

## Adults Quick Guide

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# Lincolnshire Sensory Service

## Adult LSS Light Touch Assessment

This guide is only for Lincolnshire Sensory Service (LSS) workers involved in recording an **Adult LSS Light Touch Assessment** step in Mosaic.

If it is identified during triage that some just needs a light touch assessment the **Adult LSS Light Touch Assessment** will be added as a next action and assigned to the LSS team / an appropriate LSS worker. The LSS manager will screen the assessments assigned to the team and assign to an appropriate LSS worker for completion.

When an **LSS Light Touch Assessment** or other workflow step has been assigned to you it will display in your **Current work > Incoming work** folder when working in **Full** or **Narrow workview**.

### Recording the Adult LSS Light Touch Assessment

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To start the assessment:

- In **Full** or **Narrow workview** access your **Incoming work** folder in **Current work**
- Click the **person's name** to access their record (**Person summary** screen) – this will allow you to check for warnings and other useful information before contacting the person
- Click the **Incoming work** icon  within **Current work** on the **Person summary** screen
- Click **Start work** from the menu

The **Adult LSS Light Touch Assessment** will open in a separate window

## 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 the form.

Click the **Save** icon  throughout your recording in the form. It is recommended that you save your work at least at the end of each section, but the more often the better. Once you click save, any mandatory fields will be highlighted in red.

Information will prepopulate into the fields marked with the **blue cog** . If any information is missing or incorrect, it can be added/edited by:

- Clicking the **Show subject summary** icon  to minimise the contact window
- Editing the information on the **Person summary** screen (guides on updating the person's details can be found on the **Mosaic Hub**)
- Maximising the contact window and then clicking the **Refresh current form** icon  to update the information in these fields

This guide will only cover the fields where we can specify an answer for LSS.  
All other fields should be completed as comprehensively as possible based on the information gathered during triage.  
Remember mandatory fields will be highlighted in red and cannot be missed.  
Review all sections and tick the 'Section completed' checkbox in all relevant sections.

## Section 1. Person Details

Remember, information will prepopulate into the fields marked with the **blue cog** . If any information is missing or incorrect, it can be added/edited using the **Show subject summary**  and **Refresh current form**  icons.

Some information prepopulates from the LSS Triage step but can be amended where required using the dropdown menus, e.g. 'Preferred format of communication'

You can amend the answer re whether the person is a '**Risk to lone worker**' - if you say '**Yes**' you'll be asked to provide details and whether a '**Joint visit required?**'

You should also add a 'Warning' note to the person's record as prompted in the **Show guidance** icon . Refer to the **Notes** user guide for details on how to add a note to the person's record.

## Section 2. Light Touch Assessment and Support Plan

For the **Outcomes Identified at Start of Referral / Outcomes Achieved at Close of Referral** tick all relevant checkboxes.

A 'Details' textbox will display so you can record information for each identified / achieved outcome.

## Section 3. Completion Details

Fields marked with the **yellow cog**  will prepopulate with the worker who started the step but can be edited within the form where required i.e. can be overtype if a different worker completed the assessment.

The date prepopulates as the date the step was started. This should be amended to the date the step was finished using the **date picker** icon 

## Section 4. Next actions

Next actions are mandatory in all forms. At least one next action must be added before the **Adult LSS Light Touch Assessment** can be finished.

To record a next action:

- Click the **Add** button
- Select the relevant action from the '**Select action**' dropdown menu
- Assign to = Find/Select as appropriate - Not required for NFA (no further action) actions

- Note = record any necessary information – recommended when assigning a next action to another 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 LSS Light Touch Assessment and Support Plan Completed (NFA)	<p>If no further involvement from LSS is required.</p> <p><b>Important:</b> If LSS are the only involved team a full case closure will be required and you will also need to record a next action of <b>Adult Proposed Case Closure</b>.</p> <p>See <a href="#">Adult Case Closure (Full Case Closures)</a> for more information.</p>	<p>This is a terminating (no further action) action, so does not need to be assigned</p>
Adult Proposed Case Closure	<p>If a full case closure is required, i.e. the triage is not progressing further and the case is not open to LCC or LPFT.</p> <p><b>Important:</b> See <a href="#">Adult Case Closure (Full Case Closures)</a> for more information</p>	<p>Self using the <b>Assign to Me</b> button</p> <p>Or, other worker using the 'Pass to worker &gt; Find' button.</p>
Adult Case Closure Already Started (NFA)	<p>If a full case closure is required and is already underway</p> <p>To add this action, you must be able to see <b>Adult Proposed Case Closure</b> or <b>Adult Case Closure in Progress</b> within <b>Current work</b> on the <b>Person summary</b> screen</p>	<p>This is a terminating (no further action) action, so does not need to be assigned</p>

## Toolbar Icons

Before finishing the triage step you should always consider whether you need to use any of the toolbar icons at the top of the screen. For example, the **View documents** icon  is used to upload external documents to the step. Refer to the **Uploading Documents** user guide for further information.

