

Workflow Maps

April 2022

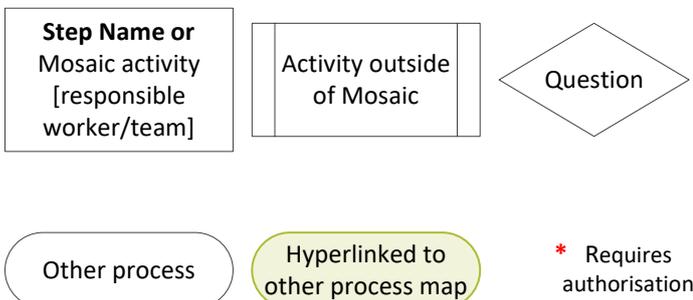
These maps provide an overview of Mosaic processes; they do not contain all possible outcomes. Refer to the Mosaic Hub for more information about Mosaic processes (www.lincolnshire.gov.uk/mosaic-hub).

The word 'Adult' and 'WB' have been removed wherever possible, as they precede most Mosaic activity for adults' cases.

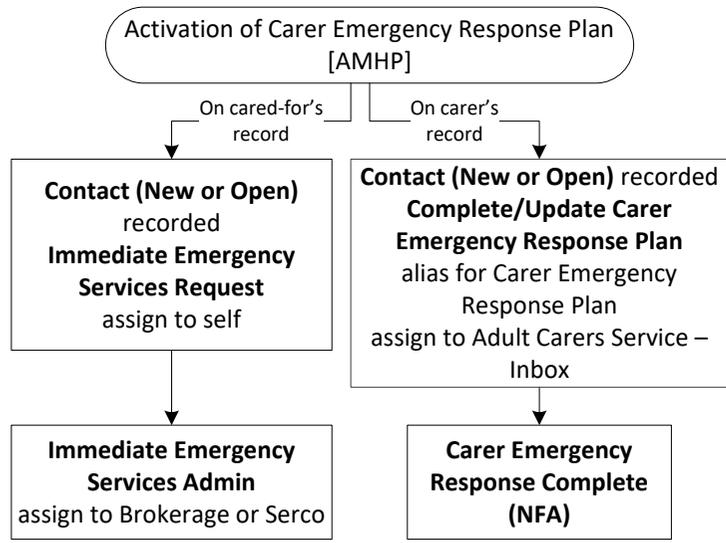
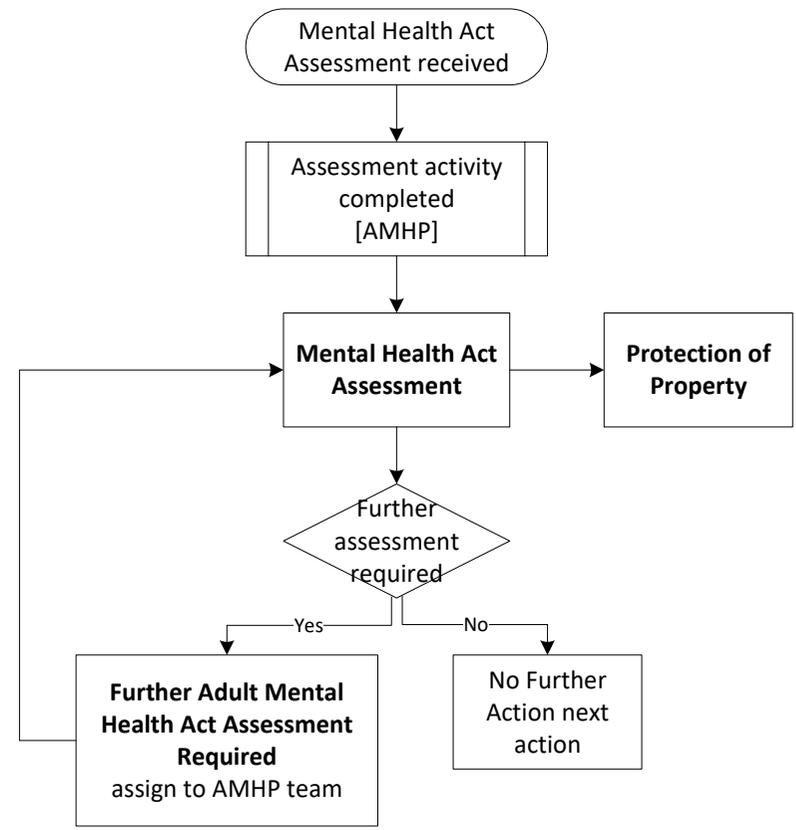
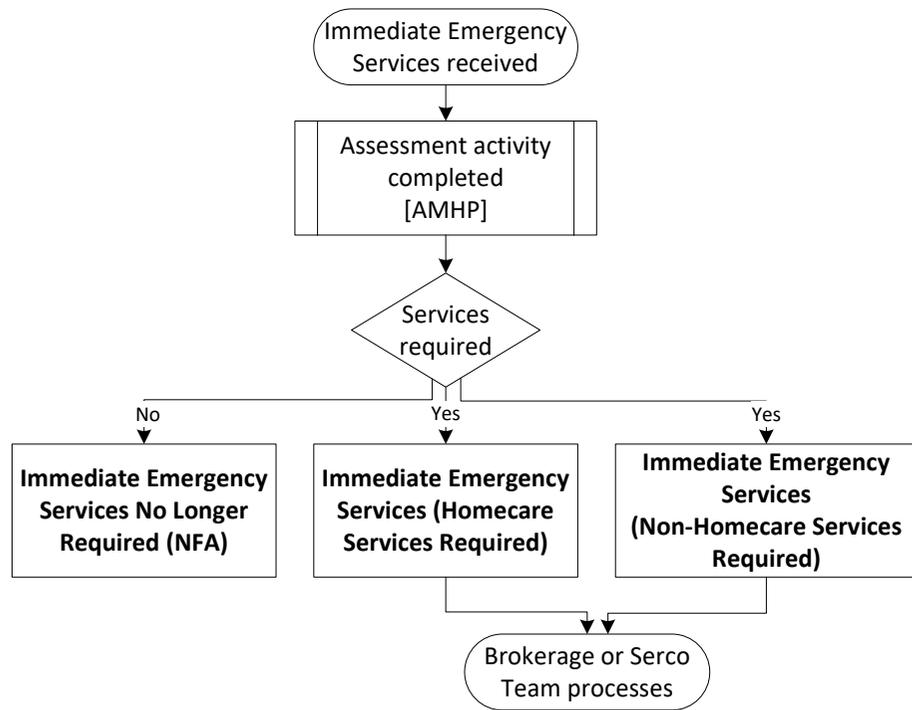
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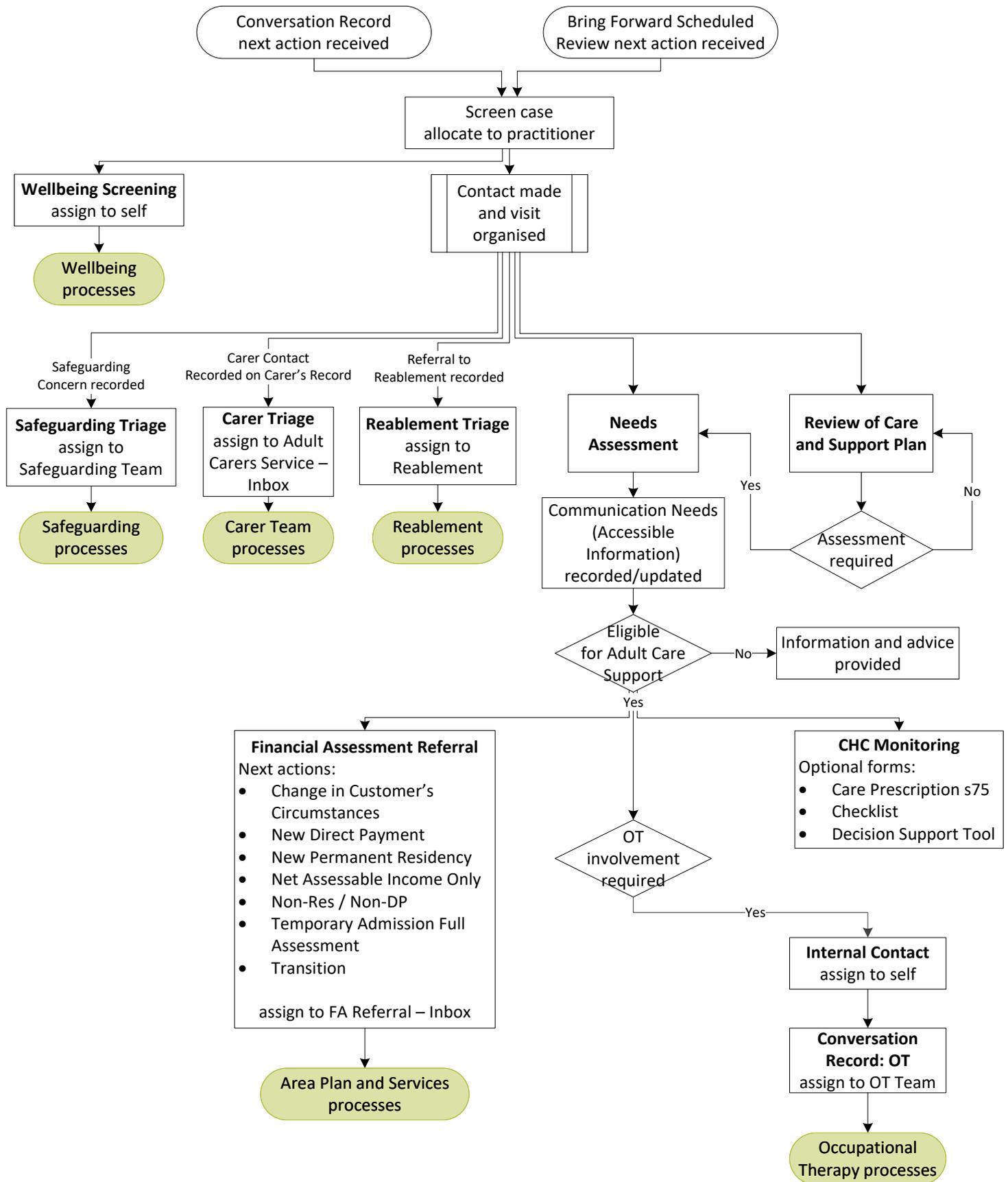
Key



