

## Adults Quick Guide

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### Adult Initial Hospital Notification

When a person is admitted to an acute hospital (Lincoln County, Pilgrim, Grantham or Peterborough and Stamford) and involvement from Adult Social Care is required, the hospital will complete a hospital referral. Most hospital referrals are received by hospital based Business Support teams via secure email.


The **Adult Initial Hospital Notification** is recorded to start the acute hospital workflow and to acknowledge that we have been informed that Adult Social Care involvement is required. From this step, a next action of **Adult Hospital Discharge Request** is assigned to the relevant hospital/area team for screening and allocation.

The hospital referral is usually an assessment notification but could also be a discharge notification or withdrawal of either. Either way, if it is the **first** 'contact' received from the hospital; an **Adult Initial Hospital Notification** must be recorded to start workflow.

This workflow step is only available to from the **Start > New** ...sidebar menu within a person's record.

Before recording an **Adult Initial Hospital Notification**, you must always check **Current work** on the **Person summary** screen to see if an **Adult Hospital Discharge Request** is already displayed.

If an **Adult Hospital Discharge Request** step is already open, a warning will display in Section 1 of the **Initial Hospital Notification** to advise you to exit the step and continue with the current workflow.

 **WARNING:** An 'Adult Hospital Discharge Request' step already exists on this record. If relevant please exit this form and continue with the current workflow.

I understand the above warning and wish to proceed regardless.

It is possible to open a second **Initial Hospital Notification** but this should only ever be used in exceptional circumstances in order to prevent duplicate workflow e.g. when a person is discharged from one hospital and re-admitted to another hospital over the weekend.


In this scenario, the hospital practitioner from the original hospital may not have had the opportunity to finish the **Adult Hospital Discharge Request** step before the new notification has been received.

Business Support also receive community transfer notifications from community hospitals (Scotter Ward, County Hospital Louth, Skegness and District General Hospital and Johnson Community Hospital). These notifications must be recorded using the **Adult Community Transfer of Care Notification** from the **Start > New ...** sidebar menu. Refer to the **Community Transfer of Care Notification** user guide for further details


## Tips for completing the form



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Click the **Section completed** checkbox at the end of each section to put a tick in the sections menu on the left. This will show you which sections you have completed and if you have missed anything, but will not lock the section down nor save the section or form. There is also an option to select 'Completed section only' when printing this form.

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.

## 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 notification 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

**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 important to note that for best practice the **GP Surgery** should 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 if needed.

## Section 2. Notification Type

- Is this a new or open case? = Select **New case / Open case** as appropriate from the dropdown menu

Check the **Person summary** screen.

Select **New case** if -

- there are no **open** services in **Care packages provided**
- there is no **Adult My Review** showing in **Current work**
- there is an **Adult My Assessment** showing in **Current work**

If there are open services but no review showing in **Current work**, please contact the Mosaic Helpdesk on 01522 555555 and select option 1 then option 2.


**If you are unsure check with a Lead Practitioner.**

Select radio button as appropriate to identify the type of hospital notification received.

Only **one** radio button can be selected.

If multiple notifications are received at the same time, i.e. assessment and discharge notifications, only one **Adult Initial Hospital Notification** step should be recorded.

Any **additional** hospital notifications must be recorded in the **Adult Additional Hospital Notification** optional form within the **Adult Hospital Discharge Request** step. Refer to the **Adult Hospital Discharge Request** user guide for further details.

As per the bold text at the top of this section, upload the Hospital Notification received within this step using the **View documents** icon 




Main category = AC Hospital

Sub-category = Discharge Planning

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



### Assessment Notification

When the **Assessment** radio button is selected additional questions appear:


- Date of admission = Select using the **date picker** icon 
- Date assessment notification received = Select using the **date picker** icon 
- Name of Hospital admitted to = Select the relevant hospital from the dropdown menu
- Predicted date of discharge (if known) = Select using the **date picker** icon 

### Discharge Notification


When the **Discharge** radio button is selected additional questions appear:

- Date discharge notification received = Select using the **date picker** icon 
- Proposed date of discharge = Select using the **date picker** icon 
- Name of Hospital notifying of discharge = Select the relevant hospital from the dropdown menu

### Withdrawal of Assessment or Discharge

When the **Withdrawal of assessment or discharge** radio button is selected record the date the withdrawal was received using the **date picker** icon 

### Section 3. Completion Details

The **yellow cog**  indicates that information has prepopulated. This information can be edited within these fields if required but any edits will only show in this form.

