Adults Quick Guide

Adult Disabled Facilities Grant (DFG) Process for OTs

The **Adult Disabled Facilities Grant Request** workflow step is used to send requests for Disabled Facilities Grants (DFGs) to the relevant District/City/Borough Council for private properties (privately owned and private tenancies).

The **Adult Disabled Facilities Grant Request** is available to select as a **'send immediately'** next action from relevant OT workflow steps. This means it can be added, completed and sent to the relevant Council before the workflow step it is selected from has been finished.

You will send the relevant District/City/Borough Council a mandatory authorisation request from the **Adult Disabled Facilities Grant Request** step – this will act as a form of screening and the Council will accept or return it.

When a case is accepted by the Council, they will monitor the application and will provide you with progress updates using notifications sent from their step; the **DFG Application for Adaptation**.

> **Adult Adaptation – Other** is a next action from various OT workflow steps. It is an alias for the workflow step **Adult Adaptation**, which is used to record adaptations for Council owned properties, LCC funded adaptations or when a housing association is funding an adaptation.
>
> It <u>must not</u> be used for DFGs.
>
> Please refer to the **Adult Adaptation Process** user guide for further details.

Completing the Adult Disabled Facilities Grant Request

To start the **Adult Disabled Facilities Grant Request** step, from within the person's record:

- Click the **Incoming work** icon within **Current work** on the **Person summary** screen

- Click **Start work** from the menu

The **Adult Disabled Facilities Grant Request** will open in a separate window

The step should be completed as fully as possible to allow the District/City/Borough Council to have all the information they need to progress the DFG application.

Clicking on the **Show guidance** icon will give you additional practice assistance relevant to 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 not lock the section down nor save the section. We recommend ticking 'Section completed' for the relevant sections of this form before finishing the step. There is an option to select 'completed sections 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.

Click the **Forms and letters** icon to select and complete any relevant scheme forms required to support the DFG request.

Use the **View documents** icon to upload and attach any relevant external documentation e.g. building plans relating to the DFG.

Use the category: **AC Equipment and Adaptations** and sub category: **DFG Application** for any documents you are attaching.

Refer to the **Uploading Documents** user guide for more information.

Section 1. Recipient Details

Select the relevant District/City/Borough Council as the recipient based on where the person lives.

Your details will display as the 'referrer' but you can update these if required.

Section 2. Recommendation for Adaptation

The questions/fields contained in this section of this form should be completed with as much information as possible.

Fields with a **blue cog** ⚙ prepopulate with the person's details. If some information is missing or incorrect, it can be 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 clicking the **Refresh current form** icon 🔃 to update the information

Fields with a **yellow cog** ⚙ prepopulate but can be manually updated within the form if needed. For best practice, where appropriate, these should be treated as per the advice above for **blue cogged** ⚙ fields to ensure the record is accurate and up to date.

Use the **Insert Section** button to duplicate the fields if the person has multiple **Guardian/Next of Kin/Carer** details to be recorded

Use the **Find** button to record details of each **Guardian/Next of Kin/Carer** and also to record the **'Names of everyone who lives in the property with the applicant'**

As per the red warning message in the form at least one mandatory outcome must be selected.

You can also select as many optional outcomes as relevant.

Use the question **'Plans/specification to be forwarded to Occupational Therapist for approval?'** to indicate if you would like the Council to send you the request to sign off all plans and specifications.

Section 3. Completion Details

Within this section there is an option to record that the DFG Request is cancelled (no longer progressing) by ticking the checkbox and then selecting the appropriate reason from the dropdown menu.

> Ticking the **'DFG Request to be cancelled'** checkbox will disable any mandatory fields within the form but you will need to send the **'Required Please review information and complete request for adaptation'** to your LP / Level 2 OT instead of the relevant District/City/Borough Council.
>
> It is important to note you only send the mandatory request to your LP / Level 2 OT in this scenario as for cases progressing it must be sent to the relevant Council.

You can also record the name of an LP or Level 2 OT you have discussed and agreed this case with.

If necessary the optional request **'Adult Please review information and authorise'** can be used for internal sign off.

