

Adults Quick Guide

Adult Hospital Discharge Request

The acute hospital workflow starts with the recording of the **Adult Initial Hospital Notification** step via the **Start > New ...** sidebar menu. This step is usually recorded by Business Support when a hospital referral is received but can also be recorded by a hospital worker during out of hours / weekend working if required.

The next action **Adult Hospital Discharge Request** is recorded. This is usually assigned to the hospital team so that case monitoring and screening activity can commence.

While screening the case and gathering further information the hospital team manager, and any duty workers, will record activity in the **Adult Hospital Record of Information Gathering** form.

Until the case is allocated to an appropriate worker, the **Hospital Discharge Request** step must be re-assigned to the relevant hospital **Case Monitoring inbox** (virtual worker)

Hospital Case Monitoring inboxes (virtual workers) –

- Case Monitoring Grantham – inbox (Unassigned)
- Case Monitoring Lincoln – inbox (Unassigned)
- Case Monitoring Peterborough – inbox (Unassigned)
- Case Monitoring Pilgrim – inbox (Unassigned)

To search for the virtual worker -

- Pass to worker = Click the **Find** button
- First Name = enter '**case**'
- Click the **Find** button and click hyperlink to select



If it is identified that continued involvement is required by Adult Care, the hospital team manager will open an appropriate **Worker relationship** via **Person details > Worker relationships** in the sidebar menu.

This should be **Key Worker (Adult Care)** if the worker is the only one involved, or **Involved Worker** if there is already a Key Worker on the case.

The hospital team manager will then re-assign the **Hospital Discharge Request** step to the appropriate worker for on-going case monitoring/assessment.

Recording the Adult Hospital Discharge Request

To start/resume the **Adult Hospital Discharge Request** step, from within the person's record:

- Click the **Incoming work** icon  / **Incomplete work** icon  within **Current work** on the **Person summary** screen
- Click **Start / Resume work** from the menu


The **Adult Hospital Discharge Request** will open in a separate window


The **Adult Hospital Discharge Request** workflow step contains two forms –

- **Adult Hospital Discharge Request**
- **Adult Hospital Record of Information Gathering**

All appropriate sections of both of the forms should be completed before the step is finished.

Tips for completing the forms

Clicking on the **Show guidance** icon  will give you assistance relevant to the associated question.

Click the **Save** icon  throughout your input to the form. We recommend that you save your work at least at the end of each section, but the more often the better. Once you click save, any section's mandatory fields will be highlighted in red.

For detailed guidance on completing a workflow step or form please refer to the **Working with Workflow Steps or Forms** user guide.

This guide will only cover some significant fields.

When completing this step, all fields in both forms should be completed as comprehensively as possible based on the information gathered.

Hospital Record of Information Gathering

Section 1. Record of Conversation

This section is used to record details of case activity. It should be updated throughout the person's stay in hospital.

Record of Conversation – 1

- Use the **date and time picker** icon  to select the **Date and time**.

Click the '**Now**' button to record current date and time, but remember you should be selecting the data and time of the event not the date and time of you recording it.

- Record the **Name(s) of person(s) contacted** within the textbox
- Select the **Method of contact** e.g. telephone, letter etc
- Record the **Details of conversation** and **Agreed actions from conversation** within the textboxes
- The **Worker recording activity** field will default in with your information but can be updated if required. This highlights who has gathered the information if there are multiple workers dealing with the case.

The **Insert Section** button should be used to repeat this section to allow multiple entries to be added – a new entry should be added to log each telephone call, ward visit, letter etc separately


Once more than one section has been added the two additional buttons display:



- **Move Section Up** – can be used to rearrange the order of the conversations so they are in chronological (date and time) order
- **Delete Section** – can be used to remove a section that is not needed (be careful not to delete a section where information has been recorded and needs to be retained)

Adult Hospital Discharge Request

This form is used to capture the person's details, details about their admission to hospital and details of their discharge from hospital.

