

CLDS Health: Receiving a CHC case from social services

For individuals who are being supported by the Learning Disabilities Team, with a social care funded service, and are now being transferred to LD Continuing Healthcare, there is a process on Mosaic to be followed.

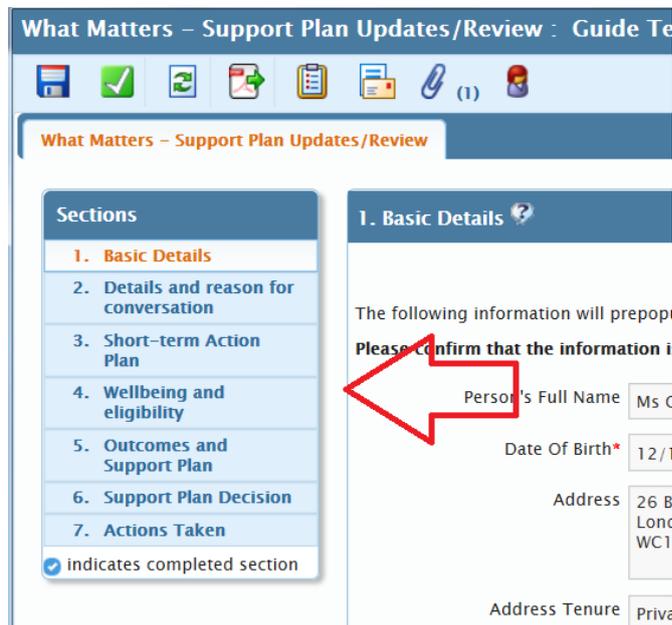
Receiving the case from Social Services:

1. The social work practitioner will be working from a **Support plan updates/ Review** workflow step. They will send a request task from this workflow, to the *Duty manager CLDS Health* to notify you that they have completed a CHC checklist.

This will be found under your act for, *Duty manager CLDS Health*, as an incoming request.

2. You will need to **resume** this Support plan updates/ Review workflow step

3. All details of the review are in the form embedded in this step:



What Matters – Support Plan Updates/Review : Guide Te

What Matters – Support Plan Updates/Review

Sections

- 1. Basic Details
- 2. Details and reason for conversation
- 3. Short-term Action Plan
- 4. Wellbeing and eligibility
- 5. Outcomes and Support Plan
- 6. Support Plan Decision
- 7. Actions Taken

indicates completed section

1. Basic Details ?

The following information will prepop

Please confirm that the information i

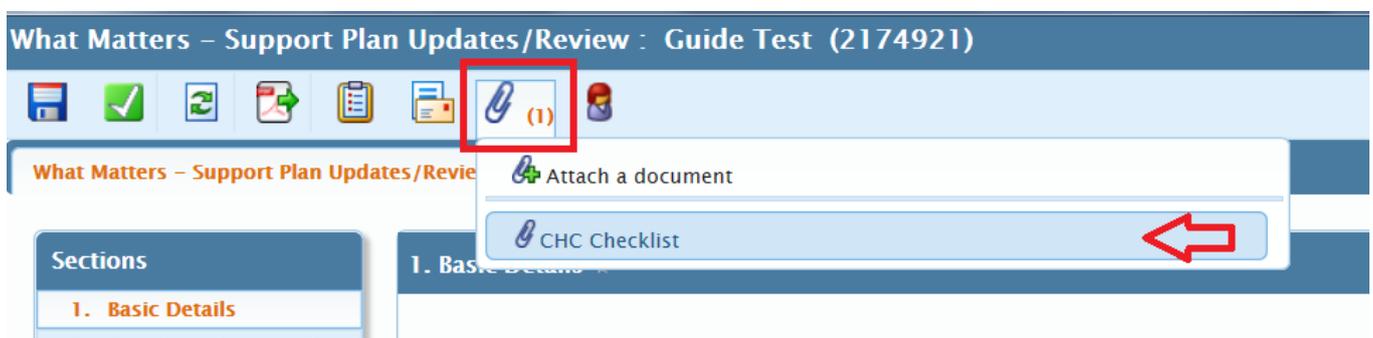
Person's Full Name Ms C

Date Of Birth* 12/1

Address 26 B
Lonc
WC1

Address Tenure Priv

4. You can view the completed checklist under the paperclip icon. Click the document listed there, and the document will open:



