



DIPS

Doncaster Integrated People Solution

Deprivation of Liberty Safeguards

Best Interest Assessor

Training Guide

Revision History

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DoLS Process

This guide is intended to assist the Best Interest Assessor (BIA) to record their assessment in Mosaic.

DoLS case activity is recorded within a workflow steps commencing with **DoLS Referral**. This step is available from the start menu on the person summary screen.

The DoLS Team either receives this step in their Incoming Work folder if referred as a next action or commences the workflow via the **DoLS Referral** form.

The **DoLS Standard Authorisation Assessment** workflow stage will then be added by the DoLS team which contains an assessment that will be assigned to a Best Interest Assessor for completion via Mosaic.

A Best Interest Assessor will then complete their assessment and refer to the DoLS Signatory in-tray for approval.

This guide will cover the completion of the BIA assessment within Mosaic of a form 3 and form 3a where no DoLS is recommended. It will also cover how to send a case for sign off and how to action amendment requests.

Starting Work Assigned to the Team

For cases where you are acting as Best Interest Assessor, the DoLS team will have allocated the **'DoLS Standard Authorisation Assessment'** workflow stage and **'Complete BIA Assessment'** request to yourself.

-  To view a copy of the referral form you should use EDM to access the original copy as the version within Mosaic will have limited fields populated.
-  Once you are familiar with the referral form, you will then contact the Managing Authority and/or family members to arrange and conduct your visit.
-  If a 39A IMCA is required you should request this using the requests within the workflow stage (see guide below for detail).
-  Throughout the process it is good practice to record case notes.
-  Once your visit is completed, you are now ready to begin writing up your assessment.

In order to create a record indicating that the Mental Health Assessor has been requested, the DoLS team will have already started this workflow stage and so it will not appear in your incoming work but will show as incomplete work.

It is recommended to access the person's record by clicking on **Subject ID** and starting work via the **Person Summary>Current Work** widget to allow the record and previous workflow steps to be reviewed before starting work.

However, work can be started directly from Individual Workview if required.

-  Click on the **yellow folder**  to view all Incoming Work steps for yourself
-  Hover on the **Incomplete Work** icon  until it becomes a **yellow cog** 
-  Left click to display a mini menu and **resume work**.

Completing the Best Interest Assessment within Mosaic

After resuming work when following the steps above, you will now have a copy of the DoLS Form 3 open.

DoLS Standard Authorisation Assessment : Arian

DoLS Form 3 – BIA Combined Assessments | DoLS Form 4 – M

Sections

- 1. Person Details
- 2. People Consulted
- 3. Mental Capacity Assessment
- 4. No Refusals Assessment
- 5. Best Interests Assessment
- 6. Deprivation of Liberty Decision
- 7. Best Interests Requirement
- 8. Recommendations as to Conditions
- 9. Selection of a Representative
- 10. Actions Taken

☑ indicates completed section

1. Person Details

Case

AGE, MENTAL CAPACITY,

This combined form contain commissioned to do so by t

Assessment type

Form completion

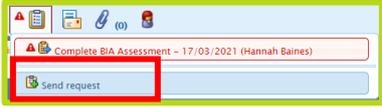
This form is being com request for a standard

- 🎯 Complete sections 1 to 9 in line with any DoLS BIA guidance and audit tools shared, all required fields are marked with a red asterisk *****.
- 🎯 Alongside the BIA's assessment, the Mental Health Assessor will be completing theirs outside of Mosaic. This will be uploaded to EDM and you will be notified outside of Mosaic when the MHA report is ready to view.
- 🎯 You should save your work at regular intervals but **do not** finish/complete the workflow stage.
- 🎯 If you are assessing as 'no deprivation' and wish to use the form 3a move to 'When you assess no deprivation (Form 3a to be used)'
- 🎯 Once you have fully completed your assessment form and there are no outstanding requests, you should move on to 'Sending the BIA assessment for approval'

Requesting a 39A IMCA

When it has been identified that a 39A IMCA is required, you should do this from the **'DoLS Standard Authorisation Workflow'** stage where you access the form 3.

 Select the request icon. 