Section 1. Personal Details

Fields with a **blue cog**  are prepopulated from the person's record. To correct information or add missing information:

- Click the **Show subject summary** icon  to minimise the workflow step window
- Edit the information on the **Person summary** screen (user guides on updating the person's details can be found on the **Mosaic Hub**)
- Maximise the workflow step window and then click the **Refresh current form** icon  to pull the information into the workflow step

The **Primary Support Reason** and **Primary Support Reason Sub-Category** are mandatory fields. You will see a red warning message if these fields are blank or have a value of 'PSR – Not Yet Established'. This information must be added or updated in the **Person summary** screen by clicking on **Person details > Service user groups** in the extended sidebar menu. For further guidance refer to the **Service User Groups** user guide.

Contact / Carer Details = Use the **Find** button to perform a person search to record details of the emergency contacts and / or next of kin.

Important notes:

- 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.
- This person/people should also be added as a 'Personal relationship' on the person's record via **Person details > Personal relationships** in the extended sidebar menu. Refer to the **Personal Relationships** user guide for further information.

GP / Medical Practitioner or GP Surgery- a red warning message will display if:

- there is no named GP or GP Surgery recorded on the person's record
- the named GP and GP Surgery already recorded do not match
- the GP Surgery has previously been recorded as not known, or the person has been recorded as not registered with a GP Practice.

It is best practice for the **GP Surgery** to be recorded as an **Organisational relationship**, even if a named GP is already recorded on the person's record. Refer to the **GP Details** user guide for guidance on how to record/update the GP or surgery.

Section 2. Admission / Discharge Details

Admission / Discharge Details

Is this a new or open case? = Pulls through from the **Initial Hospital Notification** but can be updated if recorded incorrectly


Depending on the answer to this question you will see either a question relating to '**New case**' or '**Open case**'.


Once you answer the additional question you may then see a prompt on the screen to indicate the appropriate next action to select.


Hospital admission date and **Name of hospital the person is being discharged from** both pull through from the **Initial Hospital Notification** but can be updated if recorded incorrectly

The next questions should **only** be completed at the point of discharge or end of hospital team involvement.

Discharge plan = This should be captured for all cases so we can report on the outcome of our involvement with the person – what's being planned for their discharge from hospital or at the end of our involvement with them.

Medically optimised for discharge date = Only appears once the **Discharge plan** has been selected. As per the **Show guidance** icon , this date should be the date the person was medically optimised for discharge and should be updated if the discharge status changes to reflect the latest date we were advised the person was medically optimised.

Confirmed date of discharge/hospital involvement ended = As per the **Show guidance** icon , this date should be recorded once the date of discharge is confirmed or when the hospital involvement is ending.

Once the date is recorded you will see a prompt - if the case is being transferred to the area team following discharge, you must send the notification **Adult Hospital discharge confirmation** to let the area team know the person has now been discharged. The notification is found within the **Requests** icon . A note should be added to confirm discharge arrangements e.g. discharged home with a package of personal care or discharged to a temporary admission (short term care) etc.

The fields within the **Discharge Delay** subsection should **only** be completed if you have received a **Discharge Notification**.

You must check the **Additional Hospital Notifications** form to find the latest information to update this subsection so the number of delay days is correct.

If multiple Discharge Notifications have been received you must use the details for the most recently received.

Discharge Delay

- **Date discharge notification received** = This should be the date and time the latest notification was received (you can copy and paste this from the Additional Hospital Notifications form)
- **Latest proposed date of discharge** = This should be the date from the latest discharge notification. This field must be updated if the predicted/proposed date of discharge has changed from the date previously recorded
- **Number of days delayed** = Calculated based on the dates recorded in this section. If the discharge has not been delayed this field will remain empty

You must check the most current discharge notification information has been recorded and then tick the mandatory checkbox – remember if no discharge notification has been received this section can remain blank but you must still tick the checkbox

Section 3. Summary of Discharge Assessment and Agreed Outcomes

This section is used to summarise the conversations, decide what needs to happen next and record details of any outcomes in an action plan.

Action Plan


To log an outcome and record how it will be achieved:

- Click the **Add** button and record the action plan in the popup window


The '**Worker recording activity**' field will default in with your information but can be updated if required.