Approved Mental Health Professional (AMHP)



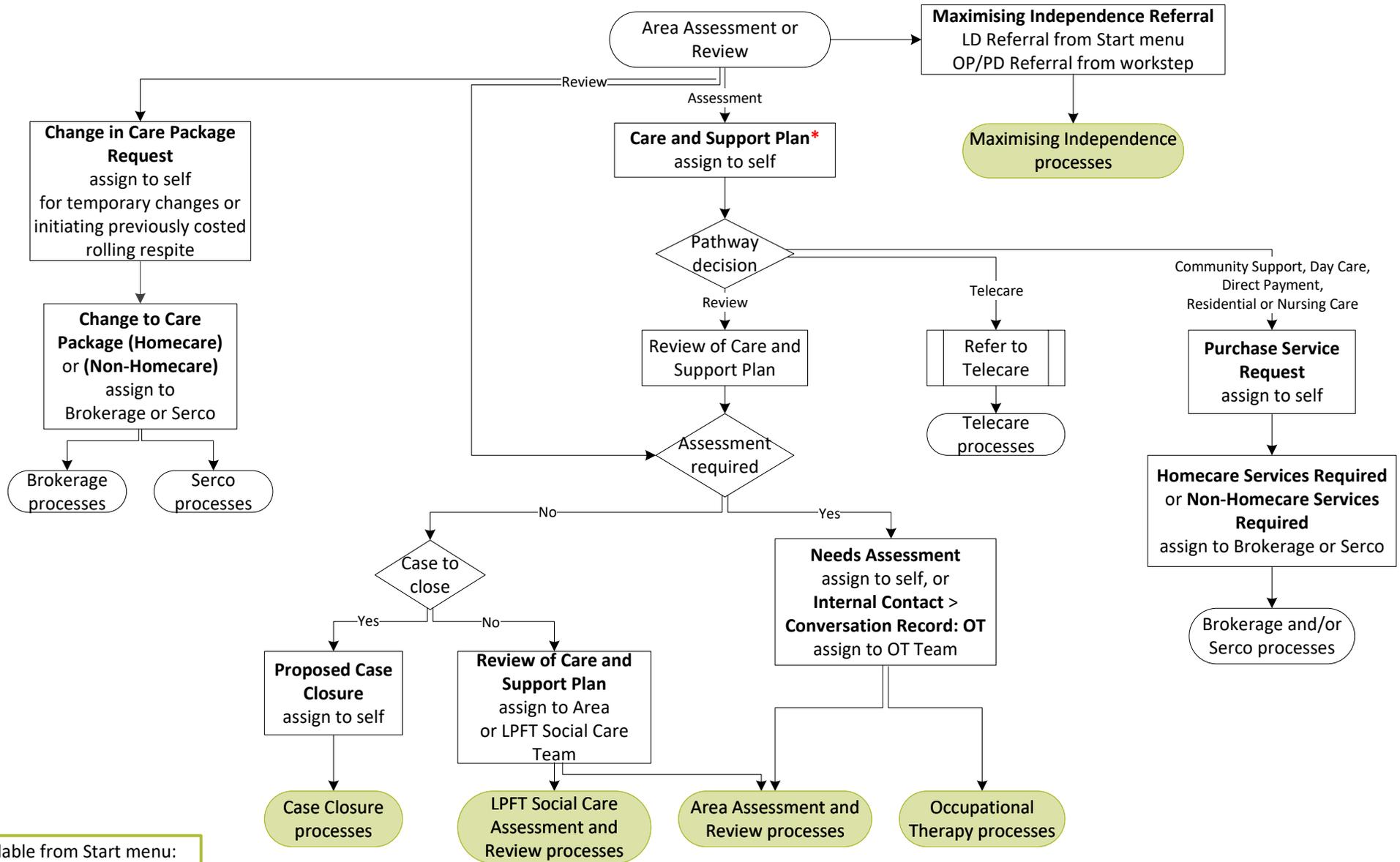
Area Assessment and Review



- **Referral to LPFT Social Care:** complete Referral to LPFT Mental Health Social Care and assign LPFT Social Care Initial Conversation next action
- **Joint Working:** send 'Additional assessor input required' request to LPFT Social Care practitioner

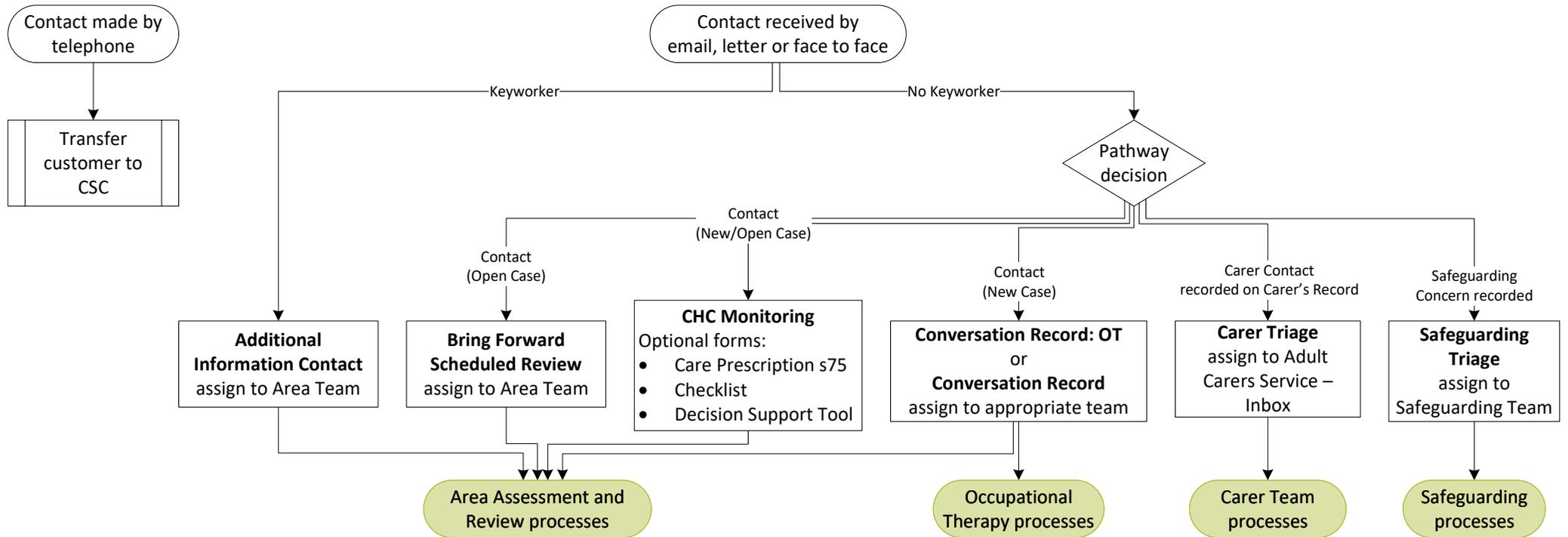
- Available from Start menu:
- Contact (Family Group Conference)
 - CoP Private Applicant
 - Corporate Appointeeship/CoP Deputyship Referral
 - CSL Referral

Area Plan and Services

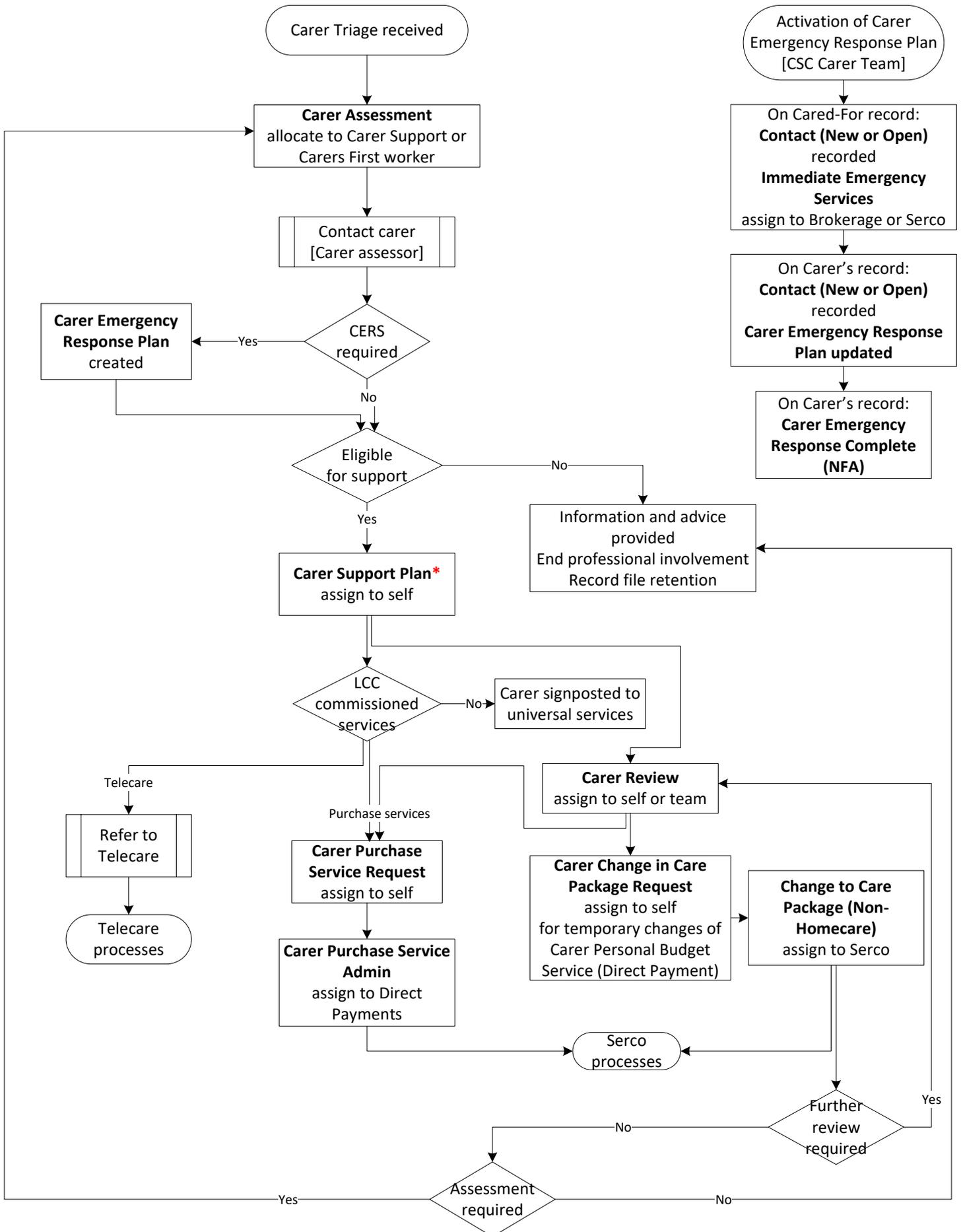


- Available from Start menu:
- Contact (Family Group Conference)
 - Corporate Appointeeship/ CoP Deputyship Referral
 - CoP Private Applicant

