

Quick Guide, Mosaic Adults

Adult Change in Care Package Delivery Request

The **Adult Change in Care Package Delivery Request** step **can only** be used for the types of change listed in the table below.

It is important to note it **cannot** be used for:

- extensions to short term residential or nursing care (STC) – *processed using the Adult Extension to Short Term Care Request*
- to purchase a new service – *processed using the Adult Purchase Service Request*
- to permanently change an existing service, where the change amends the cost of the care package, or is a result of a change in the person's needs – *processed using the Adult Purchase Service Request*

The **Adult Change in Care Package Delivery Request** step **can** be used for:

Service Type (Checkbox)	Type of Change
<p>Homecare Services and Non Residential</p> <p><i>(Non-Homecare/Non-Direct Payment e.g. day care)</i></p>	<ul style="list-style-type: none"> ○ Service restarts ○ Service suspensions ○ Temporary increases and decreases ○ Change of schedule (change in time or day of visit where there is no change in need or costs) ○ Change in day of visit (Daycare) ○ Change of provider/address (where there is no change in need or costs) ○ Change of next of kin (Homecare Services only)

Service Type (Checkbox)	Type of Change
Residential and Nursing	<ul style="list-style-type: none"> ○ Rolling respite/rolling STC usage (which has already been costed for in the support plan. Non-LD only) ○ Rolling respite renewal (LD only) ○ Interim bed (spot purchase)* ○ Change in provider (where there is no change in need or costs) ○ Change of third party payer ○ Change in room number ○ Change in third party top up amount ○ Change to FNC level ○ Change in continence payment
Shared Lives	<ul style="list-style-type: none"> ○ Service restarts ○ Service suspensions ○ Temporary increases and decreases
Direct Payments	<ul style="list-style-type: none"> ○ Service restarts ○ Service suspensions** ○ Change of financial representative ○ Change in payment recipient ○ Move to or from a pre-paid card ○ Missing direct payment set up costs (first year only)

*If the form is being used for a **spot interim bed**, upload the **Interim Bed Authorisation Form** (available from Brokerage and approved by the County Manager outside of Mosaic, who will then forward it to Brokerage via e-mail) using the **View documents** (paperclip) icon . Please refer to the 'Interim and Block Bed Purchasing' guide for full details.

****If you are suspending a Direct Payment service, complete the DP Suspension and Termination Checklist optional form (located in the Forms and Letters icon ) and send the 'Adult Authorise DP Termination/Suspension' request (located in the Requests icon ) to your manager. Please refer to the 'Suspending or Terminating Direct Payments' guide for full details.**

To record an **Adult Change in Care Package Delivery Request** you will need to have chosen it as a next action.

You must complete all four sections of the form.

Section 1 will prepopulate with the customers details and section 3 will prepopulate with your details.

Section 2. Change Details

This is the important section, where details of the reason for completing the form are recorded. If necessary, changes to multiple different services can be recorded in one form but some changes are not permitted together, e.g. a temporary increase and decrease of the same 'Service Type'. Also the interim spot purchase and rolling respite (non-LD) cannot both be recorded in the same form.

To record details of the change(s) needed select the appropriate '**Service Type**' checkbox(es)

The screen will expand with a heading for each 'Service Type' selected.

Complete all the questions displayed and use the **Guidance Bubble** icon  for help to complete the questions.

Section 4. Actions Taken

Click the **Add** button to select a next action.

Next Action	When to use
Adult Change in Care Package (Homecare/Shared Lives Services)	For <u>brokered</u> homecare and shared lives services. This should be assigned to the appropriate Brokerage inbox, via the 'Pass to worker' dropdown menu.
Adult Change to Care Package (Non-Homecare Services)	For non-homecare services including direct payments. This option should also be used for <u>non-brokered homecare</u> by LD and LPFT. This should be assigned to the appropriate inbox, depending on type of service, via the 'Pass to worker' dropdown menu.
Adult Change in Care Package Request No Longer Required (NFA)	When a change in care package delivery request is no longer required. Important note: You must ensure all 'Service Type' checkboxes are unticked in Section 2 if you are adding this action. This is a terminating, no further action (NFA), action and does not need assigning to anyone.

The next actions 'Adult Change to Care Package (Non-Homecare Services)' and 'Adult Change to Care Package (Homecare/Shared Lives Services)' should both be added if changes are required for a mixture of homecare and non-homecare services.

The **Finish** icon  is to be used once the form is complete, and no further input is required.

If you have sent a request to your manager, they will click 'Finish' once the request has been completed.

The Adult Change in Care Package Delivery Request must be 'Finished' to send the next workflow step(s) (Adult Change in Care Package Delivery Admin) to Serco and/or Brokerage.