 Select **Send request.** 

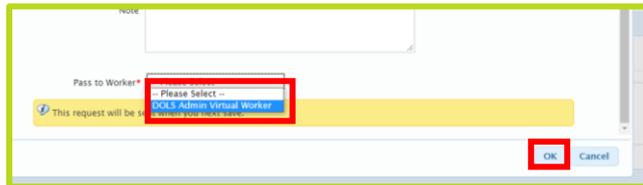
 From the list of requests select **Arrange IMCA.**



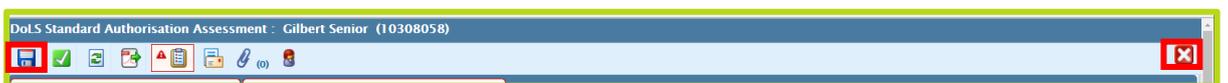
Select	Request Type	Status (Date)	Assigned To
<input type="radio"/>	REQUIRED Review BIA /MHA Assessment and progress to Granted /Not Granted		
<input checked="" type="radio"/>	Arrange IMCA		
<input type="radio"/>	BIA Assessment complete and ready for review		
<input type="radio"/>	Complete BIA Assessment	(17/03/2021)	Hannah Baines
<input type="radio"/>	Complete MHA Assessment		
<input type="radio"/>	Complete Required Amendments		
<input type="radio"/>	Make Amendments to MHA		
<input type="radio"/>	Review information and confirm next action		
<input type="radio"/>	Review MHA Assessment		
<input type="radio"/>	Send for MHA Assessment		

 Scroll down and select **DoLS Admin Virtual Worker** from the drop down list next to **Pass to Worker.**

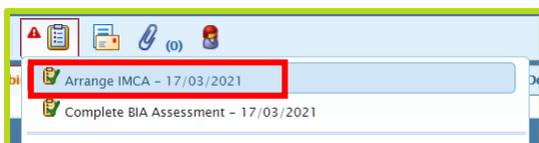
 Select **OK.**



 To send the request you must save the workflow stage by either opting to save when exiting the workflow stage using the red close icon or selecting the save icon.



Once you have sent the request to DoLS Admin, a worker will send the request to Voiceability who will allocate an Independent Mental Capacity Advocate to support the client. You will be able to see when the referral has been sent to Voiceability as a Form 11 will be added into the workflow stage, and the request to 'Arrange IMCA' will have a green tick over the request icon showing it is completed (see screen prints below).

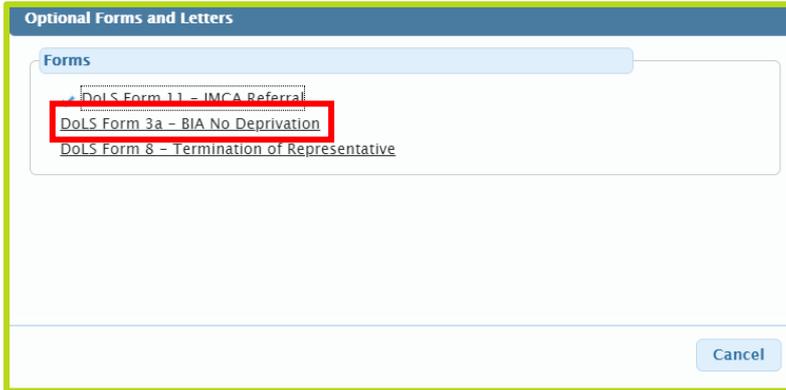


When you assess no deprivation (Form 3a to be used)

When assessing that no deprivation is taking place as one of the criteria has not been met, you may opt to use the DoLS Form 3a.

- From the DoLS Standard Authorisation Assessment, select the **'forms and letters'** icon 

- Select the **'DoLS Form 3a – BIA No Deprivation'**

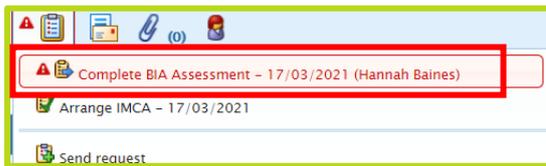


- Complete sections 1 to 4 of the Form 3a as appropriate.
- You will still need to complete the required fields of the Form 3 where a no deprivation is occurring, if you have not carried out that particular assessment you should select 'Not Assessed'. The required fields are as follows;
 - S1 - Please indicate which assessments have been completed
 - S3 – Opinion about capacity of making decision
 - S4 – No refusals. Please select one
 - S5 – Matters that I have taken in to account
- You should save your work at regular intervals but **do not** finish/complete the workflow stage.
- Once you have fully completed your assessment form and there are no outstanding requests, you should move on to 'Sending the BIA assessment for approval'. For a no deprivation case you should make it clear to the signatory which criteria has not been met.