What Matters – Support Plan Updates/Review : Guide Test (2174921)

What Matters – Support Plan Updates/Review

Attach a document

CHC Checklist

Sections

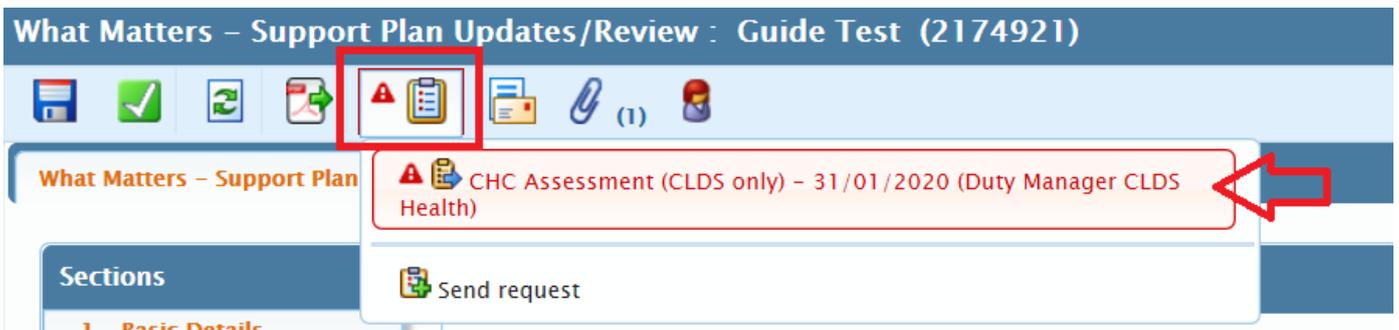
- 1. Basic Details
- 2. Details and reason for



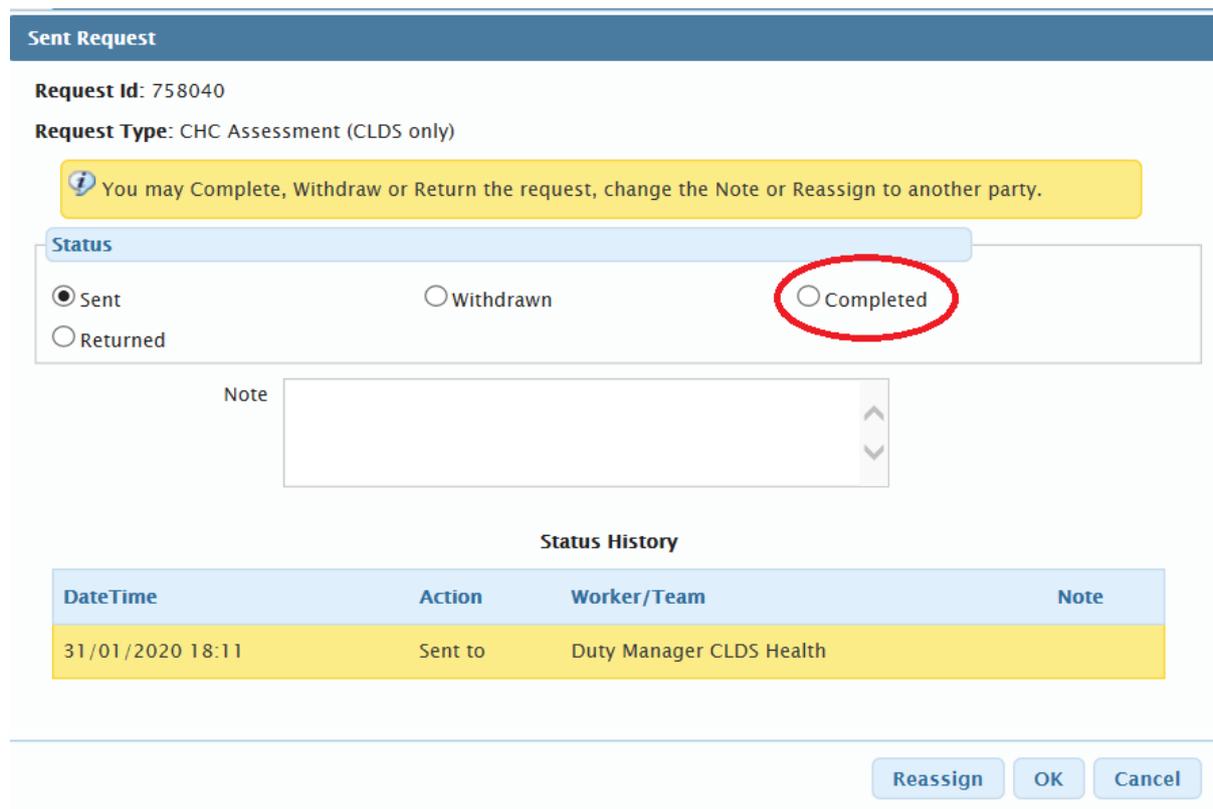
5. You will need to upload all other relevant CHC documents under the paperclip icon. Select the icon, and click 'Attach a document'.

