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Adults Quick Guide

Assessment, Plan and Review Activity – Hints and Tips

This guide is intended to assist you in recording assessment, plan and review activity on a person's record.

This guide contains:

- Assessment, Plan and Review Activity Overview
- Adult My Assessment
- Adult My Review
- Optional Forms and Letters
- Requests and Notifications
- Next Actions

Assessment, Plan and Review Activity Overview

Assessment, plan and review activity is captured within the **Adult My Assessment** and **Adult My Review** steps.

(Adult) My Care and Support Plan is an optional form within both steps.

The assessment and review steps contain two main forms:

- The **Adult My Assessment** step contains; **(Adult) My Assessment** and **(Adult) My Assessment – Person Data**
- The **Adult My Review** step contains; **(Adult) My Review** and **(Adult) My Review – Person Data**

These forms will automatically display when you open the step and cannot be deleted.

The assessment and review steps also contain a number of optional forms and letter templates. These should be opened and completed where required, as described in this guide. See the **Optional Forms and Letters** section for further details.

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

The textboxes within the assessment, plan and review forms should be used to paint a clear picture of the person. They should contain a narrative that adheres to the PERFORM guidance. Please refer to relevant practice guidance for further information.

> All open cases must have a **Key Team (Adult Care)** recorded in **Organisational relationships**. When recorded, this will display in **Professional and organisational relationships** on the **Person summary** screen. You will be prompted to check and record this in the assessment and review forms.
>
> For more information please refer to the **Organisational Relationships** user guide.

Adult My Assessment

The **Adult My Assessment** workflow step will only be completed for new cases.

For open cases **(Adult) My Assessment** is an optional form within the **Adult My Review** step and should be opened and completed if the person's needs or circumstances change.

There are three versions of the **Adult My Assessment** step – **Adult My Assessment : Area Team** and **Adult My Assessment : Non-Area Team** and **Adult My Transition Assessment.**

- The **Area Team** version is used by Area, Learning Disability (LD) and Lincolnshire Partnership Foundation Trust (LPFT) teams. This has a mandatory authorisation request.
- The **Non-Area Team** version is used by the Prisons, Community Hospital and Transfer of Care and Acute Hospital teams. This has an optional authorisation request which can be used when needed / as required.

- The **Transition** version is only used by the Intake team. This has an optional authorisation request which can be used when needed / if required.

All versions of the step contain the same forms and therefore should be completed in the same way.

Section 3. Ready Reckoner

The information you see in this section will depend on your team and / or the person's **Service User Group** (Primary Support Reason) – once recorded the **Primary Support Reason** will display in **Section 1** of the **Person Data** form. Refer to the **Service User Groups (Primary Support Reason)** user guide for details on how to record or update this information.

The ready reckoner allows you to record the estimated number of hours / nights / days of support needed to meet the person's unmet eligible needs.

The indicative planning budget amount generated in this section is calculated based on the hours / nights / days you have entered using LCC's contracted rates.

This budget is only intended as a guide.

> For **permanent residency placements** record **365** in the **'Temporary care / long term care / short breaks (nights per year)'** field to generate the most realist planning budget verses actual cost of this service.

Refer to the **Resource Allocation** guidance in the **Local Resource Library** under **Assessment** for further practice guidance.

> You must have a conversation with the person (or their representative) to explain the difference between a planning budget and an actual budget.
>
> This conversation must be recorded as a **Case note** on the person's record.
>
> Refer to the **Recording a Case Note and Sending an Alert** user guide for further details.

Once completed, the **(Adult) My Assessment** form should be printed and provided to the person or their representative where required. For further guidance, refer to the **Printing Documents** user guide.

An **Adult Admin output request** notification can be sent using the **Requests** icon to ask Business Support print and send the documents for you. Refer to the **Requests and Notifications** table for further information.

The **Person Data** form is primarily used to capture mandatory reporting data. This form is not to be printed and provided to the person or their representative.

Remember to open and complete all relevant optional forms and letters while completing this step. See **Optional Forms and Letters** for details.

Adult My Review

Adult My Review should always be scheduled on an open case and should be started when due, or if a change in the person's needs or circumstances mean their case needs to be reviewed sooner e.g. when you receive **Adult Bring Forward Scheduled Review** as **Incoming work**

It is essential that the review is used when further involvement is required. You must not cancel the review to initiate another workflow.

If the review is not assigned to you, but is assigned to your team or a member of your team, then you will be able to start it. By doing so, the review will be automatically assigned to you when you click the **Save** icon .

