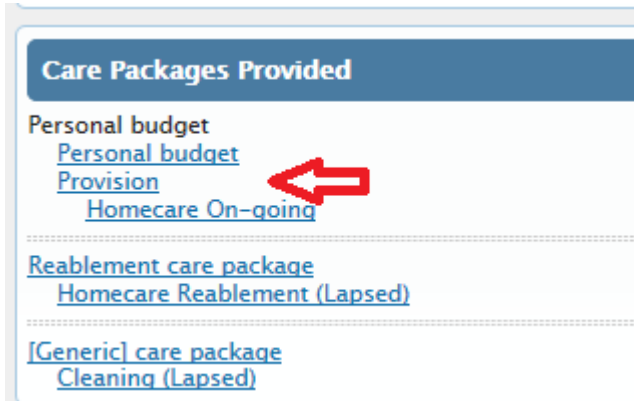# Suspending a Provision

This section of the guide shows how to suspend a provision (day centre, direct payment, homecare etc). The next section (page 3) shows how to amend or cancel a suspension.

1. On the client record under **Care Packages Provided**, click on **Provision**.

2. Look for the service that is **Current** and then click on the symbol on the right.

3. Then select **View, amend and add suspensions to this Service or Elements.** You must **ONLY** select this option for suspensions.
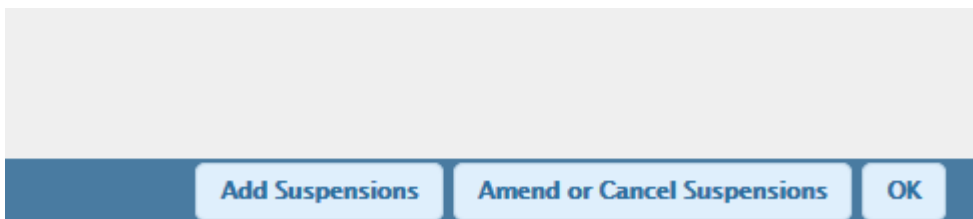

Please do not confuse this with the 'variations' option, which should never be used by practitioners.

4. You will see the screen below.

Element Description	Susp. Start	Susp. End	Suspension Reason

5. Scroll down to find the option to add the suspensions. Select **Add Suspensions.**

6. Select the element that you want to suspend by selecting the tick box. You would normally select the element that is current (no **End date**) as below.

Service/Elements selected for suspension				
Service	**Element**	**Start date**	**End date**	**Suspend**
Homecare On-going		09/01/2020		☐
	Neighbourhood On-going Homecare	09/01/2020	23/01/2020	☐
	Neighbourhood On-going Homecare	24/01/2020	16/07/2020	☐
	Neighbourhood On-going Homecare	17/07/2020	04/08/2020	☐
	Neighbourhood On-going Homecare	05/08/2020		☑
	Neighbourhood On-going Homecare	05/10/2020	11/10/2020	☐

Suspension Start	28/11/2020
Suspension End	
Reason for Suspension	Covid 19
Note	

7. Once you have selected the element that needs suspending, put in the **Suspension Start date** and **Suspension End date** (optional, in the instances you might not know the end of the suspension at this stage) and select the **Reason for Suspension**, from the drop-down.
8. You can also put in any notes in the **Note** box if required.
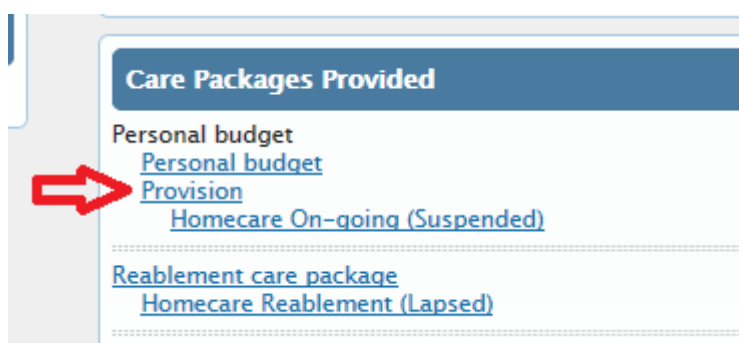9. Then select **Save**.
10. Then Mosaic will take you to the individual's main page. If you check under **Care Packages Provided**, you will see the provision has been suspended.

To Amend or Cancel the suspension

This section of the guide shows you how to amend or cancel a suspension.