Business Support



Carer Team



- Available from start menu:
- Carer Correspondence
 - Contact (Family Group Conference)

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
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

Carer

Equipment or Telecare

End Services Planned Services
End Services UnPlanned Services

Equipment = MyPortal request
Telecare = End Services - Telecare

End Services – Carer Services
assign to Direct Payments – Inbox

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

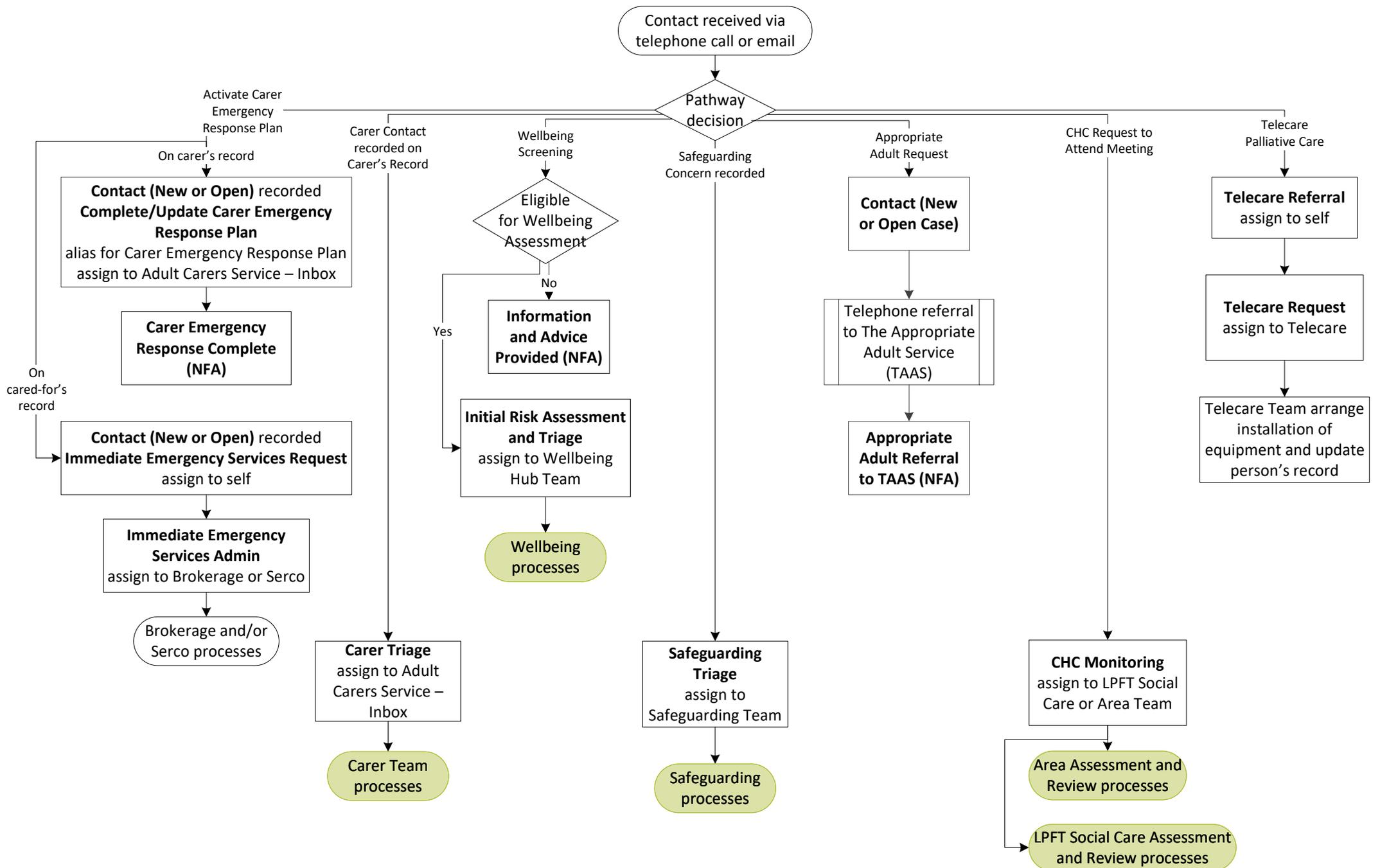
- End involvements
- Check case notes are finished
- End notes and warnings
- Add retention information

Case Closed (NFA)

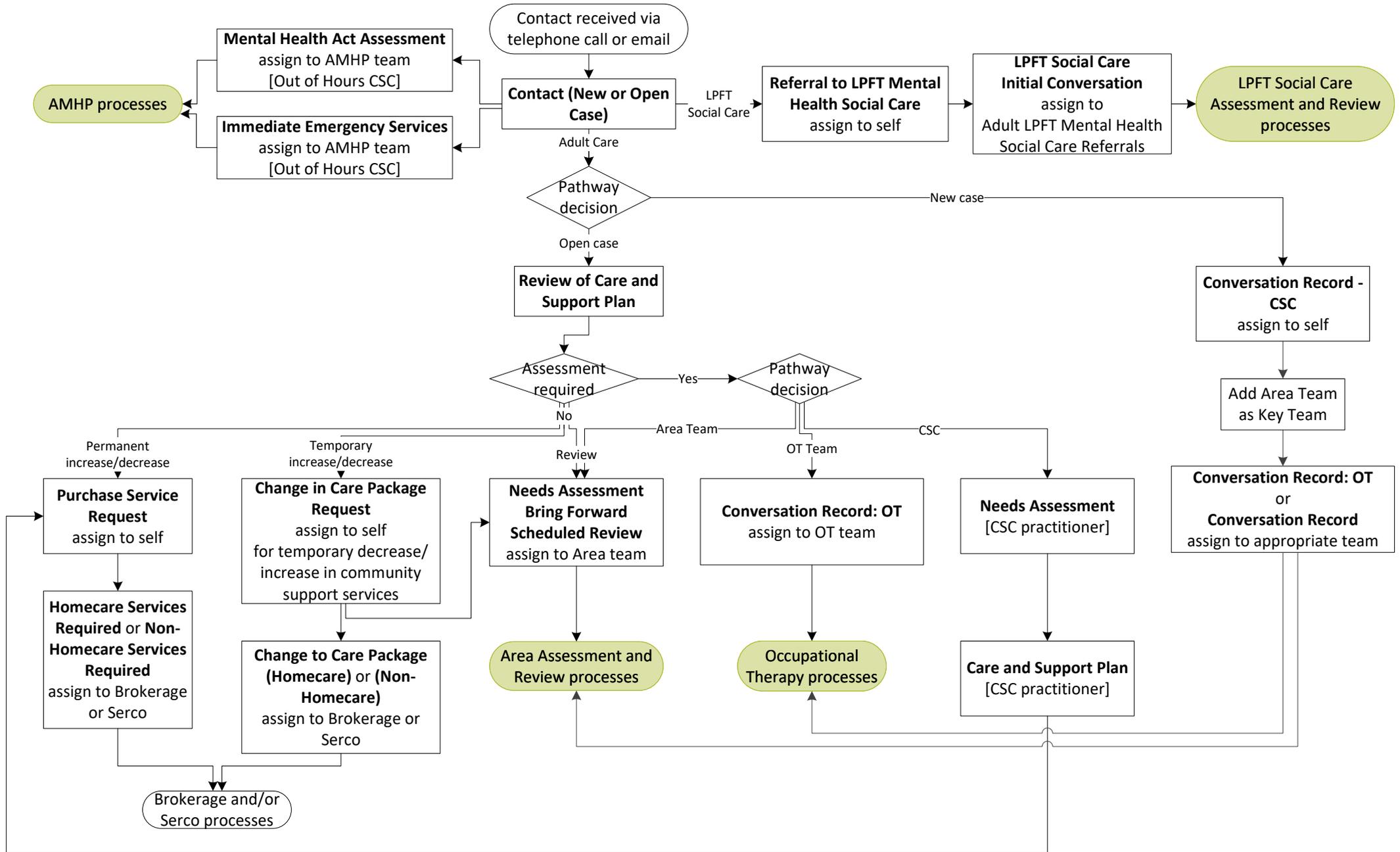
Where services need to end in legacy systems, send the **Case closure action required** request or the **Case closure in progress** notification to the appropriate virtual worker:

- Non-brokered Non Res services - Inbox
- Residential/Nursing Care - Inbox

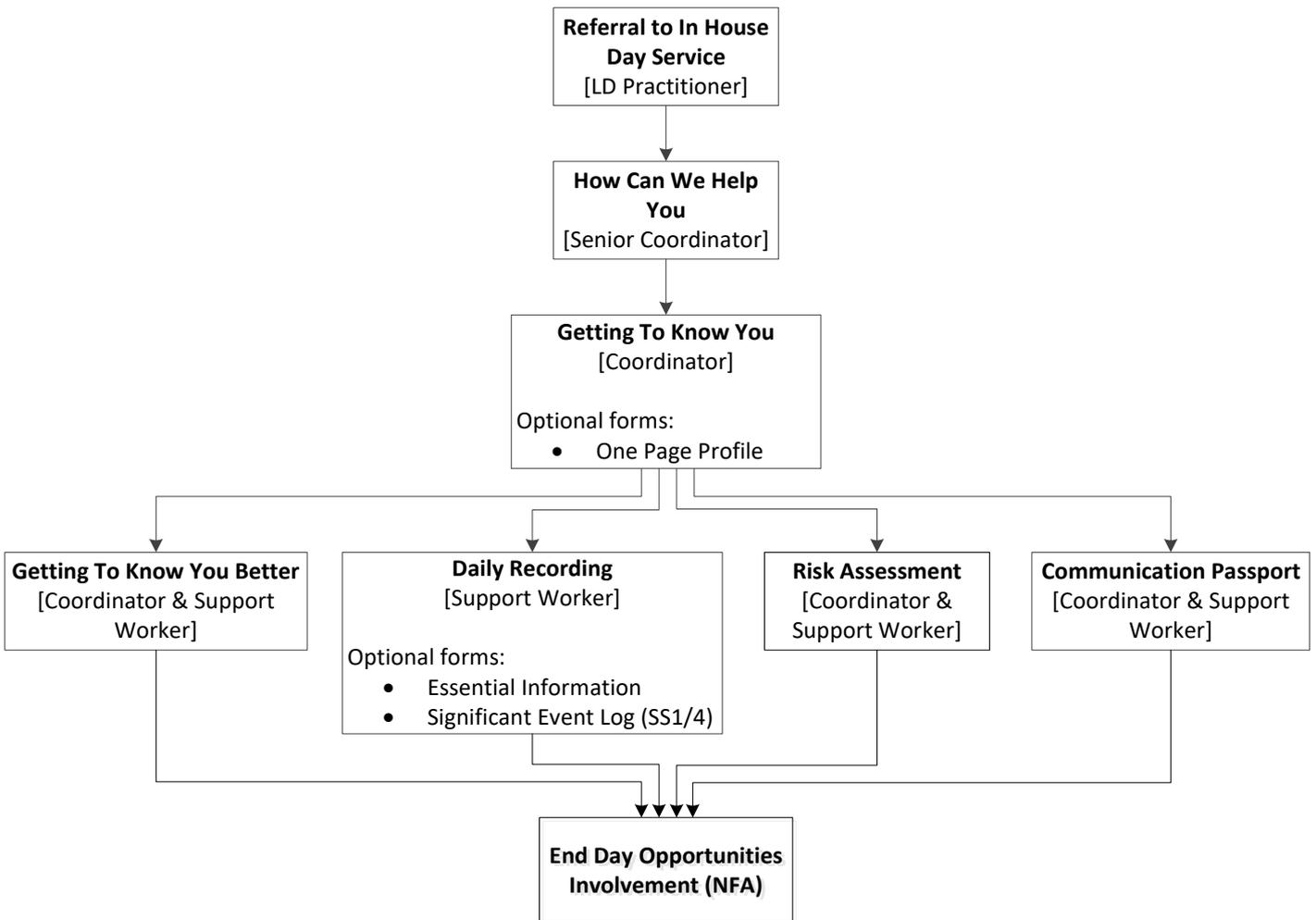
CSC Point of Contact



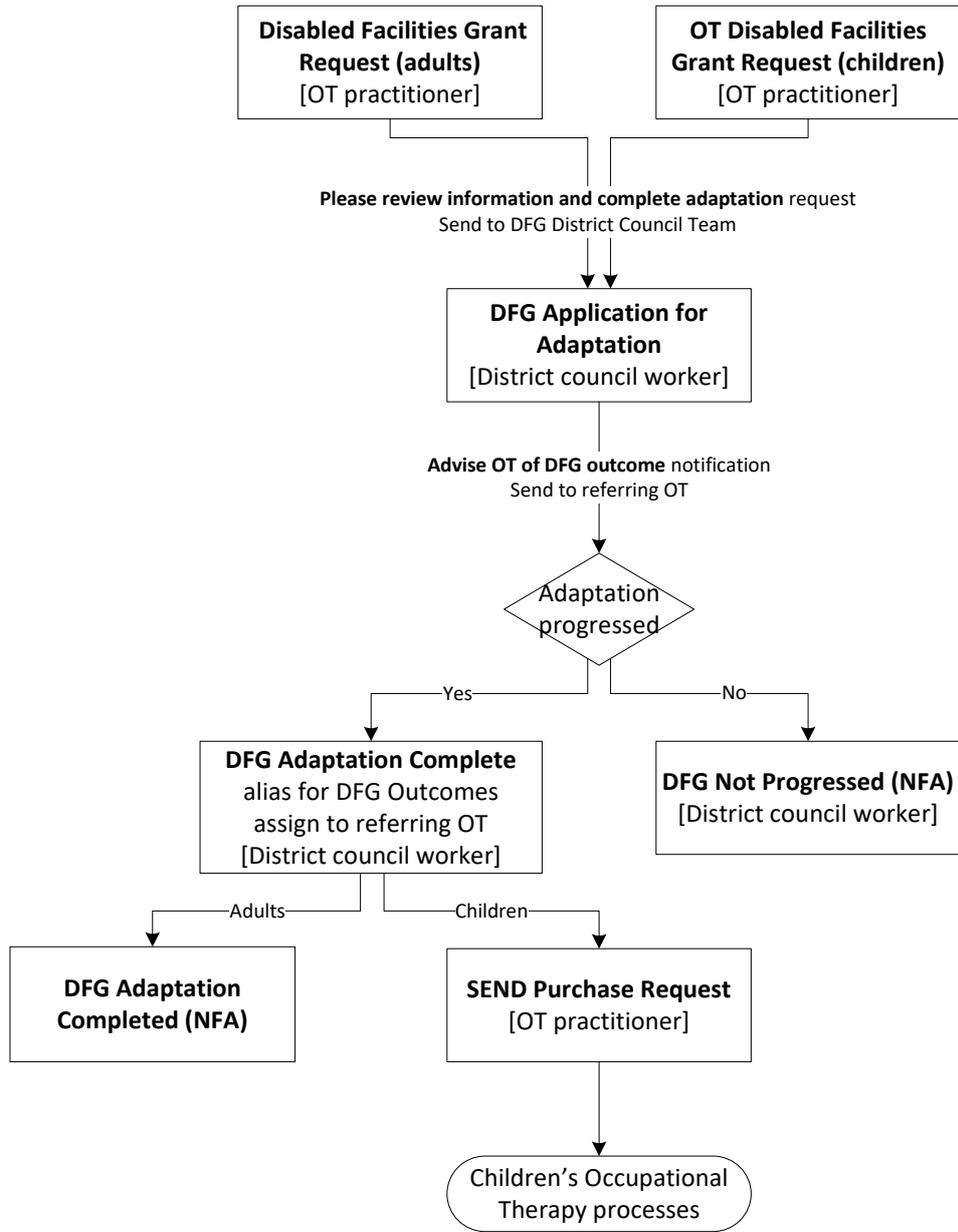
CSC Point of Contact



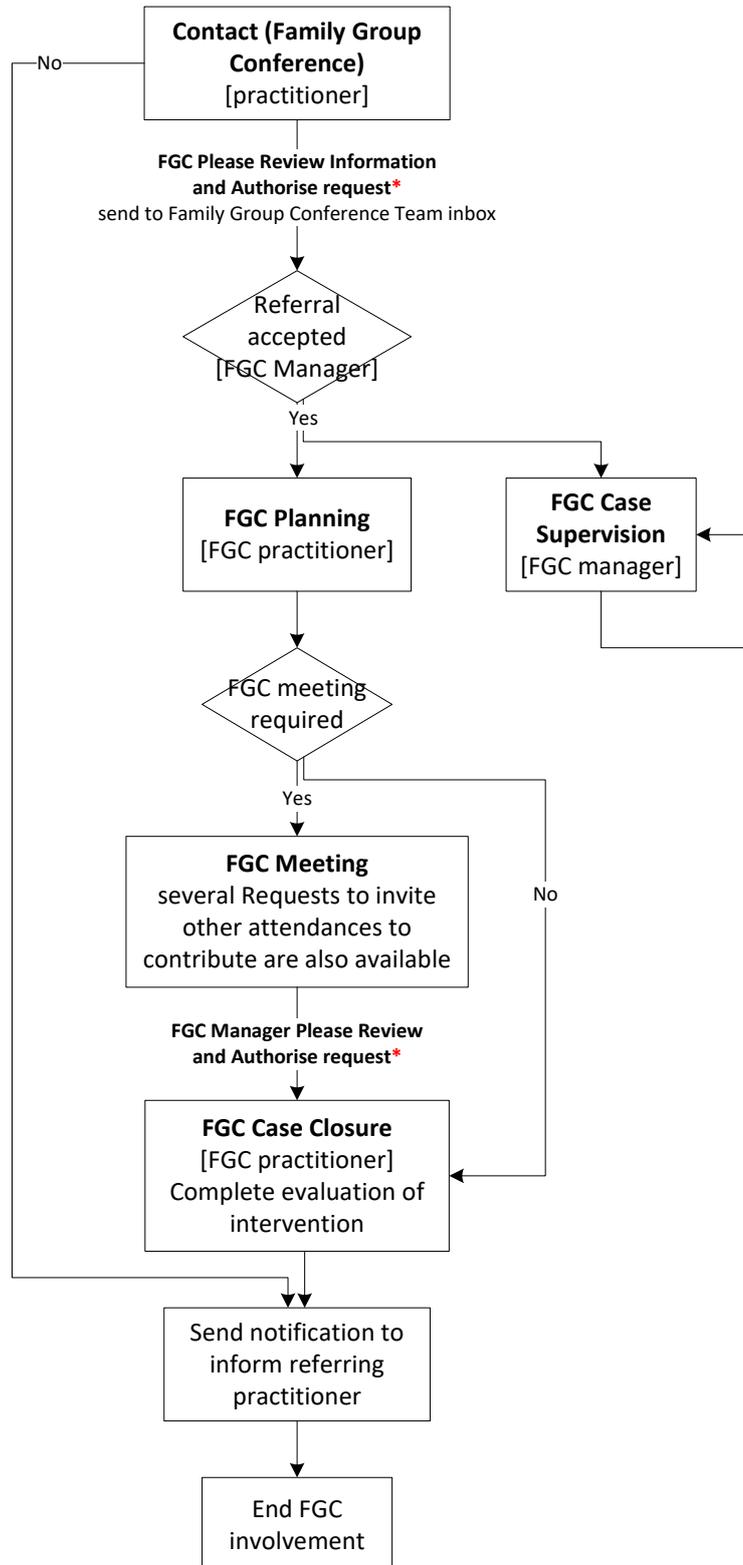
Day Opportunities



Disabled Facilities Grant (DFG)