Acute hospital and community hospital and transfer of care workers can start reviews assigned to other teams / members of other teams.

Other workers may need to contact the team the review is assigned to, to ask for it to be re-assigned to them or their team to allow them to start it.

Adult My Review is to be used to review the person's outcomes. The focus of a review is the person's situation, what is important to them, what may have changed and any progress towards achieving their outcomes. It is not about the type of service they are receiving. You are reviewing a person, not a care package. It is the person's review, not your (the worker's) review so it needs to be meaningful to them.

(Adult) My Review – Person Data > Section 1. My Review - Admin

If the Care and Support Plan includes paid services arranged by LCC or LPFT (excluding direct payments) you will need to record the Service Provider Details by searching using the **Find** button.

Note that the organisation names for all LCC's contracted suppliers are suffixed to reflect the relevant contract type.

Please ensure you select the supplier name listed with the suffix e.g. **Tanglewood Care Home (Horncastle) RC and NC**.

For further information please refer to the **Searching for Teams and Organisations – Hints and Tips** user guide.

(Adult) My Review > Section 3. Record of Review Conversation

If the person's needs or circumstances have changed you must state whether a reassessment is required or the ready reckoner requires updating. Refer to the **Ready Reckoner** section of this guide for details on how to complete it.

Ready Reckoner to be completed within the review:

- If you are increasing the person's care package where there is no change in need and the increase means the total cost will exceed the planning budget.

Note: Reassessment is not required in this scenario as there is no change in need, but manager authorisation is so you must send the **Adult Please review information and authorise** request.

Ready Reckoner not needed in the review:

- If you are increasing the person's care package where there is no change in need and the total cost still does not exceed the planning budget
- If you are decreasing the person's care package
- If you are completing a reassessment

(Adult) My Assessment is an optional form within the **Adult My Review** step. Where a new assessment is required at review, because a person's needs or circumstances have changed, the optional form should be opened and completed. Manager authorisation is required so you must send the **Adult Please review information and authorise** request. Refer to the **Adult My Assessment** section of this guide for further details.

The **(Adult) My Care and Support Plan** optional form should always be opened and reviewed during completion of the **Adult My Review** step, even if no changes are required. Refer to the **Optional Forms and Letters** section of this guide for further details.

Once completed, the **(Adult) My Review** form should be printed and provided to the person or their representative where required. For further guidance, refer to the **Printing Documents** user guide.

An **Adult Admin output request** notification can be sent using the **Requests** icon to ask Business Support print and send the documents for you. Refer to the **Requests and Notifications** table for further information.

The **Person Data** form is primarily used to capture mandatory reporting data. This form is not to be printed and provided to the person or their representative.

Remember to open and complete all relevant optional forms and letters while completing this step. See **Optional Forms and Letters** for details.

When completing the **Adult My Review** step, for all cases with ongoing services, the relevant next action should be added to schedule a new review. See the **Next Actions** table for further details.

Optional Forms and Letters

Optional forms and letters are accessed via the **Forms and letters** icon .

During completion of the **Adult My Assessment** and **Adult My Review** steps you should complete all relevant optional forms and letters.

The following optional forms and letters are available within both steps and will need to be completed as described:

(Adult) My Care and Support Plan

(Adult) My Care and Support Plan should be opened and completed where required.

You must complete the **(Adult) My Assessment / My Review** and **(Adult) My Assessment / My Review – Person Data** forms and then click the **Save** icon before opening the **(Adult) My Care and Support Plan** form.

Section 3. About Me and My Support

If any needs in the **My Support** section are not ticked or incorrect you will need to;

- remove the **(Adult) My Care and Support Plan** form using the **delete** icon
- return to the **(Adult) My Assessment** form and amend the outcomes in **Section 2**
- click the **Save** icon
- reopen a new plan form

Tip – You can PDF the plan document before deleting it so you can copy and paste the information from sections 1 and 2 into the plan once you open a new one. For further guidance, refer to the **Printing Documents** user guide.

When completing a plan you must record how all eligible needs are being met within the **Meeting My Needs** table, including where they are met through informal support e.g. where friends, family etc are supporting. The plan is not just about formal support.

Once completed, the **(Adult) My Care and Support Plan** should be printed and provided to the person or their representative where required. For further guidance, refer to the **Printing Documents** user guide.

