

Adults Quick Guide

Adult Telecare Process

This guide covers the process for LCC commissioned Telecare services (equipment) and is primarily aimed at members of the **Adult Lincolnshire Community Equipment and Telecare Service** (LCES).

The Adult Telecare workflow always starts with an **Adult Telecare Referral** step and ends with the equipment being recorded on the person's record within the **Adult Purchase Services – Adaptation, Telecare or Professional Support** step.

Details within this workflow will prepopulate (pull forward) from each workflow step to the next. You should review and update the information to reflect the person's current situation in each step.

The steps available within the Adult Telecare workflow are:

- [Adult Telecare Referral](#)
- [Adult Telecare Equipment Request](#)
- [Adult Purchase Services – Adaptation, Telecare or Professional Support](#)

Adult Telecare Referral

The **Adult Telecare Referral** is completed by the practitioner referring the person for LCC commissioned Telecare services. This could be any Team in Adult Care including CSC, safeguarding, carers and OT.

It is selected as a next action from relevant workflow steps.

Please refer to the **Referring to Telecare** user guide for further details.

Adult Telecare Equipment Request

The **Adult Telecare Equipment Request** is completed by workers in the Adult Lincolnshire Community Equipment and Telecare Service (LCES).

It is a mirror of the **Adult Telecare Referral** – all information pulls through from the referral so no input is required other than adding the appropriate next action and sending an outcome notification to the referring practitioner.

The **Adult Telecare Equipment Request** 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.

To start the **Adult Telecare Equipment Request**, 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 Telecare Equipment Request** will open in a separate window

Section 10. Next actions

Next actions are mandatory in all forms. At least one next action must be added before the **Adult Telecare Equipment Request** can be finished.

To record a next action:



- Click the **Add** button
- Select the relevant action from the '**Select action**' dropdown menu
- Assign to = Select/Find as appropriate - Not required for NFA (no further action) actions
- Note = record any necessary information – recommended when assigning a next action to another team/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

Next Action	When to use	Who to assign to
Adult Purchase Services – Adaptation, Telecare or Professional Support	If equipment has been provided so it can be recorded on the person's record	Self using the Assign to Me button
Adult No Further Action Required	If no further action is required, and a full case closure cannot be completed because there are services in place or other workers or teams are still working with the case etc.	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 person does not already have services, or current services and involvement from all involved teams are to close Please check Case Closures - Full, Team and Involvement user guide for full details of when to select this next action	Self using the Assign to Me 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

You should send the **Adult Notify worker of outcome** notification back to the referring practitioner to inform them as to whether the Telecare equipment as been provided or not.

To send the notification:

- Click the **Requests** icon 
- Select the appropriate **Adult Notify worker of outcome** notification using the radio button
- Add a Note in the textbox to confirm whether the equipment has been provided
- Pass to worker = Search for the referring practitioner
- Click the **OK** button to return to the main workflow step and then click the **Save** icon 

Once the relevant next action has been recorded and then notification sent, the step should be finished using the **Finish** icon 

Record an Organisation Relationship for Adult Telecare

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

Adult Purchase Services – Equipment, Telecare or Professional Support

Adult Purchase Services – Adaptation, Telecare or Professional Support is completed by workers in the Adult Lincolnshire Community Equipment and Telecare Service.

This step is used to record the Telecare 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.

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.

To start the **Adult Purchase Services – Adaptation, 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 – Adaptation, 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 = 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