The **Finish** icon  will finish and complete the step. It cannot be finished if there are any incomplete mandatory fields. When the **Finish** icon is clicked, it will lock down the assessment and no further input can be made. This will assign (send on) the next actions (workflow items) recorded. You will find your finished triage step in the **Documents** section in the sidebar menu.

## Recording a Registration

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When known, a registration category must be recorded on the person's record.

From the **Person summary** screen

- Click **Registrations** in the sidebar menu
- Click the **Add** button
- **Register** = Select **Sensory Impairment Register**
- **Category** = Select as appropriate from the dropdown menu
- **From** = Use the **date picker** icon 
- **Note** = Is optional and can be used to record relevant information regarding the registration
- Click the **Save** and **OK** buttons to return to the **Person summary** screen

The details will display in **Register entries** on the **Person summary** screen.

Refer to the **LSS - Registrations** user guide for further details

## Recording Person Details

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As soon as it is known the following information should be recorded on the person's record.

If the case is already known to LCC or LPFT some of this information should already be recorded.

However during LSS involvement this information should be checked and added if missing or updated if incorrect.

- **Current Communication Needs** – recorded to comply with the Accessible Information Standard. Recorded directly in the **Current communication needs** section on the **Person summary** screen using the **Add** button. Refer to the **Current Communication Needs** user guide for full details.
- **Health Conditions** – recorded via **Health > Conditions / Disabilities** in the sidebar menu. Any applicable health conditions should be recorded on the person's record. This information will not generate as a section on the **Person summary** screen. Refer to the **Health Conditions** user guide for full details.
- **Notes** – recorded to display warning messages or general information on the **Person summary** screen. Recorded via **Person details > Notes** in the sidebar menu. When there is a risk to lone workers a '**Warning**' note type should be recorded, once you have confirmed with your manager. Refer to the **Notes** user guide for full details.
- **Personal and Professional Relationships** – recorded via **Person details > GP / Organisational relationships / Personal relationships / Worker relationships** in the sidebar menu. Refer to the relevant user guides in the **Relationships** section of the User Guides page for full details.
- **References** – recorded via **Person details > References** in the sidebar menu. NHS number and National Insurance number should both be added to the person's record. Refer to the **References** user guide for information on how to record a reference.
- **Employment Status** – recorded via **Person details > Employment status** in the sidebar menu. Refer to the **Employment Status** guide for full details

## Ending the Team Involvement (Organisational Relationship)

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The LSS Organisational relationship needs to be ended on the person's record at the end of the LSS involvement i.e. when **Adult Proposed Case Closure**, or an **NFA** next action is added.

- Click **Person details > Organisational relationships** in the sidebar menu
- Click the **Edit Pencil** icon  against the LSS team relationship
- **To** = Use **date picker** icon 
- **End Reason** = Select from dropdown menu
- Click the **Save** button and then the **OK** button

The LSS Team details will remain in **Professional and organisational relationships** on the **Person summary** screen until midnight of the end date. Refer to the **Organisational Relationships** user guide for further details.

## Adult Case Closure (Full Case Closures)

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If the person was not open to Adult Care (LCC or LPFT) prior to the LSS involvement and there are no involvements from other teams e.g. Safeguarding or DoLS the case will need to be closed using the **Adult Proposed Case Closure** step.

The **Adult Proposed Case Closure** is a next action from the **Adult LSS Light Touch Assessment** and is also available from the **Start > New...** sidebar menu.

If the person has died or left the area and was previously in receipt of a direct payment service (you can find this information within **Care packages provided** on the **Person summary** screen), you will need to send the **Adult Please review information and authorise** request to the relevant LCC Adult Care (Area) Team.

The Adult Care Team will then complete the DP Termination checklist section of the form, review the case and finish the **Proposed Case Closure** step.

For further details, refer to the **Case Closures – Full, Team or Involvement** user guide.