- Click the **Add** button to record an additional outcome, or click the **Add and close** button if only recording one outcome or when all outcomes have been recorded

When outcomes have been recorded the following icons are displayed:

 **Edit** – to edit/amend a line in the action plan

 **Delete** – to delete/remove a line from the action plan

 **Move this row up** – to rearrange the order of the outcomes logged (only displays if more than one outcome is recorded)

Section 4. Completion Details

- **Discharge Assessment to be abandoned / cancelled?** = You should only select **Yes** if the reason is listed in the dropdown menu.

The worker who is finishing this workflow step must record the '**Date completed**' and tick the '**Completed by**' checkbox. Once ticked, a verification field will display to show the time, date and your details as the worker completing the step.

Section 5. Next actions

Next actions are mandatory in all forms. At least one next action must be added before the **Adult Hospital Discharge Request** 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 = Select/Find as appropriate - Not required for NFA actions
- Reason = Select as appropriate from dropdown menu (only available for certain 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

Remember to click the '**Send Immediately**' checkbox for all relevant next actions to allow workflow to progress before this step is finished.

Exit the step using the **Close** icon  and click 'yes' to save changes.

Action	When to use	Who to assign to
Adult Inform Area Team / Key Worker of Hospital Admission	Used to inform the involved area team or worker that a person has been admitted to hospital. Important note: Should be sent at point of admission – not discharge	Relevant involved area worker using the Pass to worker > Find button Or the area team using the Pass to team dropdown menu

Action	When to use	Who to assign to
Adult Area Team / Key Worker to Facilitate Discharge	<p>Only to be used if the area team / key worker is going to keep the case and assess for discharge.</p> <p>Important note: This is not to be used to inform area worker/team that a case is transferring back to area after discharge</p>	<p>Relevant involved area worker using the Pass to worker > Find button</p> <p>Or the relevant area team using the Pass to team dropdown menu</p>
Adult Hospital to Hospital Transfer	<p>Used when a person is being transferred from one hospital to another even if the hospital they are transferring to is part of the same trust (ULHT)</p> <p>E.g. Grantham hospital to Lincoln hospital, as these are 2 separate teams.</p> <p>Important note: This 'Hospital Discharge Request' should be finished at the time of transfer and a new workflow started by the receiving hospital team</p>	<p>The receiving hospital team using the Pass to team dropdown menu</p> <p>Or a worker using the Pass to worker > Find button</p>
Adult Start Review Process on an open case (NFA)	<p>For open cases when there is a review scheduled in the Current work - The worker facilitating the discharge will need to 'Start' this review.</p> <p>Important note: Do not select this action if the review has already been started. In this scenario, the area worker will need to complete or abandon the review (as appropriate) and schedule a new review to the hospital worker arranging discharge as soon as possible.</p>	<p>This is a terminating (no further action) action, so does not need to be assigned</p>
Adult Referral to Reablement (assign to self)	<p>To refer to home based reablement service (Libertas)</p>	<p>Self using the Assign to Me button</p>

Action	When to use	Who to assign to
Adult Telecare Referral (TEPAC Pilot only)	If a referral to the TEPAC pilot is required. Important note: Must not be used to refer to Telecare.	Self using the Assign to Me button
Adult Referral to ILT (NFA)	If a case has been referred to ILT	This is a terminating (no further action) action, so does not need to be assigned
Adult Bring Forward Scheduled Review	For open cases when an area worker is going to complete the review You must record a mandatory reason, Adult Hospital admission , when selecting this action	The relevant worker using the Pass to worker > Find button
Adult Change in Care Package Delivery Request	Used to advise Serco or Brokerage of certain changes in service e.g. to request a service suspensions due to hospital admission. For further details refer to the Adult Change in Care Package Delivery Request user guide	Self using the Assign to Me button
Adult My Assessment: Area Team	Only for new cases when the need for assessment is identified and it is going to be completed by an area worker - check the Person summary - there should be no services in place and no Adult My Review showing in Current work . Or open cases where the area worker has abandoned/cancelled their assessment due to the hospital admission. You should use the mandatory reason field as a prompt / reminder of when to use this action.	Self using the Assign to Me button