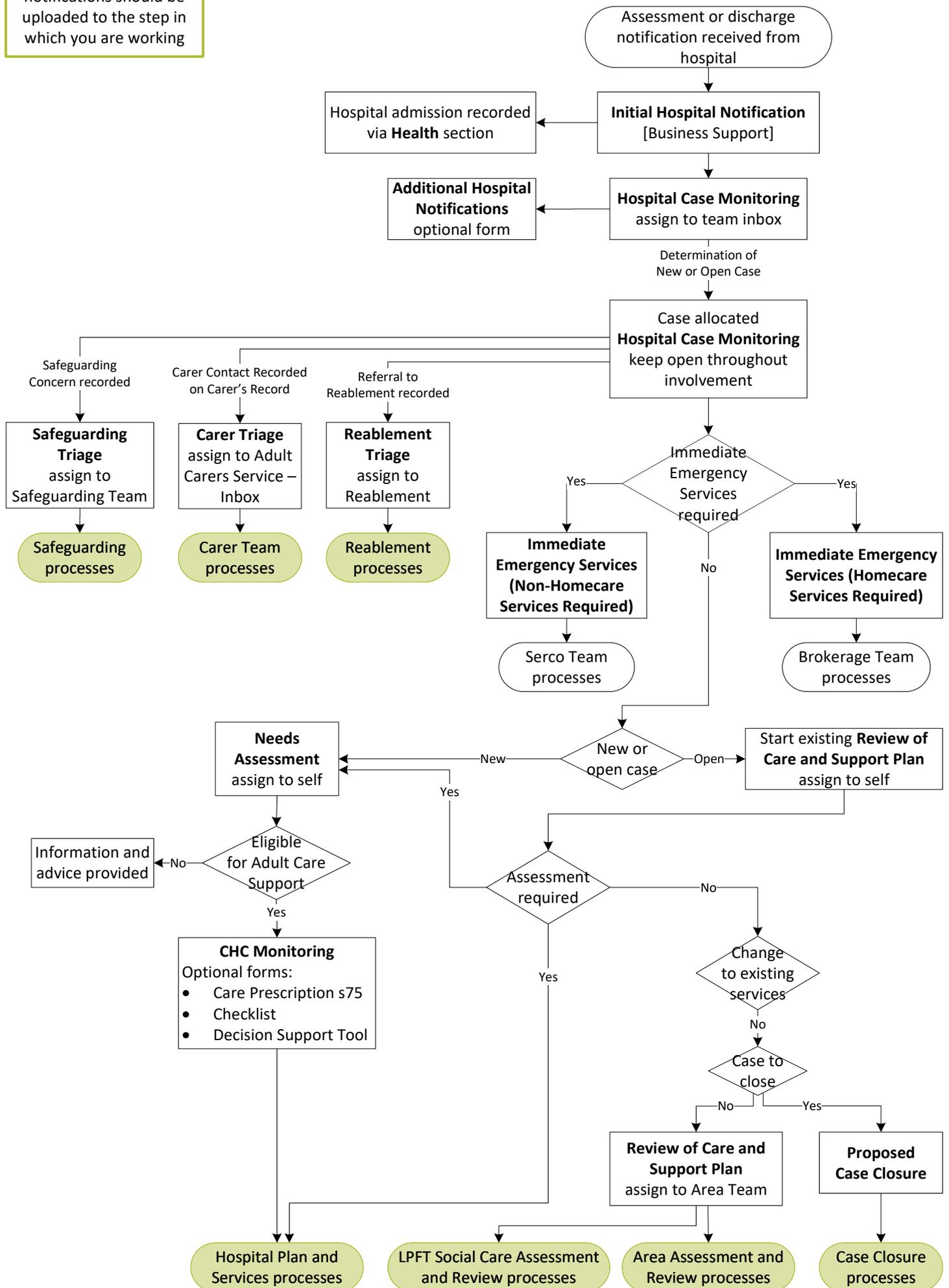


Family Group Conference



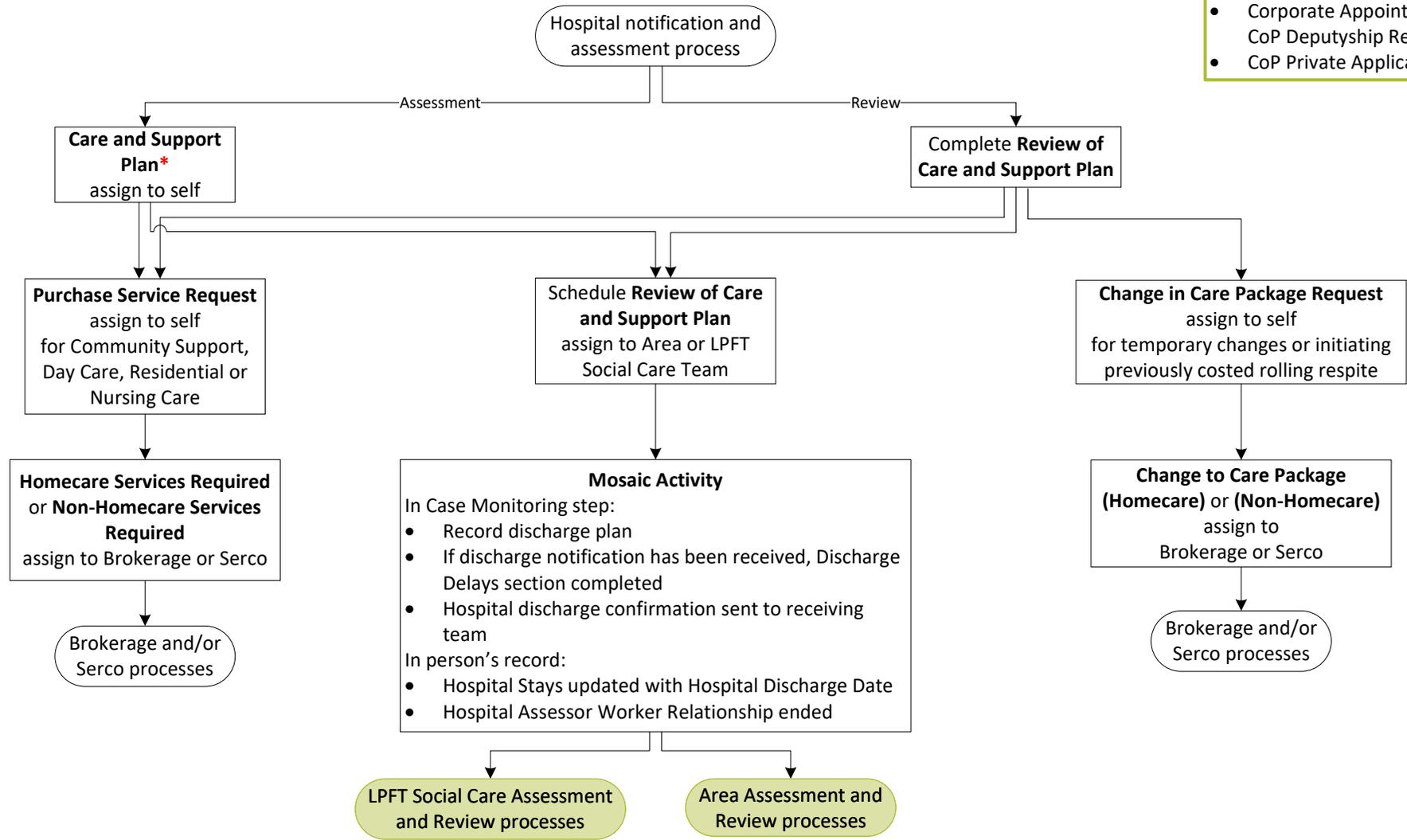
Originals of assessment, discharge and withdrawal notifications should be uploaded to the step in which you are working