6. You will also need to authorise the request task the social work practitioner sent you, under the request icon in the toolbar.

Click on the icon, select the request:



Select completed, and click 'OK'



7. Now save and close this workflow, for the social work practitioner to complete.

8. The social work practitioner will resume this step afterwards, and send two outcomes. One purchasing outcome to inform the purchasing team to change the cost code to LD CHC for the

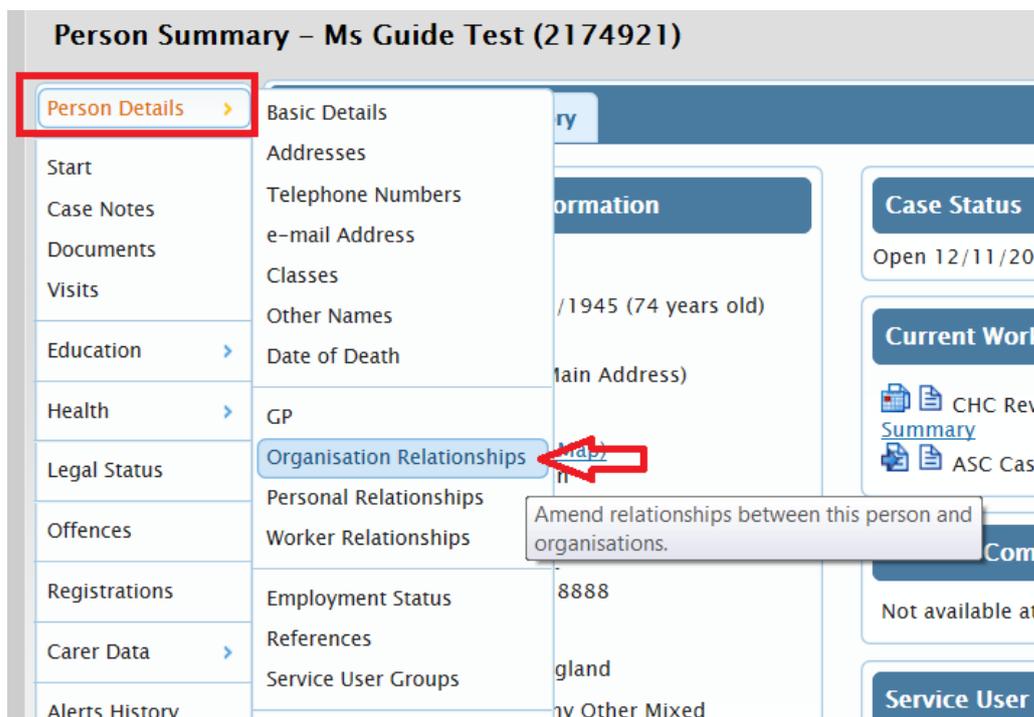


existing service in place, and the other is to set a CHC Review (CLDS only)- which is set for 3 months' time as a default- and pass it to *CLDS Integrated Team- Health Funded*, for your team.