An **Adult Admin output request** notification can be sent using the **Requests** icon to ask Business Support print and send the documents for you. Refer to the **Requests and Notifications** table for further information.

(Adult) Support Plan Costings

(Adult) Support Plan Costings should be opened and completed when new services or a permanent change to existing services are required.

You must complete the assessment / review, and care and support plan forms and ensure you click the **Save** icon before opening the costings form.

Refer to the **Support Plan Costings – Hints and Tips** user guide for full guidance on completing this form.

Adult Permanent Residency Request

This form is to be completed for LCC OP / PD cases only.

You must complete the **Adult Permanent Residency Request** form if you are costing for a permanent residency (residential or nursing) placement.

You must complete the assessment / review, care and support plan and support plan costings forms and ensure you click the **Save** icon before opening the **Adult Permanent Residency Request** form.

Refer to the **Permanent Residency Process - Practitioners** user guide for full details.

Adult Request to Approve Temporary Admission

This form is to be completed for LCC OP / PD cases only.

You must complete the **Adult Request to Approve Temporary Admission** optional form if you are costing for a temporary admission (short term residential or nursing) placement starting immediately.

This form is not required for rolling respite – unless an episode is starting immediately.

You must complete the assessment / review, care and support plan and support plan costings forms and ensure you click the **Save** icon before opening the **Adult Request to Approve Temporary Admission** form.

Refer to the **Temporary Admissions Authorisation Process** user guide for full details.

Adult Personal Budget Letter

The **Adult Personal Budget Letter** must be sent to the person or their representative whenever the support plan costings are created or updated.

You will need to use the information in the **(Adult) My Support Plan Costings** form to complete the letter.

Tip - You can copy and paste the amount from the costings form into the letter template, remember this will be the proposed cost not the planning budget.

Once completed, the **Adult Personal Budget Letter** should be printed and provided to the person or their representative where required. For further guidance, refer to the **Printing Documents** user guide.

An **Adult Admin output request** notification can be sent using the **Requests** icon to ask Business Support print and send the documents for you. Refer to the **Requests and Notifications** table for further information.

Requests and Notifications

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

The following are available in the assessment and review steps:

Request (R) / Notification (N)	When to use	Who to assign to
(R) Required Adult Please review information and authorise	**From Assessment: Area Team only**. Mandatory authorisation	Your manager using the Pass to worker > Find button
(R) Adult Please review information and authorise	**From Assessment: Non Area and Review**. Optional authorisation. Should always be used; ○ for a temporary admission placement starting immediately ○ for a permanent residency placement ○ where the proposed costs are above the agreed funding level ○ a reassessment is being completed at review	Your manager using the Pass to worker > Find button

Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Admin output request	To request Business Support print relevant forms and/or letters and post them to the person / their representative. **Important:** You should use the note text field to record specific instructions e.g. which documents, who to be sent to, address details etc	Business Support (Adult Admin Team) using the Pass to team dropdown menu
(R) Adult Additional assessor input required	For existing joint worked cases to invite other involved workers e.g. LPFT colleagues into the step to contribute and record additional information	The other worker using the Pass to worker > Find button
(R) Adult Please action	This request appears in most workflow steps and can be used as and where required	Another worker or team as appropriate using the Find button
(R) Adult Emergency Request for home care within 4 hours (phone first)	**From Assessment only** To contact brokerage for emergency care, after ringing and speaking to them first	Appropriate Brokerage zone using the Pass to worker dropdown menu
(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

Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Inform Hospital Worker assessment abandoned/cancelled following hospital admission	**From Assessment only** To notify the hospital worker or team once the assessment has been abandoned / cancelled due to hospital admission if the hospital worker is facilitating discharge.	Hospital worker or team using the Find button
(N) Adult OPG 100 search	Sent to request an Office of Public Guardian (OPG) search or to notify Adult Care Finance of the outcome of an OPG search.	**Adult Care Finance** using the Pass to team dropdown menu
(R) Adult Please convene Best Interest meeting / send invitations	To request the Safeguarding and Review team arrange a Best Interest Decision Making meeting and / or send out the meeting invitations. The **Adult Best Interest Meeting Invitation List** optional form 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 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 request the Safeguarding and Review team re-arrange a Best Interest Decision Making meeting	**Adult Safeguarding – Meeting** using the Pass to worker dropdown menu

Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Care Finance informed by manager	**To be used by LD and Intake only.** To be sent once case agreed by manager	**Adult Care Finance** using the Pass to team dropdown menu
(N) Adult Notification of approved Temporary Residency request	By the manager to inform Business Support that the temporary residency placement has been approved	Business Support (Adult Admin Team) using the Pass to team dropdown menu
(N) Adult Notification of approved Permanent Residency request	By the Quality Assurance Group / Hospital Area Manager to inform the practitioner that the permanent residency placement has been approved Also to be sent to Business Support.	Practitioner using Pass to worker > Find button Business Support (Adult Admin Team) using the Pass to team dropdown menu
(N) Adult Notification of returned Permanent Residency request	By the Quality Assurance Group / Hospital Area Manager to inform the LP that the permanent residency request has been returned	Practitioner using Pass to worker > Find button
(N) Adult Care Finance Frailty Permanent Residency	By the Quality Assurance Group / Hospital Area Manager to inform Adult Care Finance of the agreed permanent residency placement	**Adult Care Finance** using the Pass to team dropdown menu
(R) Adult Care Finance Frailty Permanent Residency check	By the practitioner for permanent residency cases, prior to the case being sent for authorisation	**Adult Care Finance** using the Pass to team dropdown menu

Next Actions

Remember to tick the **Send Immediately?** checkbox to send relevant next actions before finishing the step.

The following actions are available to add in the assessment and review steps:

Next action	When to use	Who to assign to
Adult Initial Review Conversation	**From Assessment only.** For an initial review of services. The scheduled date defaults to 6 weeks' time. The date can be amended if required e.g. for hospital discharge cases.	Self using the **Assign to Me** button Or, relevant team using the Pass to team dropdown menu
Adult Annual Review Conversation	**From Review only.** For an annual review of services. The scheduled date defaults to 340 weeks' time.	Self using the **Assign to Me** button Or, relevant team using the Pass to team dropdown menu
Adult Planned / Unplanned Review Conversation	**From Review only.** For a planned / unplanned review. The scheduled date defaults to tomorrow. The date should be amended as required	Self using the **Assign to Me** button Or, relevant team using the Pass to team dropdown menu
Adult Review Conversation – Hospital	**From Review only.** If the person has been admitted to hospital and the case needs to be transferred to the hospital team for completion. **Important:** The default 'scheduled date' should be changed to 'today' to ensure the review appears as Incoming work for the hospital team.	Relevant Hospital Team Pass to team dropdown menu

Next action	When to use	Who to assign to
Adult Financial Assessment Referral (assign to self)	If a formal chargeable service is required. Or, if there has been a change in financial circumstances but no change in need.	Self using the **Assign to Me** button
Adult Purchase Service Request	For new services, a change in service or where some services need ending whilst other services are to remain	Self using the **Assign to Me** button
Adult Extension to Temporary Admission Monitoring	If the person is currently in temporary (short term) residential or nursing care and the episode of care needs extending, usually applicable where waiting for agreement for permanent residency (long term care). There should only be one **Adult Extension to Temporary Admission Monitoring** step open so check **Current work** on the **Person summary** screen before adding this action.	Self using the **Assign to Me** button
Adult Change in Care Package Delivery Request	**From Review only.** If the person requires a change to their service which does not change the support plan costings e.g. a temporary increase or a change to the third party top up amount. Refer to the **Change in Care Package Delivery Request** user guide for full details of all uses for this step	Self using the **Assign to Me** button

Next action	When to use	Who to assign to
Adult End Services Request	**From Review only.** When the person's case is to remain open but some services need ending **Important:** You will need to make sure you have 'unticked' the relevant 'Service Type' checkbox(ex) in the **(Adult) Support Plans Costing** form for any services you are ending.	Self using the **Assign to Me** button
Adult Referral for Joint Involvement	If the person needs a worker from LPFT/LCC Social Work to 'joint work' the case. It should only be used if there is not already another involved worker showing on the Person summary screen.	Team you are referring to using the Pass to team dropdown menu
Adult Internal Contact (assign to self)	If the person needs involvement from OT (Occupational Therapy) or if LPFT wish to transfer a case to LCC Adult Care Social Work. This should **only** be used for cases **not already open**.	Self using the **Assign to Me** button
Adult Risk Assessment and Management Plan	If risks have been identified which need a further risk assessment	Self using the **Assign to Me** button
Adult CHC Monitoring	If there is CHC activity and there is no **CHC Monitoring** already showing in **Current work** on the **Person summary** screen.	Self using the **Assign to Me** button
Direct Payments Referral to Penderels	If a referral to Penderels Trust is required	Self using the **Assign to Me** button

