

Case Closure

Finance colleagues complete the Contact (Additional Information - Finance) and assign the Proposed Case Closure next action to the key worker or key team.

Proposed Case Closure Authorisations are available if Lead Practitioners decide these are required

Proposed Case Closure
assign to self

Direct Payment service

Yes
Please action request sent to key worker or key team

No

Case Closure in Progress
assign to Business Support

Authorisation request sent to Lead Practitioner

Key worker or key team to complete Direct Payment Suspension and Termination Checklist questions

Case Closure Not Required (NFA)

No

Should case be closed

Yes

Case Closure in progress notification
Case Closure action required request send to involved workers and teams

Services to be ended

No

Yes

Pathway decision

Brokered or Non-brokered

Telecare

Equipment

Carer

End Planned Services
End UnPlanned Services
assign to:

- Community Supported Living (CSL) = Non-Brokered Non Res Services – Inbox
- Direct Payments = Direct Payments – Inbox
- Homecare = Brokerage – Inbox
- Non-Homecare = Interim Mosaic Payment Team (IMPT)
- Shared Lives = Shared Lives – Inbox

End Services – Telecare
assign to Telecare

submit End Migrated Equipment request to Mosaic HelpDesk

End Services – Carer Services
assign to Direct Payments – Inbox

- End involvements
- Check case notes are finished
- End notes and warnings
- Add retention information

Case Closed (NFA)