

Quick Guide, Mosaic Adults

Suspending or Terminating Direct Payments

To suspend Direct Payment Services you will need to complete the **Adult Change in Care Package Delivery Request** step.

To terminate (end) Direct Payment Services you can either complete the **Adult End Services Request** step (if you do not need to add new services or make significant permanent changes to existing services), or use section 6 in the **Adult Purchase Service Request** step.

When ending Direct Payment Services you must update the Adult Support Plan Costings form by removing the tick from the relevant 'service type' checkbox.

To suspend or end Direct Payments, you must complete an optional form called **DP Suspension and Termination Checklist**. The Direct Payment cannot be suspended or ended unless this form has been completed, and a request **Adult Authorise DP Termination/Suspension** has been sent to and completed by your manager.

The **DP Suspension and Termination Checklist** is located in the **Forms and Letters** icon  in the various workflow steps. Once the main workflow step form and the **DP Suspension and Termination Checklist** have both been completed, the **Adult Authorise DP Termination/Suspension** request must be sent to your manager.

The request can be found in the **Requests** icon  within these steps.

You do not need to send the DP Suspension and Termination Checklist form, to the Direct Payments Team. However, you must record the relevant next action in the main workflow step and assign it to the Direct Payments inbox. The only exception to this is when completing the form in the Adult Proposed Case Closure step, in this scenario; Business Support will assign the 'End Services' action to the Direct Payments inbox from the Adult Case Closure step.