recorded on Carer's Record (NFA)	<p>If the person's carer requires a carers assessment</p> <p>You must also go to the carer's record and record Adult Contact (Carer) to refer to the Carers Team.</p> <p>Refer to the Carers Referral user guide for further information</p>	<p>This is a terminating (no further action) action, so does not need to be assigned</p>
Adult Carer Conversation Record	<p>If the person has caring responsibilities and has requested assessment or information and advice from the Carers Service.</p> <p>Reason = Adult Carer</p>	<p>Adult Carers Service Inbox using the Pass to worker dropdown menu</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 review, 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. the review is not progressing further as all outcomes were met 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 review 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 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 review is printed and posted to the person. It can also be assigned to a named worker if required.

- **Adult Notify LSS Team of outcome**  is an optional notification. It can either be assigned to a worker or the LSS team if required and is used to inform of the outcome of the review
- **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 review 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 review. The review 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 review and no further input can be made. This will assign (send on) the next actions (workflow items) recorded. You will find your finished review in the **Documents** section in the sidebar menu.

Recording a Registration

When known, a registration category must be recorded on the person's record.

From the **Person summary** screen

- Click **Registrations** in the sidebar menu
- Click the **Add** button
- **Register** = Select **Sensory Impairment Register**
- **Category** = Select as appropriate from the dropdown menu
- **From** = Use the **date picker** icon 
- **Note** = Is optional and can be used to record relevant information regarding the registration
- Click the **Save** and **OK** buttons to return to the **Person summary** screen

The details will display in **Register entries** on the **Person summary** screen.

Refer to the **LSS - Registrations** user guide for further details

Recording Person Details

As soon as it is known the following information should be recorded on the person's record.

If the case is already known to LCC or LPFT some of this information should already be recorded.

However during LSS involvement this information should be checked and added if missing or updated if incorrect.

- **Current Communication Needs** – recorded to comply with the Accessible Information Standard. Recorded directly in the **Current communication needs** section on the **Person summary** screen using the **Add** button.

Refer to the **Current Communication Needs** user guide for full details.

- **Health Conditions** – recorded via **Health > Conditions / Disabilities** in the sidebar menu. Any applicable health conditions should be recorded on the person's record. This information will not generate as a section on the **Person summary** screen. Refer to the **Health Conditions** user guide for full details.
- **Notes** – recorded to display warning messages or general information on the **Person summary** screen. Recorded via **Person details > Notes** in the sidebar menu. When there is a risk to lone workers a '**Warning**' note type should be recorded, once you have confirmed with your manager. Refer to the **Notes** user guide for full details.
- **Personal and Professional Relationships** – recorded via **Person details > GP / Organisational relationships / Personal relationships / Worker relationships** in the sidebar menu. Refer to the relevant user guides in the **Relationships** section of the User Guides page for full details.
- **References** – recorded via **Person details > References** in the sidebar menu. NHS number and National Insurance number should both be added to the person's record. Refer to the **References** user guide for information on how to record a reference.
- **Employment Status** – recorded via **Person details > Employment status** in the sidebar menu. Refer to the **Employment Status** guide for full details

Ending your Worker Relationship

If your involvement with the case has ended i.e. you are assigning the next 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  by 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 the LSS team relationship
- **To** = Use the **date picker** icon 
- **End Reason** = Select from dropdown menu
- Click the **Save** button and then the **OK** button

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.