9. They will then finish this Support plan updates/ review workflow step, and **this case has now been transferred to CLDS Health.**

10. You will now need to change the **responsible funding authority** on the individual's front screen to *CLDS Integrated Team - Health Funded*.

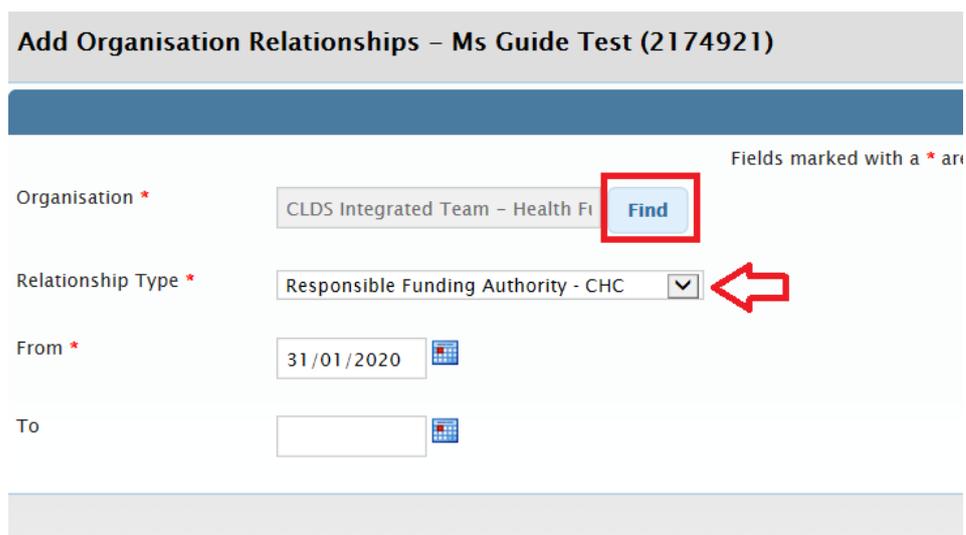
You do this by going to 'Person details' in the individual's toolbar on the front screen, and selecting 'Organisation relationships':



Go to 'Find' and search for **CLDS Integrated Team- Health Funded**.

Select 'Responsible Funding Authority- CHC' from the relationship type drop down.

Amend the 'from' date if required, and then select 'Save':





This will then be added to the individual's front screen:



Completing the CHC Review

The CHC Review workflow will be on the individual's front screen, and also available in the CLDS Integrated Team- Health Funded team folder:

Person Summary – Ms Guide Test (2174921)

Person Details > **Summary** Case History

Start
Case Notes
Documents
Visits
Education >
Health >
Legal Status
Offences

Demographic Information

Context: Adult
Date of Birth: 12/12/1945 (74 years old)
Address:
(Address Type : Main Address)
26 Burton Street
London
WC1H 9AQ ([View Map](#))
Authority: Camden
Ward: King's Cross
Private tenant

Case Status
Open 12/11/2019

Current Work

- CHC Review [Start](#) | ([CLDS Integrated Team - Health Funded](#)) [Summary](#)
- ASC Case Closure ([Leanne Gordon](#)) [Start](#) | [Summary](#)

The CLDS Health managers will be checking this folder in the Health referral screening meetings, for the CHC Reviews which are due, and assigning them to workers directly to complete.

1. The assigned worker can start the CHC Review workflow step, using 'Start'
2. This step is mainly blank, and is to be used for you to upload your documents, under the paperclip icon.

CHC Review : Guide Test (2174921)

