Mosaic

Lincolnshire
COUNTY COUNCIL
Working for a better future

Adults Quick Guide

Hospital Admission Avoidance

This guide covers the process for recording 'front door referrals' - cases dealt with in A&E before someone is admitted to prevent admission to hospital.

This process is **not** to be followed when a Hospital Notification has been received from the ward. Refer to the **Initial Hospital Notification** user guide for this process.

See the No Services Provided guidance in this guide for cases where the person does not require any new or amended services to avoid admission.

New or Open Case?

You should first decide whether it's a new case (not known to or currently open to Adult Care/LPFT) or an open case (have services and are open to an Adult Care/LPFT Team).

- Search for the person – after 3 separate searches (using different search criteria) if they are not found you can create their record as the person is a **new case**.

If the person is known, access their record:

- Check **Current work** on the **Person summary** screen – is there an assessment or review?
- Check **Care packages provided** on the **Person summary** screen – are there open services that require reviewing?

If you have said **yes** to any of these questions the person is an **open case**.

If you have said **no** to all of these questions the person is a historic case and so should be treated as a **new case.**

New Case

An **Adult Contact (New Case)** should be recorded – select this from the **Start > New …** sidebar menu in the person's record.

You should then complete the contact with all relevant information.

- For the details of **'Person making contact'** use the **Find** button and search for the hospital e.g. 'Boston Pilgrim Hospital' using the **Find Organisation** tab
- For **'How was the contact made?'** select **'Telephone'**
- For the **'Source of contact'** select **'Secondary Health e.g. hospital'**
- The '**Reason for Contact'** should be recorded as **'Hospital Admission Avoidance'**

Select a next action of **Adult Immediate Emergency Services Request** with the reason **Adult Hospital admission avoidance** and assign to self/hospital practitioner to complete.

You must also select a next action of **Adult Conversation Record** and assign this to the relevant Area Team to complete*.

Record details of the service you have provided in the **Note** field e.g. 'hospital intervention – temporary admission arranged'. This will enable the Area Team to prioritise the case and allocate to an appropriate worker.

* If needed, the next action of **Adult My Assessment: Non Area Team** can be selected instead of **Adult Conversation Record**. This should be assigned to self/hospital practitioner to complete and progress accordingly.

Within the **Adult Immediate Emergency Services Request** step the **Purchasing Team** for any services arranged should be selected based on age and where the person lives e.g. OP South Purchasing (for an older person – over 65 who lives in the south of the county)**.**

If the case is transferring to Area, open an **Organisational relationship** of **Key Team (Adult Care)** for the relevant Area Team.

Open Cases

For an open case an **Adult Contact (Open Case)** should be recorded – select this from the **Start > New …** sidebar menu in the person's record.

You should complete the contact with all relevant information.

- For the details of **'Person making contact'** use the **Find** button and search for the hospital e.g. 'Boston Pilgrim Hospital' using the **Find Organisation** tab
- For **'How was the contact made?'** select **'Telephone'**
- For the **'Source of contact'** select **'Secondary Health e.g. hospital'**
- The '**Reason for Contact'** should be recorded as **'Hospital Admission Avoidance'**
- Select '**Yes'** for the question **'Is the contact on an open case?'**
- Select '**Yes'** for the question **'Is a review required?'**
- Choose appropriately for **'Who will undertake the review?'.** If you are not completing a review, you will need to select **Area Team or LPFT**. Only choose **Hospital (admission avoidance only)** if you are going to carry out the review yourself. Use the onscreen prompt to help you choose the appropriate option.

Select a next action of **Adult Immediate Emergency Services Request** with the reason **Adult Hospital admission avoidance** and assign to self/hospital practitioner to complete.

You must also select a next action of **Adult Bring Forward Scheduled Review (Assign to Area Team)** and assign this to the relevant Area Team*.

Select the reason **Adult Hospital admission avoidance** and use the **Note** field to record details of the service you have provided e.g. 'hospital intervention – temporary admission arranged'. This will enable the Area Team to prioritise the case and allocate to an appropriate worker.

*If needed, you have the option to start an assessment or review assigned to an Area Team or Key Worker, rather than asking them to 'bring it forward'.

Check Current work on the Person summary screen, contact the Key Worker by telephone or email to inform them you will be resuming their work. If starting work, select the next action of **Start Review Process on an Open Case (NFA)** and the mandatory reason **Adult Hospital admission avoidance** will default in.

Within the **Adult Immediate Emergency Services Request** step the **Purchasing Team** for any services arranged should be selected based on age and where the person lives e.g. OP South Purchasing (for an older person – over 65 who lives in the south of the county)**.**

If the case is transferring to Area check an **Organisational relationship** of **Key Team (Adult Care)** is already showing for the relevant Area Team – add this if it is missing.

No Services Provided

If no services are provided after the initial Contact or Assessment/Review activity, another appropriate next action should be recorded e.g. Information and Advice Provided (NFA), Referral to Other Agency etc.

Where there are no open services and no other Teams involved with the case you must complete an **Adult Proposed Case Closure**. This can be selected as a next action from most workflow steps and is also available from the **Start > New…** sidebar menu.

Refer to the **Case Closures – Full, Team or Involvement** user guide for further guidance.