Adults Quick Guide

Permanent Residency Process for Quality Assurance Group

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.

Quality Assurance Group

You will receive the **Adult Please review information and authorise** request into the Quality Assurance Group virtual worker's **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, plan, my care package and permanent residency request.

> **For hospital cases only:**
>
> All cases will be passed to Hospital Area Manager for final authorisation by the Quality Assurance Group.

Request Not Approved:

If you feel information is missing/more detail is needed etc you should send the **Adult Notification of returned Permanent Residency request** notification to the LP and return the request to the practitioner.

To send the notification to the LP:

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

- Click **Send request**

- Select the **Adult Notification of returned Permanent Residency request** notification

- Add a **Note** if necessary

- Use the Pass to worker > **Find** button to search for the LP

- Click the **OK** button

- Click the **Save** icon

To return the request to the practitioner:

- From with the workflow step (assessment 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

> If you are declining a case and do not expect it to be resubmitted, e.g. because you feel the residential/nursing placement is not appropriate at this time, you must complete the **'Rationale for Quality Assurance Group Decision'** subsection in the **Permanent Residency Request** form before returning the request to the practitioner.

Request Approved:

If you feel sufficient information has been recorded you should:

- send the **Adult Notification of approved Permanent Residency request** notification to the practitioner
- also send the **Adult Notification of approved Permanent Residency request** notification to Business Support
- send the **Adult Care Finance Frailty Permanent Residency** notification to **Adult Care Finance**
- complete the request
- finish the step (plan or review)

> You must complete the **'Rationale for Quality Assurance Group Decision'** subsection in the **Permanent Residency Request** form before finishing the step (plan or review).

To send the notification to the practitioner:

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

- Click **Send request**

- Select the **Adult Notification of approved Permanent Residency request** notification

- Add a **Note** if necessary

- Use the Pass to worker > **Find** button to search for the practitioner

- Click the **OK** button

- Click the **Save** icon 💾

You will have to repeat this process to also send the notification to Business Support:

- Once you have added the first notification and clicked the **Save** icon 💾 - click the **Requests** icon 🔺📋 again

- Click **Send request**

- Select the **Adult Notification of approved Permanent Residency request** notification

- Add a **Note** if necessary

- Use the **Pass to team** dropdown menu and select the relevant **Adult Admin** team (based on where the person lives)

- Click the **OK** button

- Click the **Save** icon 💾

You will have to repeat this process to also send the relevant notification to Adult Care Finance:

- Once you have added the first notification and clicked the **Save** icon 💾 - click the **Requests** icon 🔺📋 again

- Click **Send request**

- Select the **Adult Care Finance Frailty Permanent Residency** notification

- Add a **Note** if necessary

- Use the **Pass to team** dropdown menu and select **Adult Care Finance**

- Click the **OK** button

- Click the **Save** icon

To complete the request:

- Once you have added the notifications and clicked the **Save** icon

- Click the **Requests** icon again

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

- Select the **Completed** radio button

- Click the **OK** button

Once the relevant information has been recorded in the forms, the notifications have been sent and the request has been completed you must then finish the step (assessment or review) by clicking the **Finish** icon

Hospital Cases Only

You must not complete the **Adult Please review information and authorise** request for these cases. Instead you must reassign it from your Incoming requests folder to the Hospital Area Manager for them to complete.

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 requests** 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 Hospital Area Manager

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