



# ASC Case Closure Workflow Guidance

This guide details how to start and complete an **ASC Case Closure** workflow step and add a **file retention date**, which are required to be completed by a practitioner when an individual known to Adult Social Care passes away.

You will enter the date of death (under 'Person Details' on the individual's main page) and case note as you usually would, however this stand-alone workflow step must also be completed to ensure all aspects are considered (whether that means supporting family members, contacting other relevant teams/services, or cancelling current Mosaic workflow and services).

## Starting the ASC Case Closure Process

- Select 'Start', then 'New':

Person summary - Sebastian Trainee (2207644) born 5 Jan 1973 died 1 Jan 2024 (50 years old)

Person details > Summary Case history

Start > Initial Record (New or returning adults only)  
New... ←

Case notes  
Documents  
Health >  
Legal status  
Registrations  
Alerts history  
File management >

Address [Change](#)

Main address 27 Cartwright Gardens  
London  
WC1H 9EH ([View map](#))  
Authority: Camden  
Cluster team(s): No teams serve this address  
Owner occupier

**Deceased**

Date of death 1 Jan 2024 at the age of 50

Basic details [Change](#)

Registered name Sebastian Trainee  
Context Adult

- Choose **ASC Case Closure** workflow step:

**Start**

Start one of the following for Sebastian Trainee (2207644).

- [Amend Reablement Services - Purchasing Team Only](#)
- [AMH/SAMH - Referral and Assessment](#)
- [Appointee Review](#)
- [ASC Case Closure](#) ←
- [Careline change of provision](#)
- [Careline Referral](#)



## Completing the ASC Case Closure step

- There is only one section of the form to complete, called 'Closure details'. Please note the link to the ASC Practice Guide at the top of the form, which can offer further guidance:

ASC Case Closure : Sebastian Trainee 2207644

Sections

- 1. Closure details
- 2. Next actions

1. Closure details

**Guidance** \*Indicates required field

For practice guidance regarding case closure, please see this link <https://ascpractice.camden.gov.uk/connecting-people-to-support/bereavement/>

Person's details

Name Sebastian Trainee

Date of birth 05/01/1973

Address 27 Cartwright Gardens  
London  
WC1H 9EH

Place of birth

Religion

Legal status

- **Involved workers table:** Any workers listed on the individual's main page will pull through here. You need to use the pencil icon, and state whether you have notified that involved worker that the individual has passed away. If the involved worker is you, select N/A. There's a text box you can use if you need to note further details:

Involved workers			
Name	Team	Notified	Further information
Efoawan Glover	HASC		

Involved workers

Name Efoawan Glover

Team HASC

Notified\*

Yes  N/A

Further information

Save changes Cancel



- **Involved organisations table:** Any organisations listed on the individual’s main page will pull through here. You’re required to end those organisation relationships.

Involved organisations - Please end any open organisation relationships	
Name	Relationship
ASC Neighbourhood Team Central	Responsible Unit
<span style="border: 1px solid red; padding: 2px;">⚠ This table must be empty.</span>	

You will need to go back to the main page, and under ‘Person Details’ and ‘Organisation Relationships’, end any current ones listed:

When you return to the ASC Case Closure Step, this will have updated, and the organisation/s will have been removed from the table.

If the table hasn’t updated, click the Refresh button in the toolbar



- **What Matters section:** Here you can detail any conversations/ support you have provided to the individual’s family/ carer if appropriate:

**What matters**

Please consider what matters and what would make a difference in regards to the person, family and wider network, for example:

- **Person’s family/network:** have relevant parties been contacted? If so, have they expressed views about further contact with ASC?
- **Bereavement:** where appropriate, has any advice/support been provided
- **Social isolation/mental health/wellbeing:** are there any concerns that need addressing?
- **Caring role:** Did the person have a carer involved? Or did the person have caring responsibilities themselves?

Please give details, including any actions taken\*



- **The PFS section** enables you to detail any necessary information if the Personal Financial Service is involved. Please use the bullet point prompts to guide you. This isn't a mandatory section, so does not need to be completed if PFS are not involved:

**If PFS (Personal Financial Services) have active involvement with the person, please gather appropriate information**

For example:

- Next of kin/hospital/hospice/friend/key contact
- Where is the body laying (e.g. at a mortuary or undertakers)
- Have the family/NOK been found and notified?
- Who is arranging the funeral?
- What is the religion of the deceased?
- Are there any finance or valuables that need securing, especially house keys?
- Is there a Will? (NB. this may take searching back on notes in Care Notes/MOSAIC)
- Is their property rented or owned?
- Location of 'Medical Cause of Death' Certificate

Please give details, including any actions taken

- **Equipment:** If the individual has any equipment on site or had Careline involvement, then this needs to be addressed here.
  - You will need to check the ICES system to see if anything requires collection (OT prescribed equipment for example) and raise this request.
  - You will also need to contact Careline to inform them, so they can arrange the collection of any Careline equipment if necessary.