Section 4. Next actions

- Add the next action of **DFG Application for Adaptation**

- Assign this to the relevant District/City/Borough Council listed in the **Pass to team** dropdown menu

- The default setting is for the **Priority** is Normal, but you can select the Urgent radio button if required

- Add a **Note** with any important information e.g. to explain the type of DFG being requested, why you've marked it as an urgent case etc

- Click the **Add and close** button

It is important to note that if you are cancelling the DFG Request you should select the next action **Adult No Further Action Required** instead.

This is a no further action so does not require assigning.

A **Note** should be added to highlight the reason it is being cancelled.

Sending the Request to the Council

- Click the **Requests** icon

- Select **Required Please review information and complete request for adaptation**

- Add a relevant **Note** e.g. to explain the type of DFG being requested, why you've marked it as an urgent case etc (use the same note you added against the next action)

- Select the relevant Council from the **Pass to team** dropdown menu

- Click the **OK** button

- Click the **Save** icon

The **Requests** icon will now be highlighted in red indicating that there is a request to complete before the step can be finished.

- Exit the step using the **Close** icon - say 'yes' to save any changes

Remember, it is important to note that if you are cancelling the DFG Request you should send the **Required Please review information and complete request for adaptation** request to your LP / Level 2 OT instead of the relevant Council.

You must only do this if cancelling the DFG Request – if it is progressing it must be sent to the relevant Council.

The **Disabled Facilities Grant Request** will remain in your **Incomplete work** folder, highlighted in yellow to indicate a request has been sent, until the case is accepted or returned by the Council.

Accepted, Not Accepted and Returned Cases

All 'screening' requests will be completed by the Council even if the referral is not appropriate e.g. it's for a Council owned property.

If accepting the case, the Council will also 'Finish' the **Adult Disabled Facilities Grant Request** step when they complete the request.

Accepted Cases

If the case is accepted by the Council they will complete the request and ensure the next action; the **DFG Application for Adaptation** is assigned to the relevant Council before finishing the **Adult Disabled Facilities Grant Request** step by clicking the **Finish** icon ✅

The **Adult Disabled Facilities Grant Request** will disappear from your **Incomplete work** folder.

The **DFG Application for Adaptation** step will display in **Current work** on the **Person summary** screen.

The **DFG Application for Adaptation** step pulls through information from the **Adult Disabled Facilities Grant Request** step**.**

The Council will keep the **DFG Application for Adaptation** step open until the DFG has been completed or cancelled.

Cases Not Accepted e.g. Council owned properties

If the case is not accepted by the Council they will still need to complete the request and add a note to explain why e.g. Council owned property.

This note will be visible on the **Workflow Step Summary** screen of the **Adult Disabled Facilities Grant Request** step. This screen is available via Documents, Work history or the Workflow map.

The Council will not finish the step – this will still be in your **Incomplete work** but no longer highlighted in yellow

You will need to resume the **Adult Disabled Facilities Grant Request** and ensure the next action; **Adult No Further Action Required** is recorded before finishing the **Adult Disabled Facilities Grant Request** step.

Do this by:

- Clicking the **Incomplete work** icon ![icon] against the **Adult Disabled Facilities Grant Request** within **Current work**

- Clicking **Resume work** from the menu

- Clicking into **Section 4. Next actions**

- Deleting the **DFG Application for Adaptation** next action using the **Delete** icon ![icon]

- Adding the next action **Adult No Further Action Required**

- Clicking the **Add and close** button

- Clicking the **Finish** icon ![icon]

Returned Cases e.g. insufficient information

If there is insufficient information for the Council to determine whether to accept the case or not, they may return the request and add a note to advise you which information is missing/asking you to provide further details.

The **Adult Disabled Facilities Grant Request** will remain in your **Incomplete work** folder but will now be highlight in red to indicate the request has been returned.