Hospital Notifications and Assessment

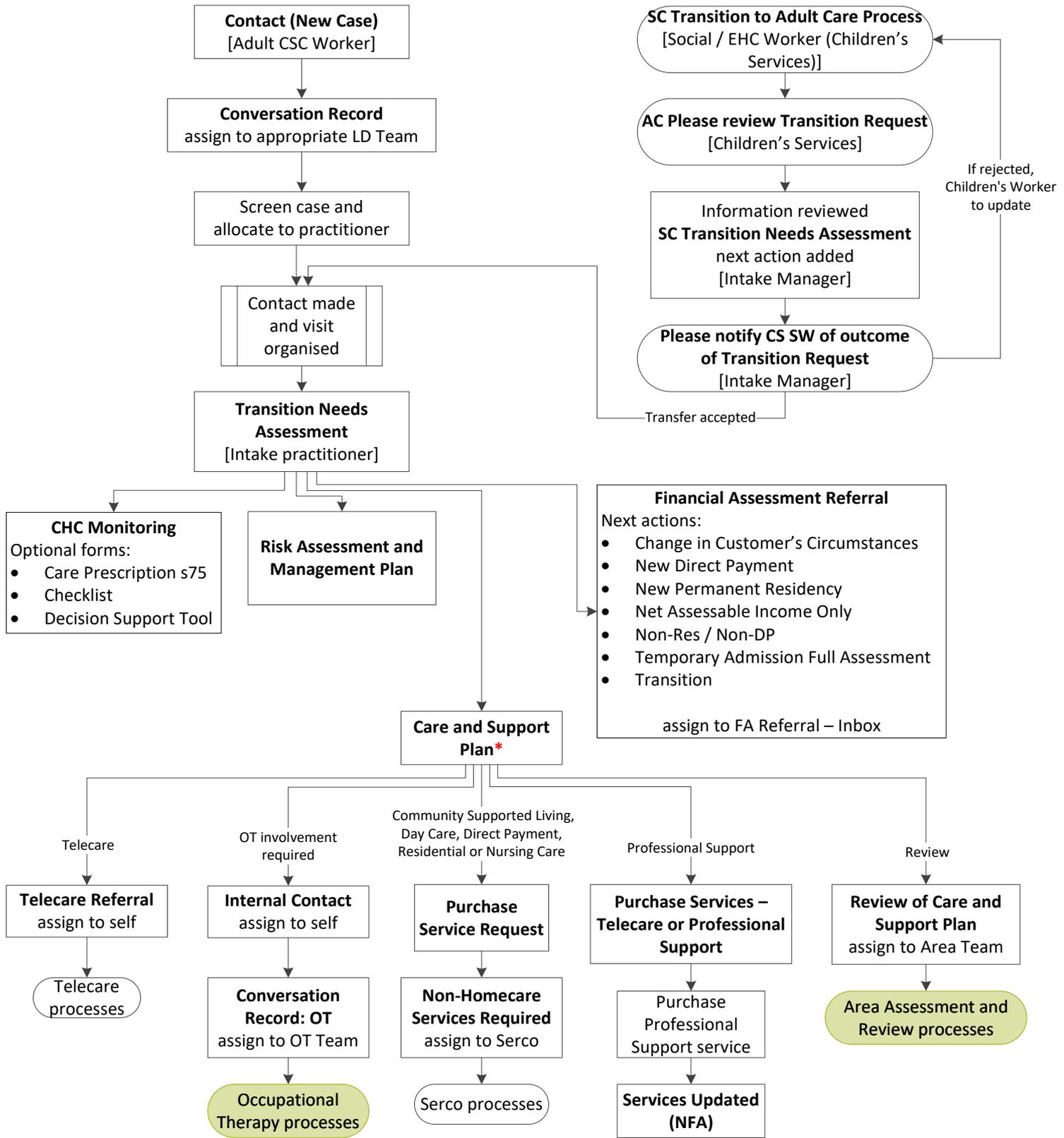


Hospital Plan and Services

- Available from Start menu:
- Contact (Family Group Conference)
 - Corporate Appointeeship/ CoP Deputyship Referral
 - CoP Private Applicant



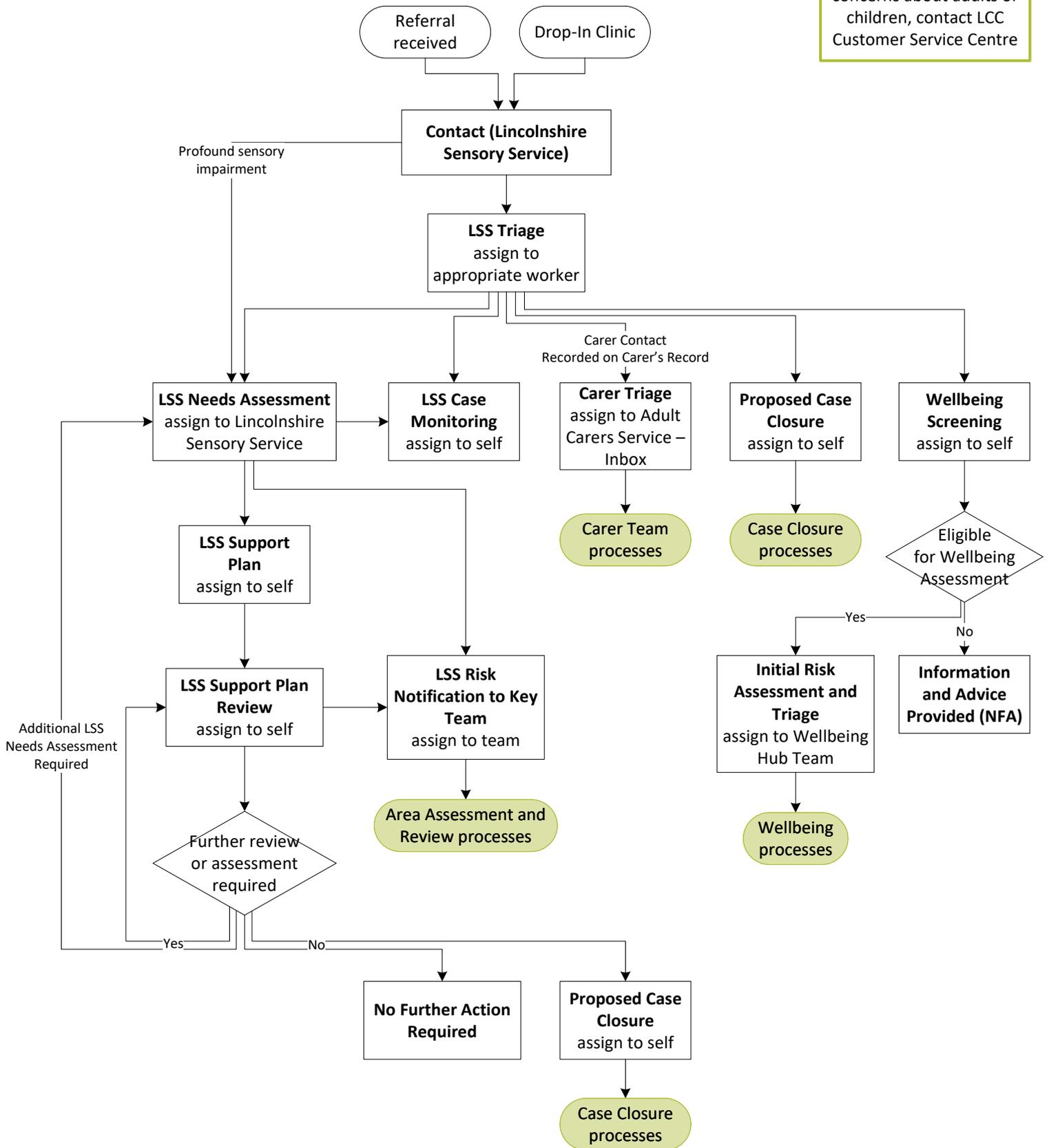
Intake Team



- Available from Start menu:
- Contact (Carer)
 - Contact (Family Group Conference)
 - Corporate Appointeeship/CoP Deputyship Referral
 - CoP Private Applicant
 - CSL Referral
 - Referral to Maximising Independence
 - Safeguarding Concern

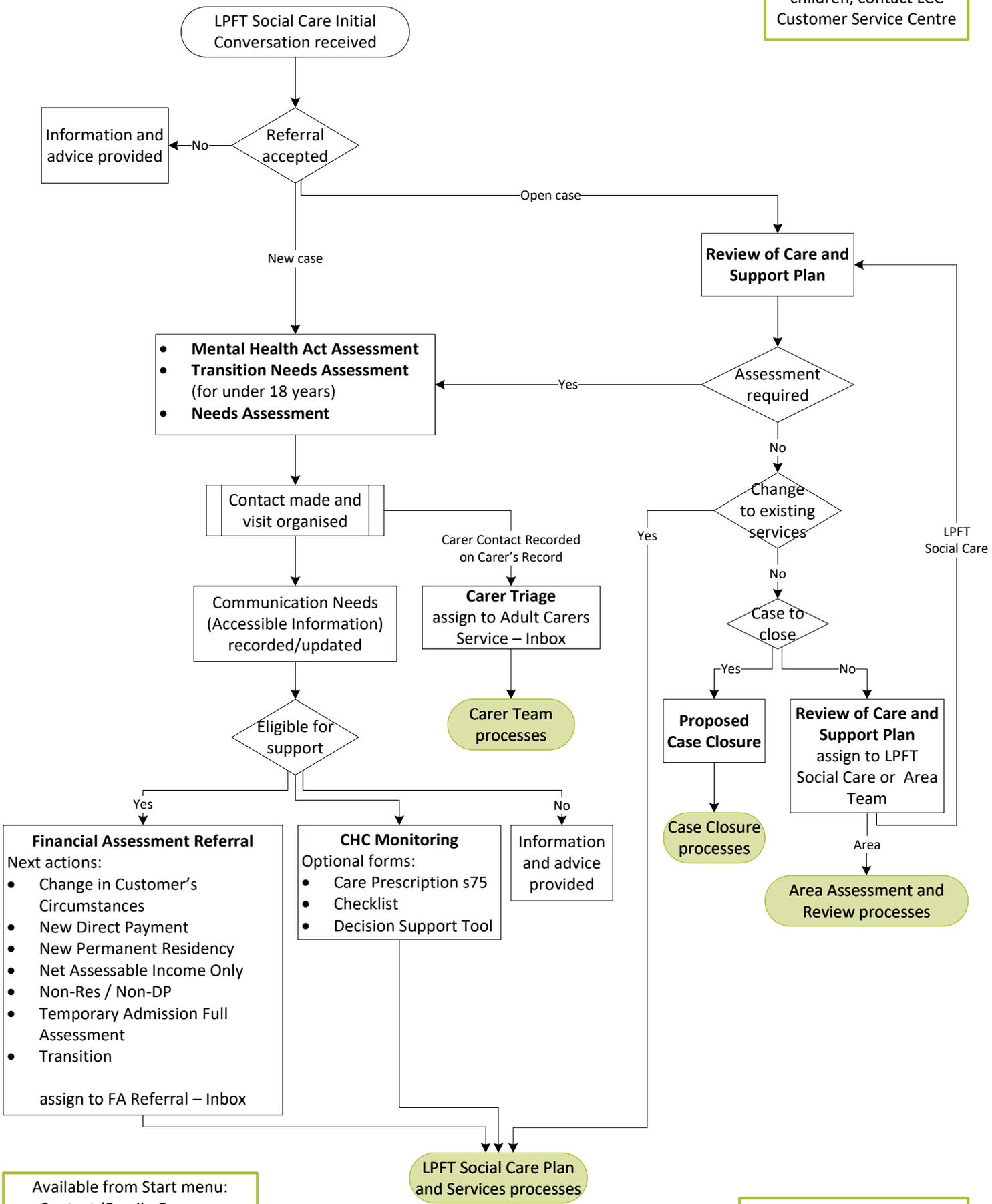
Lincolnshire Sensory Service (LSS)

