

<u>Lancashire and South Cumbria (LSC) Enhanced Observation</u> Process Flow Chart

Individual Service users identified as requiring enhanced 1-1 who are Ordinarily Resident in a LSC Local Authority or who are the responsibility of a LSC CCG Provider to follow contractual guidance in place between themselves and the appropriate NHS/Local Authority (LA) regarding 1-1 Contact the Service Users Health or Social Care Practitioner or Service Health or Social care Service to Identify appropriate service/individual to act as a lead commissioner/case manager Identify service or practitioner where enhanced observation request should be sent to Discuss circumstances with the provider and send them the Enhanced Observation Request form and cover note documents Is the request urgent? i.e. required in the next 24 hours? If legitimate reasons why evidence is not Provider to complete Enhanced available, professional to Observation Request Form and send to appropriate commissioner with relevant Obtain internal approval documents Document rational for approval and Provider to consider within the request notify the provider that documents form evidence is required within 72 hours -Failure to comply with 72 hour Mental Capacity request may result in enhanced Tried Therapeutic interventions observations being discontinued. Outstanding actions from Primary care Discuss financial implications with the or Secondary Care individual or their representative if Telecare options appropriate Legal Framework Plan to mitigate current risks Proposed provider/staff skill required to undertake observations Anticipated costs Service/Professional to review request and Referral to include Consider any existing interagency processes and liaise with relevant organisations if **Enhanced Observations Request** involvement is required ie Community Teams, Primary care, LA, CCG, MLCSU 48-hour activity log Obtain internal approval and document decision **Enhanced Observations Care Plan** Discuss financial implications with the individual or their representative if appropriate **Current Risk Assessment** Any referenced professional reports Set an agreed review date

Only for use in Lancashire & South Cumbria

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