**Equipment**

Please consider required actions, for example:

- Do they have Careline/have Careline been informed?
- Do they have equipment that needs collecting?

Please give details, including any actions taken\*

- **Other actions:** If any other actions are required, these can be detailed here:

**Other actions:**

Please consider other actions, for example:

- If the person lived alone and has pets
- Are they a council tenant/does housing need to be informed?

Please give details, including any actions taken

- **Outstanding Steps table:** This table details all the outstanding workflow steps under 'Current Work' for this individual. These steps need to be completed or cancelled.
  - If any of the outstanding steps are not assigned to you, but to another worker, you will need to contact them and ask them to complete the step/s.
  - If a step is in a team folder, please go into the relevant folder and cancel the workflow from there.

Once all outstanding steps have been completed, and you return to this workflow step, you will find this table will be empty.



You will not be able to proceed with this Case Closure step if any other workflow steps are outstanding.

**Outstanding Steps - Must be empty for case closure**

Person ID	Title	Start Date	Assigned To Worker	Assigned To Team
15494193	What matters - Support Plan Updates/Review			
15494191	Purchase Service (Personal Budget)			
15494190	Conversation 3: What matters - Building a good life	19/12/2023	Nicola Antoni	Nicola Antoni
15494189	Purchase Service (Reablement)			
15494188	Conversation 2: What matters - Help when you need it	19/12/2023	Nicola Antoni	Nicola Antoni
15483958	Best Interests Meeting		Nicola Antoni	Nicola Antoni
15483949	CLDS - Specialist Assessment and/or Intervention		Nicola Antoni	Nicola Antoni

⚠ This table must be empty.

Please contact all relevant assigned workers to either complete or cancel the above workflow steps.

- In a similar way, the **Outstanding Services table** will pull through any current services being provided for the individual. This is to prompt you to request for these services to be ended with the Purchasing Team, or to end them yourself if it's a Direct Payment. You will not be able to proceed with this workflow step if any services remain open.

**Outstanding Services - Must be empty for case closure**

Service	Start Date	Status
Homecare On-going	01/11/2019	current
LBC Direct Payments Scheme	09/06/2020	current
Day centre	28/03/2023	current

⚠ This table must be empty.

Note the checklist/guidance below around ending any services:

**Checklist for ending services**

- If person is in receipt of community/residential services, please send the relevant next action to the 'ASC Purchasing Team' to end the services, **ensuring you note the last day the support was provided.**
- If person is in receipt of a Direct Payment service, please ensure you contact the DP team to confirm a suitable end date for the service.
- Please contact the Awards and Contributions Team to request for them to end the person's contribution.

ASC Purchasing team notified
  DP team notified
  ACT notified

Tick the relevant boxes if these teams have been notified.

- A **Case Closure date** will pre-populate as the date you started this workflow step, however it can be amended if needed.  
You will need to select a **Case closure reason**, which will be 'Person has died' (we are not currently using this ASC Case Closure workflow process for the other reasons):

**Social care involvement**

Case closure date\* 19/01/2024

Case closure reason\* -- Please Select --

- Please Select --
- Person has died
- No longer eligible for service
- Person has moved away
- Service declined
- Other case closure reason



## Adding file retention date

- A **file retention date** will need to be added on the record from the main page under **File management**. Refer to the guide using the link provided, before adding the file retention rules. This is mandatory.

**File retention**


For further information, please see the ASC Practice Guide using the following link: <https://ascpractice.camden.gov.uk/media/4307/asc-retention-rule-mosaic-guidance.pdf>

File retention criteria\*

File retention rule\*

Retain until\*

A red arrow points to the top right corner of the form.

Once you have added the file retention date and if the three fields below have not been prepopulated, click on the refresh icon  to update it.

**File retention**

For further information, please see the ASC Practice Guide using the following link: <https://ascpractice.camden.gov.uk/media/4307/asc-retention-rule-mosaic-guidance.pdf>

File retention criteria\*

File retention rule\*

Retain until\*

The file retention date will also be displayed on the front page at the bottom right of the person's file.

**File retention**

Retain until 19/01/2032

Please find full file retention guidance here on the ASC Practice Guide: [Mosaic guidance: File Retention](#)

## Selecting an Action

- You will need to select an Action to complete this ASC Case Closure step- choose 'Case Closed'. You can additionally select a purchasing workflow step to send to the Purchasing Team or to yourself if services are to be ended. You can now FINISH this workflow step, using the green tick in the toolbar.

**Sections**

- 1. Closure details
- 2. Next actions

Next Actions

Next action

**Next actions**

Select action -- Please select --

Note

- Case Closed
- Purchase Service (Personal Budget) - End all services
- Purchase Service (Generic) - End all services

Priority

Urgent  Normal  Low

Add Add and close Close

A red box highlights the 'Add' button in the top right corner of the modal.