

Enhanced Observation Request Form – Cover note

We are pleased to provide you with a copy of the Enhanced Observation Form that has been approved for use. The form has been designed and agreed between Local Authorities and Health Partners across the Integrated Care Board for Lancashire and South Cumbria and this cover note is intended to give some clarity around the use of the Enhanced Observation form.

The intention of the Enhanced Observation form is to have one set of questions and one form that is completed when requesting 1:1 support/enhanced observations. It will enable our care providers to know what is expected of them and what information is required before making such requests, as well as understand the actions expected prior to a request for additional support.

If you are a Provider:

In the first instance, please follow the contractual guidance in place between yourself as a provider and the NHS and/or Local Authority with regards to 1:1. This will likely involve initially referring to Community Services such as GP, District Nursing Services, Mental Health etc, for support and intervention prior to a request for 1:1 being made. In that way, acute illness (whether physical or mental health) can be explored and treated first.

If you still require an enhanced level of support to ensure the Health and Social Care needs of the individual are met, then please complete this form and send it to the appropriate Health or social care commissioner for the services in place, along with any relevant documentation in support of this.

Depending on the urgency of the request, we acknowledge that it may not be possible for you to immediately provide all the evidence requested on this form. This will be addressed on a case-by-case basis; however, it is expected that the information requested within this form is provided at your earliest convenience but not later than 72 hours of the service being commissioned. Failure to comply with this may result in the approval of the 1:1/enhanced observation being discontinued after the 72 hours.

If you are a Health or Social Care Practitioner:

Please ensure the provider has a copy of this Cover note, plus the Enhanced Observation Request form and discuss the individual circumstances of the case with the provider. Please ensure the provider know the appropriate Health or social care commissioner for the services in place. Identify the most appropriate service/individual to act as lead commissioner/case manager and ensure the provider is aware of who or where this request should be sent to.

Should the request be urgent, and the evidence is not available for legitimate reasons then the Health/Social Care professional to document rationale for approval and notify the provider that the documented evidence, i.e. '48-hour activity log', 'enhanced observational care plan' and 'any referenced professional reports' are required at their earliest opportunity but no later than 72 hours from the date the 1:1 was commissioned.

Obtain approval from internal line manager for your organisation and liaise with relevant organisations, such as Community teams, Primary Care, Local Authority, CCG, MLCSU, etc if their involvement is required and ensure any Financial Implications of the Enhanced Support are discussed with the individual or their representative. Please note that this cover note does not replace any interagency processes we already have in place. Furthermore, agree on a review date for the service if enhanced support is commissioned.