### Section 4. Next actions

Next actions are mandatory in all forms. At least one next action must be added before the **Adult Initial Hospital Notification** 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 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

Action	When to use	Who to assign to
Adult Hospital Discharge Request	Used when the first 'contact' is received from the hospital requesting involvement from Adult Social Care.  This is usually an assessment notification but could also be a discharge or withdrawal notification.	The hospital team using the Pass to team dropdown menu

Action	When to use	Who to assign to
Adult Inform Area/Key Worker of Hospital Admission	<p>Used to inform the involved area worker that a hospital notification has been received (person has been admitted to hospital).</p> <p>Should be sent when the initial hospital notification is recorded – <b>not</b> when the person is discharged</p>	Relevant involved area worker/team using the Pass to worker > Find button or Pass to team dropdown menu
Adult No Further Action Required	<p>Used when no further action is required as the hospital activity is not progressing but the case is remaining open to other teams/services.</p> <p>For example, an open case where the person is discharged from hospital before the Adult Hospital Notification is recorded. This scenario could occur if a Hospital Notification is received out of hours and not recorded in Mosaic until the next working day.</p>	This is a terminating (no further action) action, so does not need to be assigned.
Adult Proposed Case Closure	<p>Used if a full case closure is required e.g. the person dies before the case is progressed.</p> <p>For further details refer to the <b>Case Closures – Full, Team and Involvement</b> user guide.</p>	Self using the <b>Assign to Me</b> button
Adult Case Closure Already Started (NFA)	Used when there is already a 'Case Closure' workflow step ( <b>Adult Proposed Case Closure</b> or <b>Adult Case Closure</b> ) showing in the <b>Current work</b> section of the <b>Person summary</b> screen.	This is a terminating (no further action) action, so does not need to be assigned.

## Toolbar Icons

Before finishing the notification you should always consider whether you need to use any of the toolbar icons at the top of the screen.

For example, you may need to complete one of the letter templates available via the **Forms and letters** icon .

Clicking the **Finish** icon  will finish and complete your step.

## Recording Hospital Stays

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Hospital stays can be recorded in Mosaic by any worker that receives details to advise that a person has been admitted to hospital. 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 **Hospital stays** screen is accessed via **Health > Hospital stays** in the sidebar menu. **Hospital stays** do not generate a Hospital stays section on the **Person summary** screen. It is highly likely that most Hospital stays will be recorded by Business Support on receipt of the Adult Initial Hospital Notification.

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

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

## Recording an Organisational Relationship (Team Involvement)

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This is required for all Initial Hospital Notifications:

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

**Note:** The 'Change' hyperlink will only be visible if at least one organisational relationship is already recorded.

The **Organisation relationships** screen displays

- Click the **Add** button

The **Add organisation relationships** screen displays


- Click the **Find** button to perform a search for the relevant Adult Social Care **hospital team** involved in the discharge:
  - East Boston Pilgrim Hospital
  - South Grantham District Hospital

- South Peterborough Hospital
- West Lincoln Hospital

From the search results click on the **hospital name** hyperlink to pull the selected organisation through.

Take extra care **not** to add the **hospital name** itself, as this will cause reporting issues.

Complete the fields as follows:

- **Organisation** = defaults in based on the hospital team selected from search results
- **Relationship Type** = Select from dropdown menu as appropriate
  - Choose **Involved Team** for cases already open to an area team (already have a Key Team)
  - Choose **Key Team (Adult Care)** for new historic cases (not open to an area team – do not already have a Key Team)
- **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