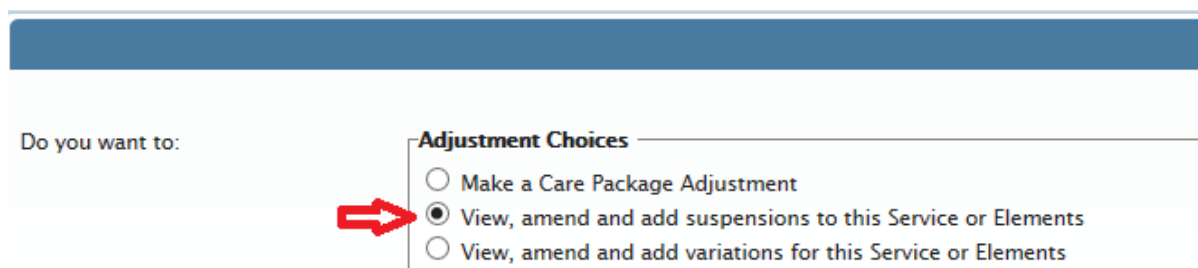1. On the client record under **Care Packages Provided**, click on **Provision**.

2. Look for the service that shows suspended and then click on the symbol on the right.
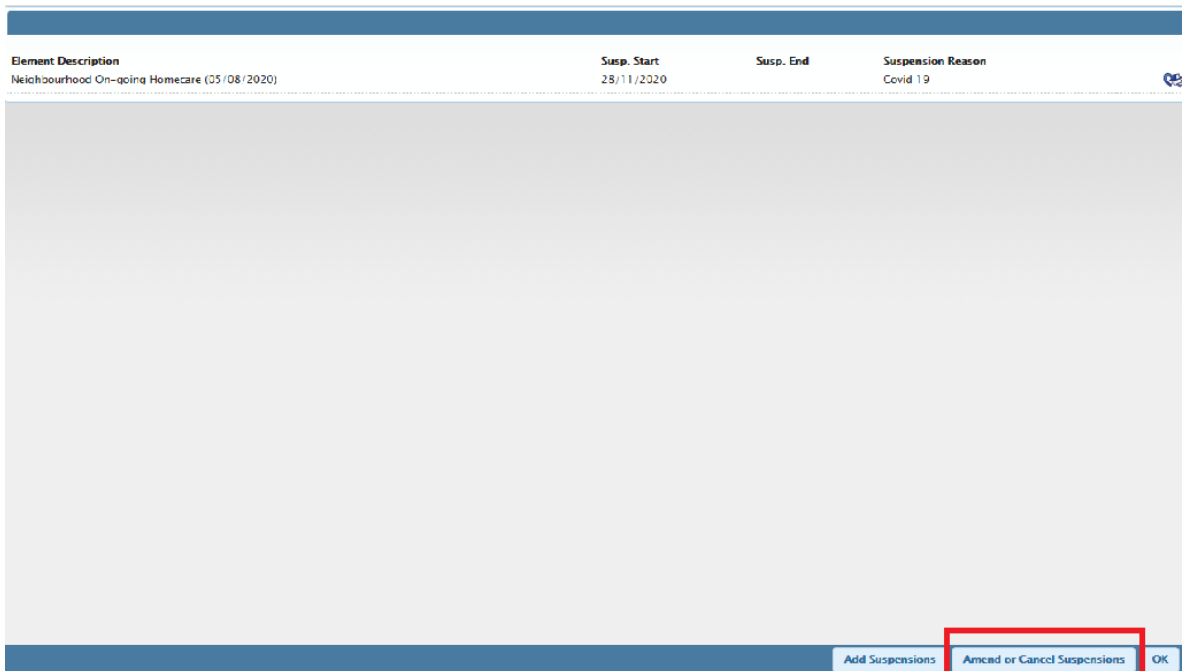

3. Then select **View, amend and add suspensions to this Service or Elements.** You must **ONLY** select this option for suspensions.
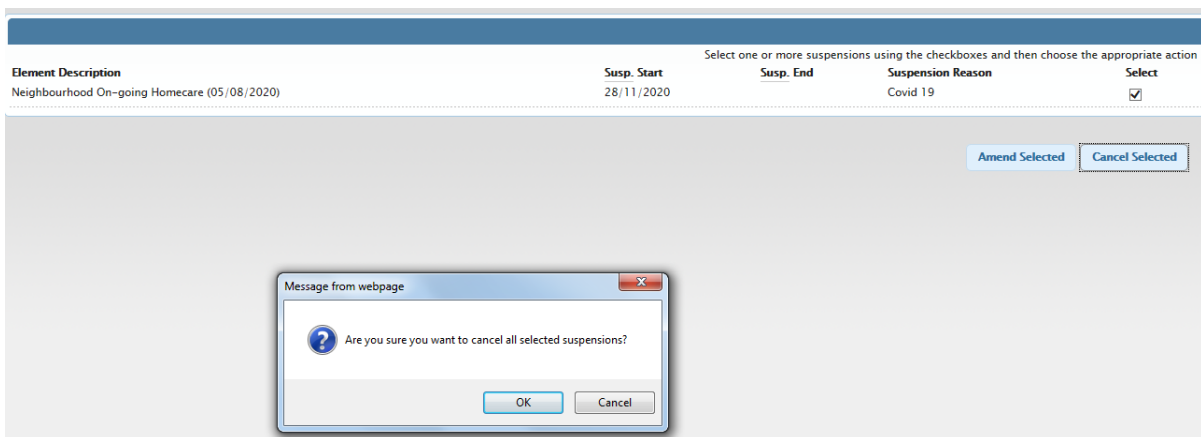

