Adults Quick Guide

Adult Telecare Process

This guide is aimed at members of the **Adult Lincolnshire Community Equipment and Telecare Service** (LCES).

The relevant workflow for this process is made up of two workflow steps; the **Adult Telecare Referral** step and the **Adult Purchase Services – Telecare or Professional Support** step.

Adult Telecare Referral

The **Adult Telecare Referral** is completed by the practitioner referring the person for **LCC commissioned Telecare services** and / or to make a referral to the **Technology Enabled Prevention and Care (TEPAC) pilot**. This could be any Team in Adult Care including CSC, safeguarding, carers and OT. Refer to the **Referring to Telecare** user guide for further details about this step.

Referring practitioners will send a mandatory request from the referral step to the **Adult LCES – Inbox.**

This request allows you (workers in the **Adult Lincolnshire Community Equipment and Telecare Service**) to access the referral step to review the information recorded and accept or reject the referral.

The information in the referral is used to allow you to request the Telecare equipment from NRS (Nottingham Rehabilitation Services) – this process is external to Mosaic.

You use the NRS website to order the equipment and then email a copy of the referral form (PDF generated from Mosaic) so NRS have all the details of the person to add to their system. NRS will email you to confirm whether equipment has been provided or not.

Completing or Returning the Request

To screen the referral and complete/return the request:

- Access the **Team workview** by clicking the **Show team workview** icon

- Access the **Adult LCES – Inbox** by clicking the inbox name within the **Team summary** section

- Open the **Incoming requests** folder

- Click on the **Title of the request**

The workflow step summary screen for the referral will display.

- Click **Resume** in the sidebar menu

The referral will open in a new window.

Read the referral by clicking into each section.

Once you have decided whether or not to accept the referral you will need to complete or return the request and review / record the relevant next action.

- Click on the **Requests** icon

The outstanding request will display in red text.

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

- Select the **Completed** radio button if accepting or **Returned** radio button if rejecting

> A note should be added if rejecting to explain why and the workflow step should be exited, using the **Close** icon rather than finished.
>
> This will send the case back to the referring practitioner so they can add missing information etc before re-sending the referral where required.

- Click the **OK** button

- Click the **Save** icon 💾

If the referral is being accepted check the **Adult Purchase Services – Telecare or Professional Support** next action has been added in **Section 11.**

Once the request has been completed and the action checked/added click the **Finish** icon ✅ to finish and lock down the referral.

Accepted cases only - Record an Organisation Relationship

If Telecare equipment is provided **Adult Lincolnshire Community Equipment and Telecare Service** should be opened as an **'Involved Team'** by recording an **Organisational relationship** on the record – this will remain open while the person has telecare equipment.

Please refer to the **Organisational Relationships** user guide for further details

Accepted Cases only – Recording the Equipment

The **Adult Purchase Services – Telecare or Professional Support** step is completed by you (workers in the **Adult Lincolnshire Community Equipment and Telecare Service**).

This step is used to record the equipment delivered and installed by NRS (Nottingham Rehabilitation Services).

> A **Service User Group** (Primary Support Reason) must be recorded before services can be recorded. This should be recorded by the referring practitioner but must be added if missing from the record.
>
> A **Service User Group** of **'A- Physical Support'** and **Sub-Group** of **'Access & Mobility only'** should be recorded if the case is open for Telecare equipment only.
>
> If needed, refer to the **Service User Groups** user guide for full details.

To start the **Adult Purchase Services – Telecare or Professional Support**, 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 Purchase Services – Telecare or Professional Support** will open in a separate window

To record the Telecare equipment:

- Click into the **AS – Adults Adaptation and Telecare** tab

- Click the **Add provision** button

- Service Group = Select **AS – Other Services (including Telecare)**

- Service = Select **Telecare**

- Click the **OK** button

- Click into the **Dates** tab

- Start Date = Enter delivery date

- Planned End Date = leave blank

- Click into the **Purchaser** tab

- Worker responsible for purchase = Defaults in as you (leave this)

- Purchasing Team = Search for and select **Telecare Purchasing**

- Click into the **Provision** tab

- Provider = Select **Nottingham Rehabilitation Svcs**

- Click the **OK** button

- Click the **Add Element** button

- Element = Select **appropriate value**

- Click the **Next >>** button

- Click into the **Note** tab

- Use 'Note' box to record details of items provided

- Click the **OK** button

If multiple different Telecare services have been required – click the **Add Element** button to repeat the steps for selecting the element and recording relevant notes.

Once all equipment (all elements) have been recorded:

- Click the **OK** button

- Click the **Next actions form** tab

- Click into **Section 2. Next actions**

- Click the **Add** button and select the next action **'Adult Services Updated (NFA)'**

- Click the **Add and close** button

The step should then be finished using the **Finish** icon - The Telecare equipment will be visible in **Care packages provided** on the **Person summary** screen