

Adults Quick Guide

Adult Community Transfer of Care Notification

This form should be completed when involvement from Adult Social Care is required for people who have been admitted to a community hospital or are in a transitional care bed.

The community hospitals are Scotter Ward, County Hospital Louth, Skegness and District General Hospital, Johnson Community Hospital.

This step is also applicable for referrals from Witham Court and the Manthorpe Centre.

Community transfer referrals are received by Business Support teams via secure email.

The **Adult Community Transfer of Care Notification** is recorded by Business Support to start the community hospital and transfer of care workflow and to acknowledge that we have been informed that Adult Social Care involvement is required. This workflow step is only available to from the **Start > New** ...sidebar menu within a person's record.

From this step, a next action of **Adult Community Transfer of Care Case Monitoring** is assigned to the relevant Adult Care Community Hospital and Transfer of Care team for screening and allocation.

To prevent duplicate workflow, when you receive a community transfer referral, you must always check **Current work** on the **Person summary** screen to see if an **Adult Community Transfer of Care Case Monitoring** is already displayed.

If an **Adult Community Transfer of Care Case Monitoring** step is already open, a warning will display in Section 1 of the **Community Transfer of Care Notification** to advise you to exit the step and continue with the current workflow.

⚠ WARNING: An 'Adult Community Transfer of Care Case Monitoring' 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 **Community Transfer of 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 Community Transfer of Care Case Monitoring** step before the new notification has been received.

Business Support also receive hospital notifications from acute hospitals (Lincoln County, Grantham, Pilgrim or Peterborough and Stamford) and for out of county hospital admissions. These notifications must be recorded using the **Adult Initial Hospital Notification** from the **Start > New ...** sidebar menu. Refer to the **Initial Hospital Notification** user guide for further details.

Tips for completing the form

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. Community Transfer of Care Assessment Notification

As per the bold text at the top of this section, upload the 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

- Date of admission = Use the **date picker** icon 
- Date and time assessment notification received = Use the **date and time picker** icon 
- Name of Community Hospital admitted to = Select the relevant hospital from the dropdown menu.

If the person is in a transitional care bed in a care home setting, please select 'Other' you will see a mandatory text box to record the details.

- Predicted date of discharge (if known) = Use the **date picker** icon 
- Is this a new or open case? = Select Yes/No 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.

Section 3. Completion Details

The **yellow cog**  indicates that information has prepopulated. This information can be edited within these fields 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 Community Transfer of Care Notification** 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
- 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 Community Transfer of Care Case Monitoring	Used when the 'contact' is received from the community hospital or transitional care team requesting involvement from Adult Social Care.	Relevant Adult Care Community Hospital and Transfer of Care Team using the Pass to team dropdown menu
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. Should be sent when the transfer of care notification is recorded – not when the person is discharged	Relevant involved area worker/team using the Pass to worker > Find button or Pass to team dropdown menu
Adult No Further Action Required	Used when no further action is required as the transfer activity is not progressing, but the case is remaining open to other teams/services. For example, an open case where the person is discharged from a community hospital before the Adult Community Transfer of Care Notification is recorded. This scenario could occur if a notification is received out of hours and not recorded in Mosaic until the next working day.	This is a terminating (no further action) action, so does not need to be assigned
Adult Proposed Case Closure	Used if a full case closure is required e.g. the person dies before the case is progressed. For further details refer to the Case Closures – Full, Team and 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 'Case Closure' workflow step (Adult Proposed Case Closure or Adult Case Closure in Progress) showing in the Current work section of the Person summary 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

For transfer notifications from community hospitals, a Hospital stay should be recorded.

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 transfer 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)

This is required for all transfer notifications:

- Click **Person details > Organisational relationships** in the sidebar menu

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 Care Community Hospital and Transfer of Care Team** involved in the discharge/transfer (East or West):
 - Adult Care East Community Hospital and Transfer of Care
 - Adult Care West Community Hospital and Transfer of Care

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

Please 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