

Adults Quick Guide

Suspending or Restarting Services

This guide covers the process for suspending (temporarily pausing) and restarting a suspended service.

To suspend a service or restart one that has previously been suspended, in **section 1** of the **(Adult) My Care Package – Unplanned and Amendments** form (in the **Adult My Care Package** step) or **section 1** of the **(Adult) My Care Package – Planned Services** optional form (in the **Adult My Review** step):

- Answer **Yes** to the question **Are any services being suspended, or service suspensions ending as part of this workflow?**

Suspending Services

Note: If you are suspending direct payment services, you must also answer **Yes** to the question **Is a Direct Payment being ended or suspended as part of this workflow?** and complete the **DP Suspension and Termination Checklist** optional form within these step. Refer to the **Suspending or Terminating Direct Payments** user guide for full details.

Within the **table for any services that are suspended as part of this workflow**;

- Click the **Add** button to record the details in the table – complete all the necessary details in the popup window.
- Click the **Add** button to record an additional service that is being suspended or click the **Add and close** button once all services have been recorded.
- If needed, you can click the **edit pencil** icon  to amend any details and then click the **Save Changes** button.
- If added in error, a row can also be deleted using the **delete** icon 

Within the **Next actions** section (last section of the main form) record the next action **Adult XXX – Action Required** (based on service type) and assign it to the relevant inbox using the Pass to worker dropdown menu.

Note: If suspending direct payments you must also add the next action **Adult Direct Payment Suspension Monitoring**. This should be assigned to self and is usually scheduled for 4 weeks, but this date can be amended if necessary. All suspensions of direct payment services must be monitored. See the **Direct Payment Suspension Monitoring** user guide for full details.

Restarting Suspended Services

Suspended services will automatically display in the **table for any services that are suspended as part of this workflow**.

If the suspension needs to be ended (the service restarted), use the **edit pencil** icon  to amend the row and add the restart details then click the **Save Changes** button.

Within the **Next actions** section (last section of the main form) record the next action **Adult XXX – Action Required** (based on service type) and assign it to the relevant inbox using the Pass to worker dropdown menu.

If the suspension has already been ended (the service already restarted) as part of a previous workflow, use the **delete** icon  to remove these services from the table.

A next action is not required as this has already been processed previously – you are just ensuring the table is up to date.