Adults Quick Guide

Permanent Residency Process for Lead Practitioners

The **Adult Permanent Residency Request** is an optional form in Mosaic.

It should be completed to gain authorisation for all permanent residency (long term residential or nursing care) placements.

This process is not needed for LD or LPFT cases.

The **Adult Permanent Residency Request** is available within the **Adult My Assessment** and **Adult My Review** steps.

It is opened by clicking the **Forms and letters** icon within those workflow steps and then selecting it from the 'Forms' list.

> When completing the **Adult Permanent Residency Request** form some information in the form will pull through from the **(Adult) My Assessment, (Adult) My Care and Support Plan, (Adult) My Review** and **(Adult) My Care Package – Planned Services** forms.
>
> To ensure all appropriate information pulls through the practitioner must **complete** and **save** the assessment/review, plan and my care package forms **before** opening and completing this form.

Checking the forms and Reassigning the Incoming Request

You will receive the **Adult Please review information and authorise** request into your **Incoming requests** folder:

- Click the **request title** to access the workflow step summary screen for the step (assessment or review) it was sent from – you can use this summary screen to review certain details e.g. what next actions are being proposed.

- Click **Resume** in the sidebar menu to access the step (assessment or review) – it will open in a separate window

- Review the forms - assessment or review, care and support plan, my care package and permanent residency request.

<u>Request Not Approved:</u>

If you feel information is missing/more detail is needed etc you should return the request to the practitioner.

To return the request to the practitioner:

- From with the workflow step (plan or review) click the **Requests** icon

- Click the request text – **Adult Please review information and authorise**

- Select the **Returned** radio button

- Add a **Note** to explain why you are returning the request

- Click the **OK** button

- Exit the step using the **Close** icon and say 'yes' to the save changes message

> You must <u>not</u> complete the request for these cases.
>
> You can either return the request to the practitioner (e.g. where more information is needed) or reassign it from your **Incoming requests** folder to the Quality Assurance Group for them to complete.

<u>Request Approved:</u>

If you feel sufficient information has been recorded you should send the case to the Quality Assurance Group for their consideration by reassigning the **Adult Please review information and authorise** request.

You must complete the **'Authorising Lead Practitioner'** subsection in the **Permanent Residency Request** form before sending the case to the Quality Assurance Group

To reassign the **Adult Please review information and authorise** request:

- Exit the step (assessment or review) using the **Close** icon and say 'yes' to the save changes message

- In Full or Narrow workview access your **Incoming requests** folder

- Click the **Incoming request** icon to the left of the request – this will look like a **yellow cog** when you hover over it

- Click **Assign** from the mini menu

- Add/update the **Note** to highlight which area / team the case relates to

- Use the **Pass to worker** > **Find** button and search for the relevant Quality Assurance Group virtual worker.

There is a virtual worker per area and a virtual worker per acute hospital. Community hospital cases should be sent to a dedicated virtual worker called **Transfer of Care – Quality Assurance Group.**

- o **For area cases** type *Adult Care East / South / West* (as applicable) into the 'First Name' field to find the virtual worker.

- o **For acute hospital cases** type *West Lincoln / East Boston / South Peterborough / South Grantham* (as applicable) into the 'First Name' field to find the virtual worker.

- o **For community hospital** cases type *Transfer* into the 'First Name' filed to find the virtual worker

- Click **OK** button – the request will then move from your Incoming requests folder to the virtual worker's Incoming requests folder

Cases Not Approved by the Quality Assurance Group – resubmission not required

If a case is not approved by the Quality Assurance Group and it does not need resubmitting, e.g. because the Quality Assurance Group feel the residential/nursing placement is not appropriate at this time, or the person has changed their mind/passed away etc, the Quality Assurance Group will return the request to the practitioner.

The practitioner will need to amend the plan or review and care package forms as necessary and then send the request to you so you can to authorise the changes.

> The **Permanent Residency Request** form must not be deleted – it should be retained for reference on the person's record.
>
> You may also need to complete the **'Rationale for Quality Assurance Group Decision'** subsection in this form to show the request was declined. This will only be needed for cases where the Quality Assurance Group have not completed this subsection themselves.

The Quality Assurance Group will also send you the **Adult Notification of returned Permanent Residency request** notification to inform you of a returned case.

To acknowledge the notification:

- From your **Incoming requests** folder, click the **notification title** to access the workflow step summary screen for the step (assessment or review) it was sent from

- Click the **Acknowledge** hyperlink (found under the heading Requests)

- Add a note if required

- Click the **OK** button

For **hospital cases only**, the same process applies for cases that are not approved by the Hospital Area Manager and resubmission is not required.