Action	When to use	Who to assign to
<p>Adult My Assessment: Non-Area Team</p>	<p>Only for new cases when the need for assessment is identified and is going to be completed by a hospital worker - check the Person summary - there should be no services in place and no Adult My Review showing in Current work.</p> <p>Or open cases where the area worker has abandoned/cancelled their assessment due to the hospital admission.</p> <p>You should use the mandatory reason field as a prompt / reminder of when to use this action.</p>	<p>Self using the Assign to Me button</p>
<p>Adult Internal Contact (assign to self)</p>	<p>If the person needs involved from OT (Occupational Therapy).</p> <p>This should only be used for cases not already open.</p>	<p>Self using the Assign to Me button</p>
<p>Adult Extension to Temporary Admission Monitoring</p>	<p>For cases where a person needs to be discharged back to a temporary admission placement and the placement needs extending</p> <p>There should only be one Extension to Temporary Admission Monitoring step open on a record so you must check Current work on the Person summary screen before adding this action.</p>	<p>Self using the Assign to Me button</p> <p>Important: This should be reassigned to the area team key worker or area team manager once the person is discharged</p>
<p>Adult End Services Request</p>	<p>Only to be used when it is identified services need to end before a review or assessment can be completed i.e. where the person is likely to be medically unfit for discharge for a long period of time.</p> <p>Before using this action, please consider if suspending the service may be more appropriate.</p>	<p>Self using the Assign to Me button</p>

Action	When to use	Who to assign to
Adult Risk Assessment and Management Plan	If case activity has indicated there are high or severe risks which need a risk assessment	Self using the Assign to Me button
Adult Referral to Wellbeing (assign to self)	If a case requires screening for the Wellbeing Service	Self using the Assign to Me button
Adult Referral to Other Agency	If the case needs to be referred to an external agency (outside of Mosaic)	Self using the Assign to Me button
Adult Referral to LPFT Mental Health Social Care (assign to self)	If a case needs referring to LPFT (Lincolnshire Partnership Foundation Trust) for Mental Health Social Care intervention.	Self using the Assign to Me button
Adult Information and Advice Provided (NFA)	Used if a review or assessment has not taken place and information and advice has been provided	This is a terminating (no further action) action, so does not need to be assigned
Adult Hospital Discharge Request No Longer Required (NFA)	Used for open cases (open prior to hospital admission) if the discharge request is no longer required as the case is not progressing i.e. the person was discharged before being assessed/reviewed but the case is to remain open to another team (e.g. Area, Safeguarding etc)	This is a terminating (no further action) action, so does not need to be assigned
Adult Safeguarding Concern	If safeguarding concerns are raised and the case potentially needs to be referred to the Safeguarding Team	Self using the Assign to Me button
Adult Proposed Case Closure	Used if a full case closure is required e.g. if the person was not open to any other teams and had no services prior to admission and does not need support for discharge. For further details refer to the Case Closures – Full, Team or Involvement user guide.	Self using the Assign to Me button

Action	When to use	Who to assign to
Adult Case Closure Already Started (NFA)	Used when there is already a closure workflow step (Adult Proposed Case Closure or Adult Case Closure in Progress) showing in the Current work section	This is a terminating (no further action) action, so does not need to be assigned.

Toolbar Icons

You should always consider whether you need to use any of the toolbar icons at the top of the screen throughout your input to this step.

Use the **Close** icon  to exit the step once you have recorded appropriate next action(s) and between logging activity entries.

You may need to complete one of the optional forms available via the **Forms and letters** icon .

The optional **Adult Additional Hospital Notifications** form is used to record all further hospital notifications received (assessment, discharge or withdrawals of either).

This form is usually completed by Business Support but can be completed by workers if required e.g. if working out of hours when Business Support are unavailable. See [Recording Additional Hospital Notifications](#) for more details.

You must consider if you need to send a Request or Notification via the **Requests** icon .

Remember for cases transferring to the area team following discharge, you must send the **Adult Hospital discharge confirmation** notification to let the area team know the person has now been discharged.

Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Hospital discharge confirmation	<p>For cases being transferred to the area team following discharge.</p> <p>A note should be added to confirm discharge arrangements e.g. discharged home with a package of personal care</p>	<p>The relevant area team using the Pass to team dropdown menu</p> <p>Or a worker using the Pass to worker > Find button.</p>
(N) Adult Assessment notification received	<p>When an additional assessment notification is received.</p> <p>This should be logged in the Adult Additional Hospital Notifications form and uploaded to the record</p>	<p>The worker organising the discharge using the Pass to worker > Find button.</p> <p>If case is unallocated, assign to the relevant hospital Case Monitoring inbox* using the Pass to worker > Find button</p>
(N) Adult Discharge notification received	<p>When an additional discharge notification is received.</p> <p>This should be logged in the Adult Additional Hospital Notifications form and uploaded to the record</p>	<p>The worker organising the discharge using the Pass to worker > Find button.</p> <p>If case is unallocated, assign to the relevant hospital Case Monitoring inbox* using the Pass to worker > Find button</p>
(N) Adult Withdrawal notification received	<p>When an additional withdrawal notification is received.</p> <p>This should be logged in the Adult Additional Hospital Notifications form and uploaded to the record.</p>	<p>The worker organising the discharge using the Pass to worker > Find button.</p> <p>If case is unallocated, assign to the relevant hospital Case Monitoring inbox* using the Pass to worker > Find button</p>
(N) Adult OPG 100 search	<p>Sent to request an Office of Public Guardian (OPG) search or to notify Adult Care Finance of the outcome of an OPG search.</p>	<p>Adult Care Finance using the Pass to team dropdown menu</p>


Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Notification to Brokerage: Reablement transfer no longer required	To notify Brokerage that a transfer from reablement to a brokered package of care is no longer required.	Hosp/Reable/EDT – Admin inbox using the Pass to worker dropdown menu
(R) Adult Please review information and authorise	Optional authorisation.	Your manager using the Pass to worker > Find button.
(R) Adult Please Action	This request type appears in most workflow steps. It can be used as and when required.	Another worker or team as appropriate using the Find button
(R) Adult Please convene Best Interest meeting / send invitations	To be used to request the Safeguarding and Review team arrange a Best Interest Decision Making meeting and/or send out the meeting invitations The optional form Adult Best Interest Meeting Invitation List should be completed to provide sufficient information for admin to complete this request	Adult Safeguarding – Meeting using the Pass to worker dropdown menu
(R) Adult Best Interest meeting cancellation	To be used to request the Safeguarding and Review team cancel a Best Interest Decision Making meeting	Adult Safeguarding – Meeting using the Pass to worker dropdown menu
(R) Adult Best Interest meeting re-arrangement	To be used to request the Safeguarding and Review team re-arrange a Best Interest Decision Making meeting	Adult Safeguarding – Meeting using the Pass to worker dropdown menu

*Remember the Hospital Case Monitoring inboxes (virtual workers) –

- Case Monitoring Grantham – inbox (Unassigned)
- Case Monitoring Lincoln – inbox (Unassigned)
- Case Monitoring Peterborough – inbox (Unassigned)
- Case Monitoring Pilgrim – inbox (Unassigned)

To search for the virtual worker -

- Pass to worker = Click the **Find** button
- First Name = enter '**case**'
- Click the **Find** button and click hyperlink to select

The **Finish** icon  will finish and complete the **Hospital Discharge Request** step. This step should **only** be finished when the person has been discharged from hospital or when Adult Care involvement has ended.

Once the **Finish** icon can be clicked, it will lock down your step and no further input can be made. You will find finished versions of all documents completed as part of the step in the **Documents** section in the sidebar menu.

Recording Additional Hospital Notifications

All additional hospital notifications received must be recorded using the **Adult Additional Hospital Notifications** optional form located in the **Adult Hospital Discharge Request** step.

This is usually recorded by Business Support but can be recorded by hospital workers if needed e.g. during weekend working if Business Support are unavailable.