- Click on the step title **Adult Disabled Facilities Grant Request** to open the Workflow Step Summary screen and view the note recorded by the Council within the **Requests** section (this note is also visible in the notes column when in **Full workview**)

- Click **Resume** to open the **Adult Disabled Facilities Grant Request** and add further information requested by the Council

- Click the **Requests** icon ![icon] to resend the request to the relevant Council

- Click the red text **Please review information and complete request for adaptation**

- Click the **Send Again** button

- Add/Update **Note** if needed

- If needed, use the **Pass to team** dropdown menu to select the relevant Council (usually only needed if sent to the wrong Council originally)

- Click the **OK** button

- Exit the step using the **Close** icon ❌ - say 'yes' to save any changes

If the DFG is no longer required and so you do not need to resend to the Council:

- Click into **Section 4. Next actions**

- Delete the **DFG Application for Adaptation** next action using the **Delete** icon 🗑

- Add the next action **Adult No Further Action Required**

- Click the **Add and close** button

Then follow the above instructions but resend the mandatory request to your LP / Level 2 OT rather than the Council.

> Remember the mandatory request **Required Please review information and complete request for adaptation** should only be sent to your LP / Level 2 OT if you are cancelling the DFG Request – in all cases where the DFG Request needs to be sent to the Council the mandatory request must also be sent to the Council.

While waiting for the DFG to be completed

Unless the case is still active or particularly complex which means you need to remain actively involved, where you are waiting for the DFG work to be completed, **Adult OT Casework Records** and **Adult OT Goals and Action Plans** should be moved to team's DFG inbox.

You should also end your worker relationship – again unless the case is still active or particularly complex which means you need to remain actively involved.

To reassign the steps to the Team's Inbox (DFG):

- In **Full workview** click on the **Bulk Assign** button on the **Current work** header bar

The **Bulk action** window will display.

- All the Current work is listed - filter the list by typing the person's name into the search field.

- Tick the checkbox next to the **OT Casework Record** and **OT Goals and Action Plan**

- In the Team worker dropdown menu select the Team's **Inbox (DFG)**

- Click the **Preview assign** button

- Add a **'Note'** stating your name and why the case is ongoing / why it is being reassigned e.g. *Harry Potter (OT). Awaiting LAS* – this note will appear against both workflow steps

- Click the **Assign** button (and then **Cancel** button to close the **Bulk action** window) – the steps will then move from your Incomplete work folder to the inbox's Incomplete work folder

To End your Worker relationship

- Click **Person details > Worker relationships** in the sidebar menu or click the **Change** hyperlink next to **Professionals** within the **Professional and organisational relationships** section

- Click **Edit Pencil** icon 🖍 against your relationship

- Record a 'To Date' using the **date picker** icon 📅

- Select the most appropriate 'End Reason' from the dropdown menu

- Click the **Save** button

- Click the **OK** button to return to the **Person summary** screen

Please see the **Worker Relationships** user guide for further details.

Receiving Requests and Notifications from Councils

During the DFG application process the Council will use requests and notifications, sent from the **DFG Application for Adaptation** step, to communicate with you / the referring OT's team.

These will display in your individual or the team's **Current work > Incoming requests** folder.

You may receive the following **requests** and **notifications** from the Council:

Request (R) / Notification (N)	Purpose
(R) DFG additional information required	To request further information in order to progress the DFG application
(R) Please review and authorise plans	To request you signed off plans
(N) Notify OT – DFG Progress Update	To notify you of important information e.g. date grant approved
(N) Required Advise OT of DFG outcome	To notify you whether the DFG has been completed or cancelled

Any requests received should be completed as soon as possible to allow the Council to continue with the case.

Notifications should be read and acknowledged or completed as appropriate.

Completing a Request

From the **Current work > Incoming requests** folder (**Full workview** will display any **Note** recorded by the Council when the request was sent)

- Click the **Request Title** hyperlink

The Workflow Step Summary screen for the **DFG Application for Adaptation** will display

- Click **Resume** in the sidebar menu

The **DFG Application for Adaptation** step will open in a separate window.

The **Requests** icon will be highlighted in red to indicate the request needs to be completed before the step can be finished.

Once you have added additional information / reviewed and signed off any plans or specifications etc

- Click on the **Requests** icon

The outstanding request(s) will display in red text

- Click on the **red text** to open the outstanding request

- Select the **Completed** radio button if you have added the additional information requested by the Council / checked the plans etc

Or

- Select the **Returned** radio button if you do not have the additional information / do not agree with the plans etc.