Next actions form

Sections

- 1. Actions Taken

indicates completed section

1. Actions Taken

*indicates required field

Subject Details

Find Subject Find

First Names*

Last Names

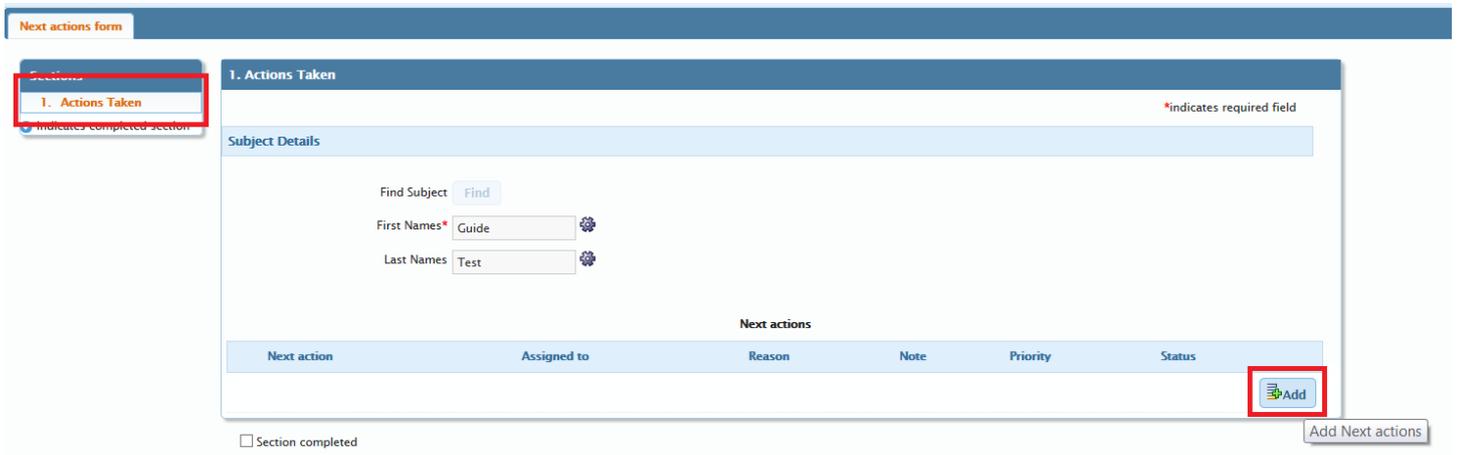
Next actions

Next action	Assigned to	Reason	Note	Priority	Status
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Add

3. If changes are required to the service in place, you can send an action to the Purchasing Team to request this.

Under the Actions taken tab, select 'Add':



Next actions form

1. Actions Taken *indicates required field

indicates completed section

Subject Details

Find Subject Find

First Names*

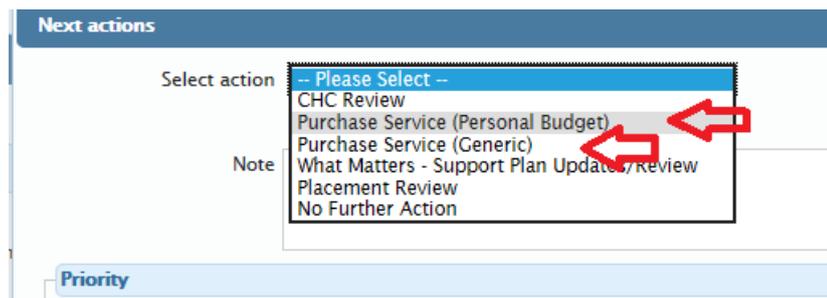
Last Names

Next actions

Next action	Assigned to	Reason	Note	Priority	Status
Add					

Section completed Add Next actions

Select a purchasing workflow (depending on the service in place):