To open the **Adult Hospital Discharge Request** (this will be assigned to the hospital team or worker):

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

- Click **Start / Resume work** from the menu

The **Adult Hospital Discharge Request** will open in a separate window

For the first 'additional' notification:

- Click the **Forms and letters** icon  and open the **Adult Additional Hospital Notifications** optional form

Please note: If an additional notification has already been recorded the **Adult Additional Hospital Notifications** form will already display in a separate tab within the **Adult Hospital Discharge Request** step, and you should just click into it.

Initial Notification Summary


- This pulls through information recorded in the Initial Hospital Notifications form. This information is only displayed for reference purposes and cannot be edited.

Additional Notifications Table

Click the **Add** button to record the notification details as appropriate:


- **Notification type** = select assessment/discharge/withdrawal as appropriate from dropdown menu
- **Date notification received** = must be recorded accurately – the date and time should be date and time notification received not the date and time the information is recorded.
- **Withdrawal Notifications Only: Date related notification received** = only required for withdrawal notifications – details of the notification being withdrawn
- **Predicted/proposed date of discharge** = must be recorded accurately
- **Recorded by** = should display your worker details and can be edited if required.

Click the **Add and close** button to return to the '**Additional Hospital Notifications**' optional form or **Add** to record details for another notification.

As per the bold text on screen, remember to upload all additional notifications received within this step using the **View documents** icon 

Main category = AC Hospital and Sub-category = Discharge Planning

For further information refer to the **Uploading Documents** user guide



Use the **Requests** icon  to assign the relevant notification to notify the involved worker/team. If the case is unallocated, assign the notification to the relevant case monitoring inbox

The notifications are as follows:

- Adult Assessment notification received
- Adult Discharge notification received
- Adult Withdrawal notification received

Use the 'note' box to record any useful information for the worker/team.

For further information refer to the **Requests and Notifications** user guide

- Click the **Save** icon  and exit the step using the **Close** icon 

If you 'Start' the **Hospital Discharge Request** step to add an additional hospital notification you must re-assign the **Hospital Discharge Request** step to the relevant hospital **Case Monitoring inbox** (virtual worker)

To search for the virtual worker -

- Pass to worker = Click the **Find** button
- First Name = enter '**case**'
- Click the **Find** button and click hyperlink to select

Completing the Hospital Stay

The **Hospital stays** screen is accessed via **Health > Hospital stays** in the sidebar menu.

Hospital stays can be recorded by any worker that receives details to advise that a person has been admitted to hospital. It is highly likely that most Hospital stays will be recorded by Business Support on receipt of the hospital referral, so the stay should already have been recorded.

It is therefore important to check that the hospital episode hasn't already been recorded in the **Hospital stays** screen before adding a new entry.

The 'Departure Date' should be recorded at point of discharge, by the worker involved in facilitating the hospital discharge.

Refer to the **Hospital Stays** user guide for further guidance.

Organisational Relationships (Team Involvements)


When the person is discharged from hospital/hospital involvement is ended the **Organisational relationship** for the **hospital team** needs ending.

This will be completed by Business Support for full case closures.

For cases where the case is transferring to an area team or is already open, and remaining open, to another team it is the worker's responsibility to end the **hospital team**.


- Click **Person details > Organisational relationships** in the sidebar menu or click the **Change** hyperlink against 'Organisational' within **Professional and organisational relationships**.

The **Organisation relationships** screen displays

- Click the **Edit Pencil** icon  next to the hospital team
- **To** = Record relevant date (date discharged from hospital/hospital involvement ended)
- **End Reason** = select from the dropdown menu
- Click the **Save** button

Workers are also responsible for checking and recording (adding) the Area Team as Key Team (Adult Care) for cases being transferred to Area, that were not previously open before the hospital admission.

From the **Organisation relationships** screen:

- Click the **Add** button
- Click the **Find** button to perform a search for the relevant Area Team
- From the search results click on the **area team name** hyperlink to pull through the selected organisation
- **Organisation** = defaults in based on the Area Team selected from search results
- **Relationship Type** = Select **Key Team (Adult Care)** from dropdown menu
- **From** = Defaults in – if required this can be amended using **date picker** icon 
- **To** = Ignore – use to end an organisation relationship only
- Click the **Save** button
- Click the **OK** button to return to the **Person summary** screen