Next action	When to use	Who to assign to
Adult Bring Forward Scheduled Direct Payment Audit	**From Review only.** If the person is in receipt of direct payments and the review highlights the need for their audit to be completed early	**Customer Finance Audit** team using the Pass to team dropdown menu
Schedule Future Adult My Transition Assessment Update	**From Transition Assessment only.** Usually scheduled for 6 months time where a further transition assessment is required.	Self using the **Assign to Me** button Or **Intake Team** using the Pass to team dropdown menu
Adult My Transition Assessment Complete (NFA)	**From Transition Assessment only.** If the assessment does not identify any further involved from Adult Care	This is a terminating (no further action) action, so does not need to be assigned
Adult Joint Review Tracking	For joint worked cases between LCC Social Work and LPFT, this action should be assigned to the other team or worker (the one the review step is not assigned to) so they can be keep track of when the review is due **Important:** Where required the default 'scheduled date' should be changed to match the 'scheduled date' of the review	Self using the **Assign to Me** button
Adult Referral to Extra Care Housing (assign to self)	If the person requires a referral for Extra Care Housing.	Self using the **Assign to Me** button

Next action	When to use	Who to assign to
Adult Carer or Additional Information Contact to be Recorded on Carer's Record (NFA)	If the person's carer requires a carers assessment **Important:** When selecting this action, you must go to the carer's record and record an **Adult Contact (Carers)** / **Adult Contact (Additional Information)** as applicable to refer to the Carers Team.	This is a terminating (no further action) action, so does not need to be assigned
Adult Safeguarding Concern	If safeguarding concerns have been identified	Self using the **Assign to Me** button
Adult Referral to LPFT Mental Health Social Care (assign to self)	If a case needs transferring to LPFT (Lincolnshire Partnership Foundation Trust) for Mental Health Social Care intervention	Self using the **Assign to Me** button
Adult Referral to Other Agency	If the case needs to be referred to an external agency (one with no access to Mosaic)	Self using the **Assign to Me** button
Adult Referral to LSS (NFA)	If a case has been referred to the Lincolnshire Sensory Service	This is a terminating (no further action) action, so does not need to be assigned
Adult Telecare Referral	If a referral for LCC commissioned Telecare services is needed	Self using the **Assign to Me** button
Adult Information and Advice Provided (NFA)	**From Assessment only.** If information and advice has been provided and that is the only outcome.	This is a terminating (no further action) action, so does not need to be assigned
Adult Referral to Reablement (assign to self)	If the person requires a referral to home based reablement service (Libertas)	Self using the **Assign to Me** button

Next action	When to use	Who to assign to
Adult Referred to ILT (NFA)	If the person has been referred to ILT	This is a terminating (no further action) action, so does not need to be assigned
Adult Referral to Wellbeing (assign to self)	If a case requires screening for the Wellbeing Service	Self using the **Assign to Me** button
Adult Protection of Property	If Protection of Property activity is required for the person	Self using the **Assign to Me** button
Adult Referral Maximising Independence	If it is felt the person would benefit from support from the maximising independence service	Self using the **Assign to Me** button
Adult Assessment Abandoned / Cancelled Due to Hospital Admission (NFA)	**From Area Assessment only.** If an assessment has been started and requires abandoning due to hospital admission because the hospital worker is going to arrange discharge. This is essential to prevent duplicate workflow.	This is a terminating (no further action) action, so does not need to be assigned
Adult Purchase Services – Telecare or Professional Support	**From Review only.** If the person requires professional support services **Important:** This action should **not** be added if the person requires LCC commissioned Telecare services, instead a next action of Adult Telecare Referral should be added	Self using the **Assign to Me** button

Next action	When to use	Who to assign to
Adult Start Care Programme Approach	**From Review only.** If the need to complete an Adult Care Programme Approach form has been identified.	Self using the **Assign to Me** button Or appropriate Team using Pass to team dropdown menu
Adult LPFT Social Care Professional Support	**To be used by LPFT only**. If professional is required.	Self using the **Assign to Me** button
Adult Practice Finance Monitoring	To be used where a person needs to be monitored for ongoing financial work / financial issues	Self using the **Assign to Me** button
Adult No Further Action Required	If no further action is required following the assessment, 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 need or already have services, or current services and involvement from all involved teams are to close Refer to the **Case Closures – Full, Team and Involvement** user guide for further information	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