  A **note** must be added if returning a request to explain why you are sending it back

- Click the **OK** button

The **DFG Application for Adaptation** step screen displays.

- Exit the step using the **Close** icon - say 'yes' to save any changes

The request will be removed from your **Incoming requests** folder.

The Council will be able to see if you have completed or returned the request by the colour of the **DFG Application for Adaptation** in their **Incomplete work** folder.

Refer to the **Completing or Returning Requests** user guide for further guidance if needed

Acknowledging or Completing a Notification

From the **Current work > Incoming requests** folder (**Full workview** will display any **Note** recorded by the Council when the notification was sent)

- Click the **Notification Title** hyperlink

The Workflow Step Summary screen for the **DFG Application for Adaptation** will display

- If the **DFG Application for Adaptation** step has been finished, click the **Acknowledge** hyperlink within the **Requests** section to complete the notification.

Or

- If the **DFG Application for Adaptation** is still in progress, click **Resume** in the sidebar menu and follow the process for completing a request as detailed above.

Refer to the **Acknowledging Notifications** user guide for further guidance if needed

Completed DFGs

If the DFG is completed, you (or the Adult OT Duty Team) will receive a **DFG Outcomes** workflow step in your individual or the team's **Incoming work** folder.

The Council will also send you (or the Adult OT Duty Team) the mandatory notification **Required Advise OT of DFG outcome** to inform you the case has been completed.

You will need to **acknowledge** this notification, as described above, to clear it from your **Incoming requests** folder.

The **DFG Outcomes** step pulls through information recorded in the previous DFG workflow steps (**Adult Disabled Facilities Grant Request** and **DFG Application for Adaptation**).

Review each section and complete the **DFG Outcomes** step.

Section 6. DFG Outcomes (LCC OT use only) contains the mandatory and optional outcomes identified in the **Adult Disabled Facilities Grant Request**.

Use the dropdown menu to record an **Outcome** for each mandatory and optional outcome selected.

In **Section 7. Next actions** the next action **DFG Adaptation Completed (NFA)** should always be recorded. This is a terminating next action and therefore does not need assigning, it ends the workflow.

Once the form is complete and the next action has been added, finish the step by clicking the **Finish** icon ✅

When you receive the **DFG Outcomes** step (Incoming work) and the **Required Advise OT of DFG Outcome** notification (Incoming requests) from the Council you must reassign the **Adult OT Casework Record** and **Adult OT Goals and Action Plan** back to yourself for completion (if previously reassigned to the Team's Inbox (DFG)).

To reassign the steps from the Team's Inbox (DFG):

- Change to **Full workview** and access the **Team workview** by clicking the **Show team workview** icon

- Within the **Team summary** click the hyperlink for the **Inbox (DFG)**

- Click on the **Bulk Assign** button on the **Current work** header

The **Bulk action** window will display.

- All the Current work is listed - filter the list by typing the person's name into the search field.

- Tick the checkbox next to the **OT Casework Record** and **OT Goals and Action Plan**

- In the Team worker dropdown menu select **your name**

- Click the **Preview assign** button

- Click the **Assign** button (and then **Cancel** button to close the **Bulk action** window) – the steps will then move back to your Incomplete work folder

If needed, refer to the **OT Casework Record** and **OT Goals and Actions Plan** user guides for further details on completing these steps.

Cancelled/Abandoned DFG Applications

If the DFG application is cancelled or abandoned the Council will record a next action of **DFG Not progressed (NFA)** in the **Adult DFG Application for Adaptation** step. This is a terminating next action and therefore ends the workflow.

They will send you (or the Adult OT Duty Team) the mandatory notification **Required Advise OT of DFG outcome** to inform you the case has been cancelled/abandoned.

You will need to **acknowledge** this notification, as described above, to clear it from your **Incoming requests** folder.

> For cancelled/abandoned cases you will still need to reassign the **Adult OT Goals and Action Plan** and **Adult OT Casework Record** back to yourself for completion (if previously reassigned to the Team's Inbox (DFG)).
>
> Please follow the instructions above.