Please do not confuse this with the 'variations' option, which should never be used by practitioners.

4. Then click on the **Amend or Cancel Suspensions**.

Element Description	Susp. Start	Susp. End	Suspension Reason	
Neighbourhood On-going Homecare (05/08/2020)	28/11/2020		Covid 19	

Add Suspensions   **Amend or Cancel Suspensions**   OK

5. **To cancel the suspension**: select the element in the **Element Description.**

Select one or more suspensions using the checkboxes and then choose the appropriate action

Element Description	Susp. Start	Susp. End	Suspension Reason	Select
Neighbourhood On-going Homecare (05/08/2020)	28/11/2020		Covid 19	☑

Amend Selected   Cancel Selected

Message from webpage

Are you sure you want to cancel all selected suspensions?

OK   Cancel

6. Then select **Cancel Selected** and a message will appear asking if you are sure that it should be cancelled.
7. Select **OK** if you still want it to be cancelled or **Cancel** if you no longer want the suspension to be cancelled.
8. **To amend the suspension** (i.e. enter an end date): select the **Element Description** and put the end date in **Suspension End**.

Select one or more suspensions using the checkboxes and then choose the appropriate action

Element Description	Susp. Start	Susp. End	Suspension Reason	Select
Neighbourhood On-going Homecare (05/08/2020)	28/11/2020		Covid 19	☑

Amend Selected   Cancel Selected

Amend Suspension End Date

Suspension End

9. Then click **Save**.
10. The box below will appear giving the option to open or save the document showing the suspension has ended, for your information. Select **Cancel.**
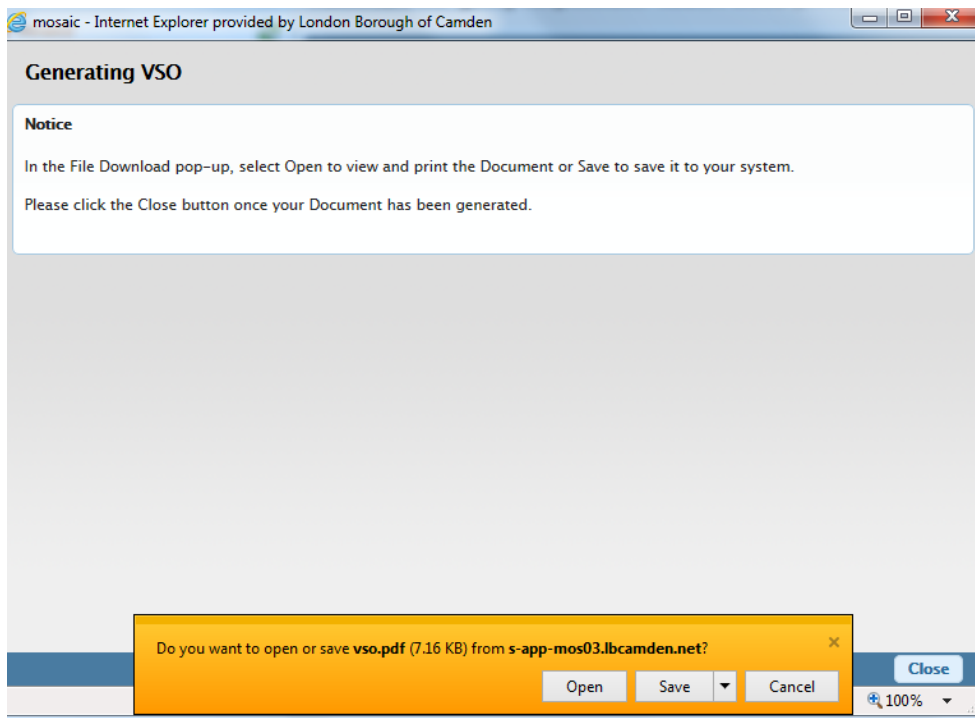
11. Then click **OK** and **OK** again.
12. The individual's main page will now appear and then under **Care Packages Provided**, you will be able to see that the suspension is no longer there.