Safeguarding Concerns
 If you have Safeguarding concerns about adults or children, contact LCC Customer Service Centre



LPFT Mental Health Social Care Assessment and Review

Safeguarding Concerns
If you have Safeguarding concerns about adults or children, contact LCC Customer Service Centre



Available from Start menu:

- Contact (Family Group Conference)
- Corporate Appointeeship/ CoP Deputyship Referral
- CSL Referral

Joint Working
Send 'Additional assessor input required' request to other worker

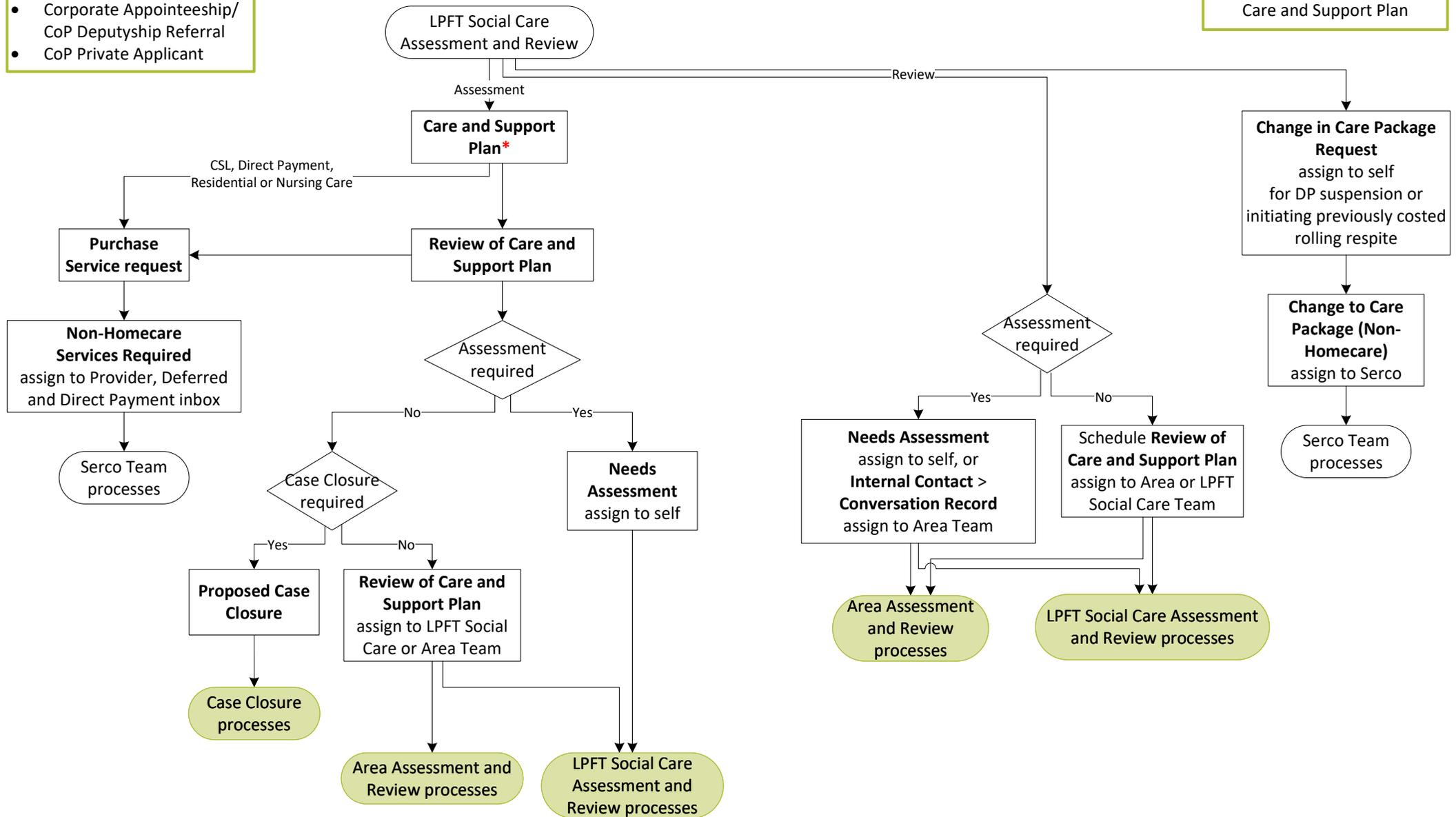
LPFT Mental Health Social Care Plan and Services

Available from Start menu:

- Contact (Family Group Conference)
- Corporate Appointeeship/ CoP Deputyship Referral
- CoP Private Applicant

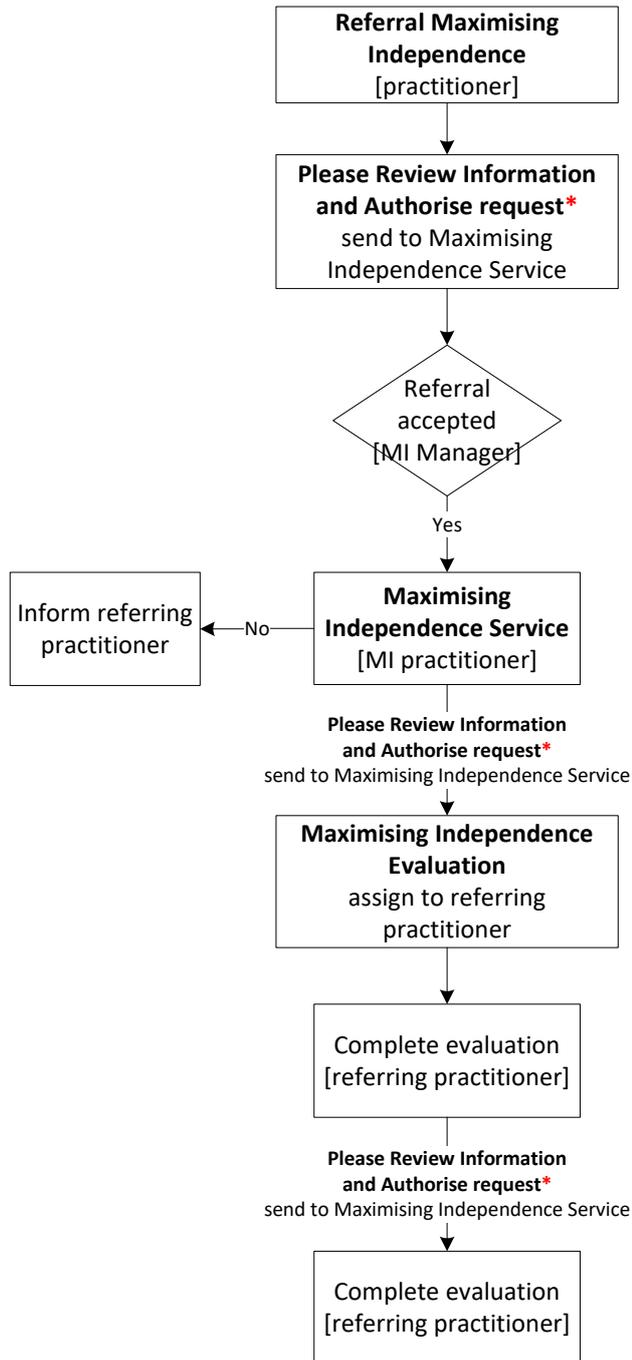
Quality Assurance Tracker

Is available in the Care and Support Plan and the Review of Care and Support Plan

