



Adult Social Care

Mosaic Form/Step Guidance – Mosaic Guidance for transfer to Interim Homecare Teams from Short Term Services

Version 2

Version:2 FOI Status: Public	Mosaic Form/Step Guidance – Mosaic Guidance for transfer to Interim Homecare Teams from Short Term Services – Derbyshire County Council – Adult Social Care	Originally Issued: May 2021 Issued: August 2023 Review Due: August 2024 Author: Bev Capel
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The purpose of this document is to assist workers with completing the relevant Mosaic documentation when transferring people from short term services to our in-house interim homecare teams.

Where possible, forms should be clear and simple and require minimal additional guidance. However, some steps and forms can require additional guidance to ensure the correct information is collected, at the appropriate time.

The responsibility for writing, reviewing and updating this document sits with operational management. It should be stored with operational guidance and available to staff when required.

If you would like to make any comments, amendments, additions etc please email ASCH.AdultCare.Policy@derbyshire.gov.uk

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Introduction

Our in-house homecare service has undergone significant transformational changes and will operate on two service delivery models: short term service and interim service.

Derbyshire County Council (DCC) short term services (STS) are focussed on short term intervention based on goal setting, multidisciplinary team (MDT) working and ensuring people can achieve their most independent outcome possible. Once the person is ready to leave the STS, the case coordinator will complete all relevant assessments. If the person requires ongoing support, the Brokerage team will source private voluntary and independent (PVI) sector for longer term care and support within a personal budget.

Interim home care teams have been developed to replace in some localities the long-term in-house service and will support a person's transfer from STS to PVI, where the transfer to PVI has been delayed. This will free up STS capacity to accept more people into the specialised STS service rather than blocking up that capacity with people awaiting a transfer to PVI.

Referral Process

All clients within STS who require, and are eligible for, ongoing care and support should have a core assessment and core support plan completed to generate a personal budget. For those people who require support through PVI, the case coordinator will send a brokerage next action to the brokerage team indicating the care required (as per current process).

The existing Interim teams should be used if the person has been with brokerage for 48 hours and there have been no offers from PVI. Brokerage will add them to the lack of provision list. The STS MDT will discuss and agree if the person will be referred to the existing interim teams whilst awaiting a suitable PVI provider.

The existing interim teams can also be used if Brokerage do have a PVI offer but there is a delay in the PVI being able to start. In this case, the MDT will discuss and agree if it is appropriate to refer to the Interim Team to await the start date.

The STS domiciliary service officer (DSO) should:

- liaise with the interim DSO regarding capacity and record the conversation on a case note
- notify the Scheduling team of the transfer using the Excel tracker. The schedulers will reallocate the person to an interim team on Call Confirm Live (CCL)
- send the personal service plan homecare as a next action to the interim DSO on Mosaic - the "send outcome immediately" checkbox should be ticked and the reason for passing the case to the Interim

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team should be provided

- send the service end date request to purchase support team (PST) as usual (this is mandatory) - once this has been completed the STS DSO can finish their STS PSP

The interim DSO should:

- complete the PSP as usual
- when the interim service provision ends the DSO will finish their step and their involvement

The STS case co-ordinator should:

- remain the allocated worker until the point of transfer to PVI (although this may vary between localities)
- request the long-term PO for the interim service from the create / review support plan workflow step
- send the review support plan as a next action to the area P&P team once a PVI provider has been found

When a PVI provider has been found, Brokerage will:

- confirm the start date
- notify the case coordinator and the interim DSO of the PVI offer and the start date
- send the PO request to PST (which will also serve to end the Homecare PO from the Interim team)

Finance

When a person moves from STS to the Interim service, a purchase order (PO) request should be made by the STS case co-ordinator from their workflow step (mandatory) using a brokerage next action. They should indicate in the note field that it can be passed straight to the purchasing support team to raise a purchase order (PO). Brokerage will action this as soon as possible.

If the person is eligible to co-fund, they will be asked to do so from the point that they are identified as being eligible for ongoing support. The financial assessments and benefits officer (FABO) request should already have been sent by the case coordinator from within the create support plan / review support plan workflow step.

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Author History

Approval and Authorisation History

Authored by Sandra Nix / Kate Bedford	Design Lead / Project Officer	May 2021
Approved Beverley Capel/ Linda Elba Porter	Service Manager / Service Director	May 2021

Change History

Version 1	May 2021	Sandra Nix / Kate Bedford	New guidance
Version 2	August 2023	Bev Capel	Review