Next actions

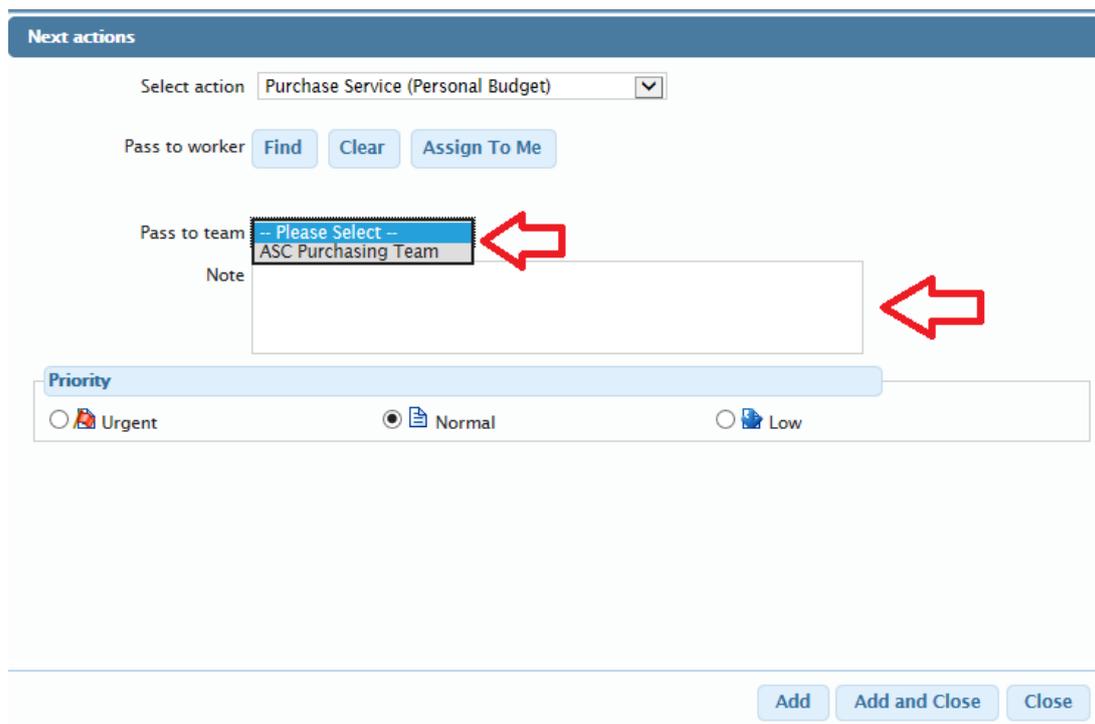
Select action **-- Please Select --**

- CHC Review
- Purchase Service (Personal Budget)**
- Purchase Service (Generic)
- What Matters - Support Plan Update / Review
- Placement Review
- No Further Action

Note

Priority

Send this to the purchasing team, and add in the note text box the changes in service that you wish to make:



Next actions

Select action

Pass to worker

Pass to team **-- Please Select --**

Note

Priority

Urgent Normal Low



4. You need to also set an annual CHC Review for the future, sending this to the CLDS Integrated Team- Health Funded team folder:

Next actions

Select action: CHC Review

Scheduled Date: 30/01/2021

Pass to worker: Find Clear Assign To Me

Pass to team: CLDS Integrated Team - Health Funded

Note:

Priority

Urgent Normal Low

Add Add and Close Close

If a CHC Review is not required (individual has passed away or moved to another borough), you can select the action 'No further action'.

5. Once completed, this workflow step needs to be 'Finished' by selecting the green tick icon in the toolbar.

Transferring the CHC case back to social services:

In a CHC Review, you can return this case back to social services if the funding is to be transferred.

In Actions taken, there are two types of Review you can send to the CLDS Social Work team:

Next actions

Select action: -- Please Select --

Note:

Priority

Urgent Normal Low



The **Support plan updates/ Review** is the review for those receiving services in the community, and the **Placement Review** is for individuals residing in placements. Select which one is relevant.

You can change the scheduled date if appropriate (defaults to a year's time), and pass to the relevant CLDS Social worker folder:

The screenshot shows a 'Next actions' form with the following fields and options:

- Select action:** A dropdown menu currently showing 'What Matters - Support Plan Updates/Review'. A red arrow points to this dropdown.
- Scheduled Date:** A text input field containing '30/01/2021' with a calendar icon to its right. A red arrow points to this field.
- Pass to worker:** Three buttons: 'Find', 'Clear', and 'Assign To Me'.
- Pass to team:** A dropdown menu with a list of options: '-- Please Select --', 'CLDS Integrated Team - In Borough Communities', 'CLDS Integrated Team - In Borough Supported Living', and 'CLDS Integrated Team - Out of Borough'. A red arrow points to this dropdown.
- Note:** A text area for additional notes.
- Priority:** A section with three radio buttons: 'Urgent' (with a fire icon), 'Normal' (with a document icon and selected), and 'Low' (with a document icon).

At the bottom right of the form are three buttons: 'Add', 'Add and Close', and 'Close'.

For those individuals who are already under LD CHC, but there is no CHC Review workflow step in place, please speak with Nicola Antoni.