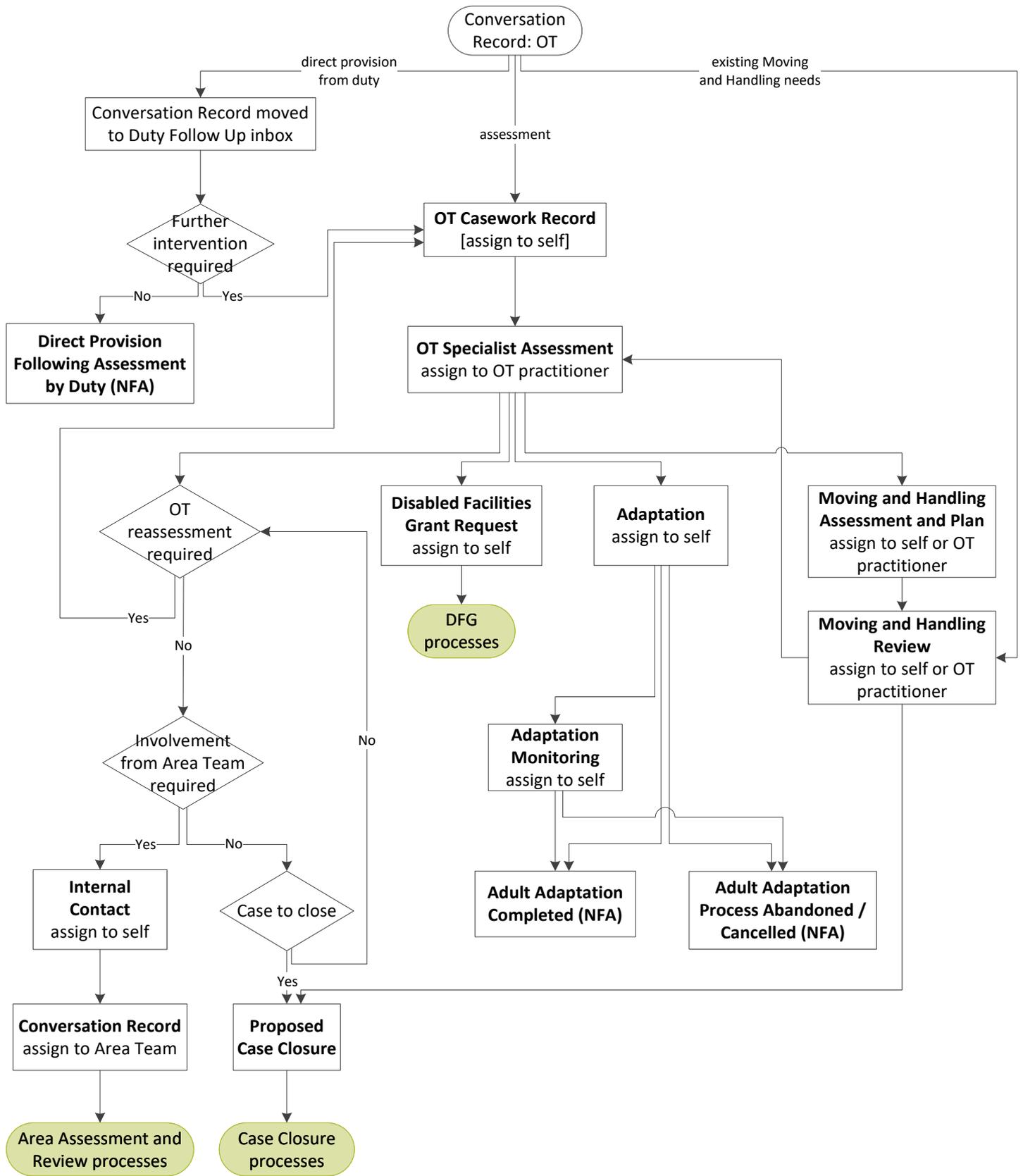


Maximising Independence

Contact (Family Group Conference) is available from the Start menu



Occupational Therapy

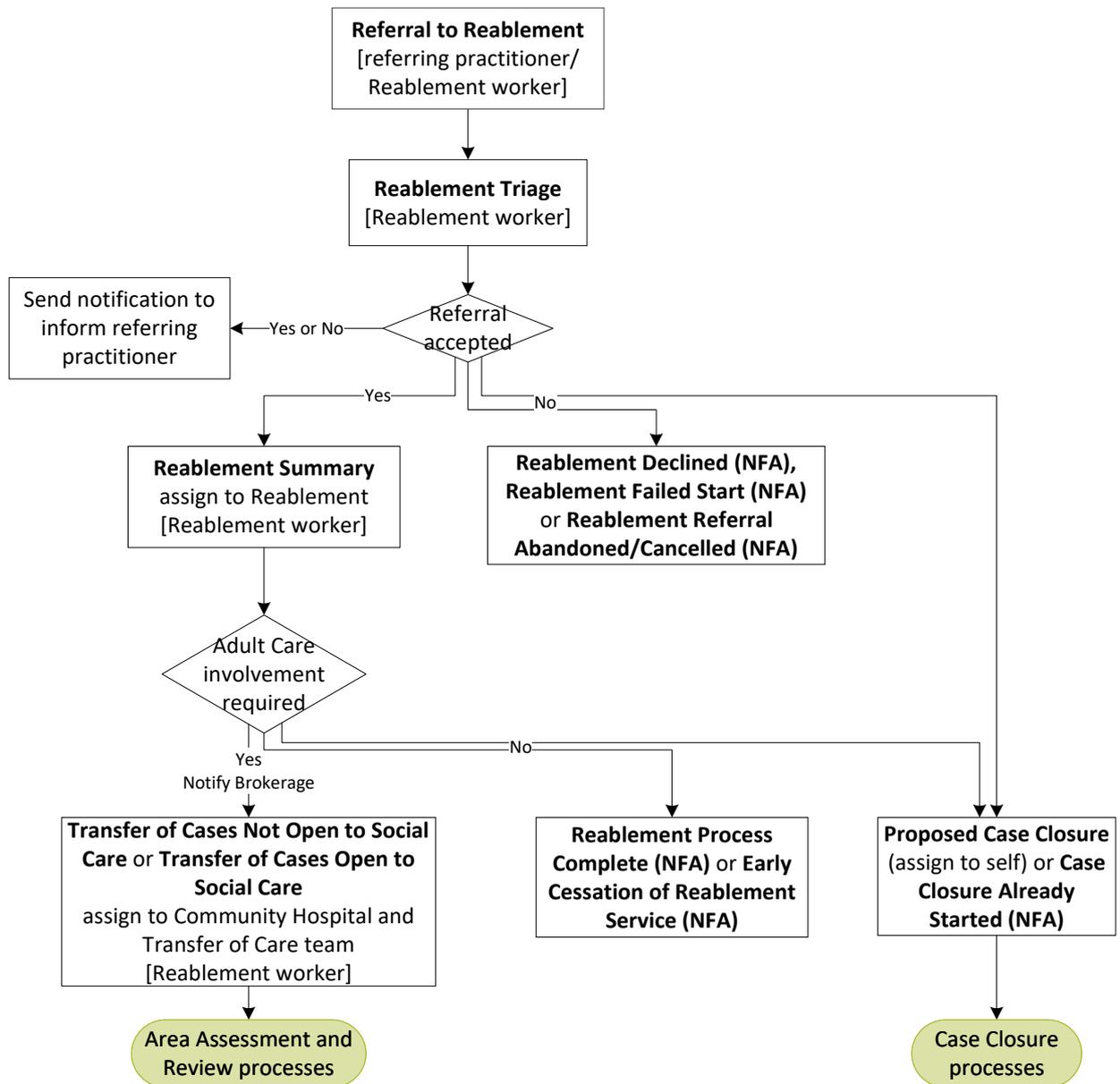


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OT Goals and Action Plan is available as an optional form within the OT Casework Record

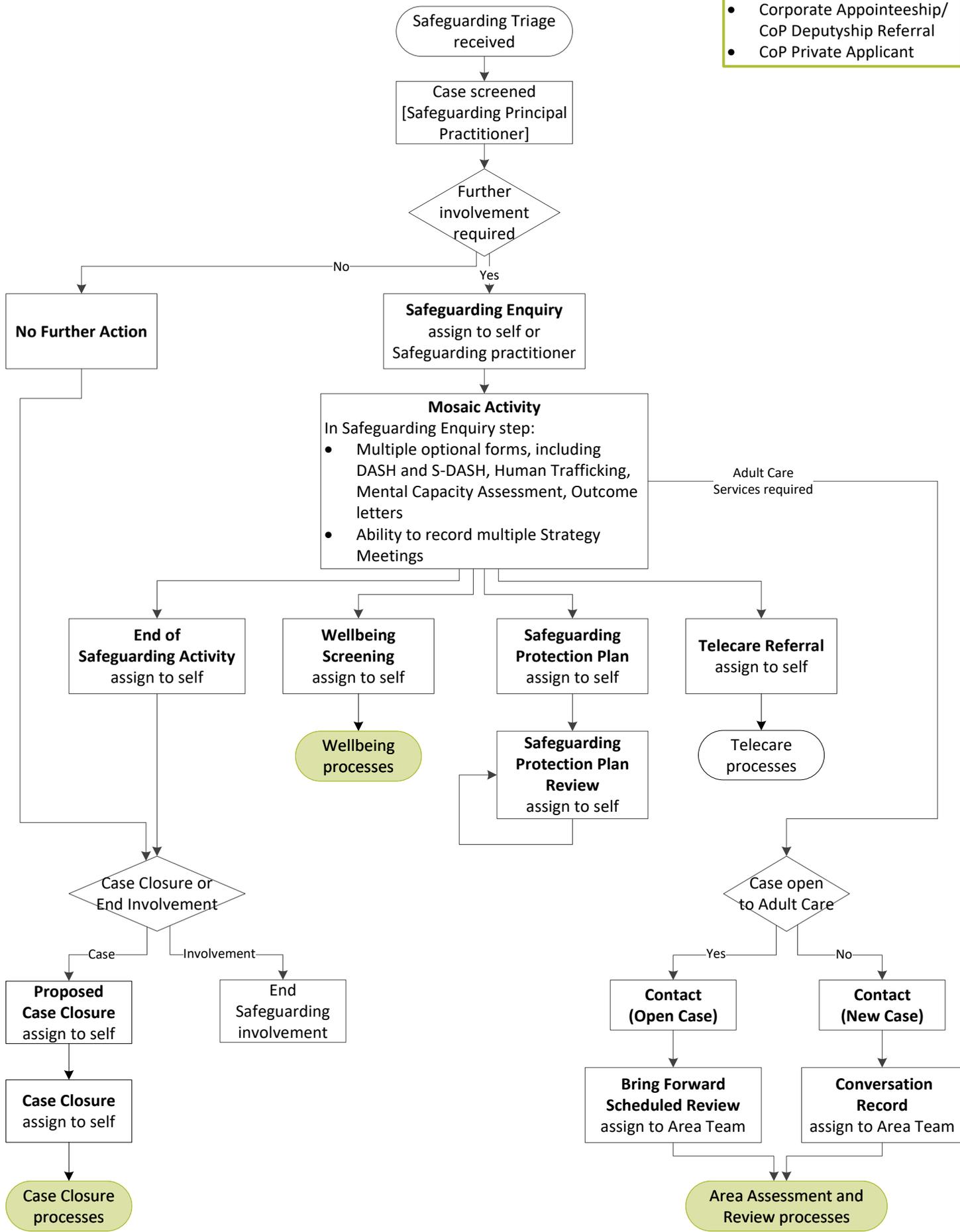
- OT Casework Record** is available from:
- Adaptation
 - Disabled Facilities Grant Request
 - Moving and Handling Review
 - OT Conversation Record

Reablement



Safeguarding

- Available from Start menu:
- Contact (Family Group Conference)
 - Corporate Appointeeship/ CoP Deputyship Referral
 - CoP Private Applicant



Wellbeing Service