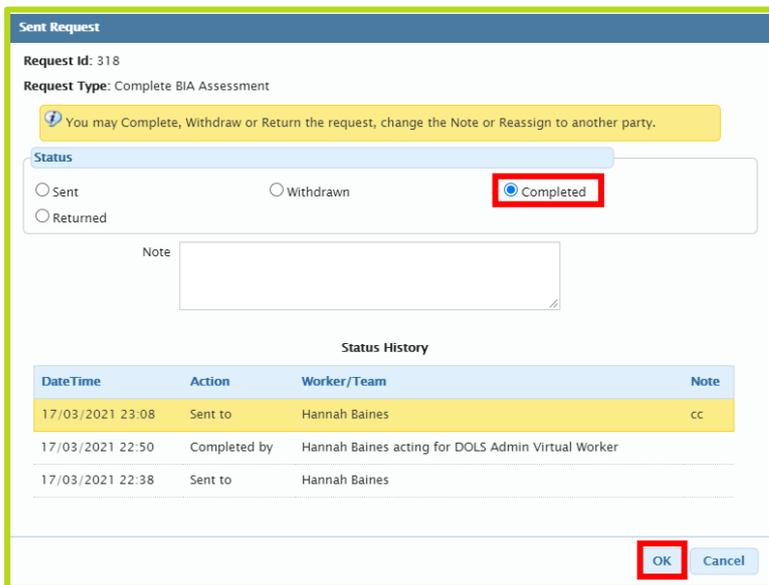
Sending the BIA assessment for approval

Once you are content with your assessment and have completed your form within the DoLS Standard Authorisation Assessment workflow stage, you should now send the assessment for approval from the Authorised signatory.

-  Select the request icon  and select the request to **Complete BIA Assessment**.



-  Change the status of the request to **Completed** and select **OK**.

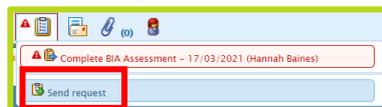


A screenshot of the 'Sent Request' form. The 'Request Id' is 318 and the 'Request Type' is 'Complete BIA Assessment'. A yellow banner indicates that the request can be completed, withdrawn, or returned. The 'Status' section has three radio buttons: 'Sent', 'Withdrawn', and 'Completed', with 'Completed' selected and highlighted by a red box. Below is a 'Note' field and a 'Status History' table.

DateTime	Action	Worker/Team	Note
17/03/2021 23:08	Sent to	Hannah Baines	cc
17/03/2021 22:50	Completed by	Hannah Baines acting for DOLS Admin Virtual Worker	
17/03/2021 22:38	Sent to	Hannah Baines	

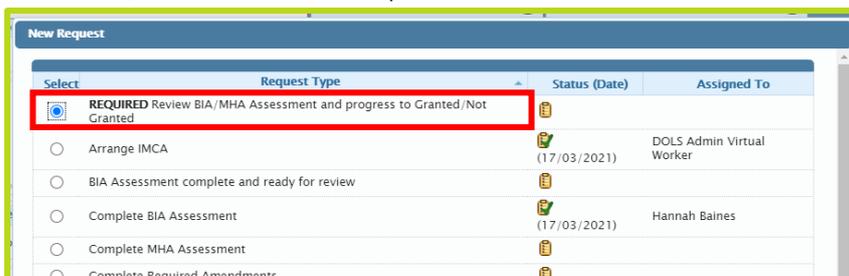
At the bottom right, there are 'OK' and 'Cancel' buttons, with 'OK' highlighted by a red box.

-  Select the  request icon again.



-  Select **Send request**.

-  Select the **'REQUIRED Review BIA/MHA Assessment and progress to Granted/Not Granted'** request.



Scroll down and select **'find'** next to worker and search for DoLS Signatory Virtual Worker.

Select **'DoLS Signatory Virtual Worker'**.

ID	Other Workers	Job Title	Role	Other
100137989	Dols One		Social Worker (Adults)	zzzAdult
100137990	Dols Two		Social Worker (Adults)	zzzAdult
100138187	DOLS Awaiting Allocation Virtual Worker		Team Manager	DOLS Te
100138188	DOLS Current Authorisations Virtual Worker		Team Manager	DOLS Te
100138171	DOL S Admin Virtual Worker		Team Manager	DOLS Te
100138173	DoLS Signatory Virtual Worker		Team Manager	DOLS Te

If this is an urgent case or you are not recommending a DoLS as the criteria has not been met, you should write a comment in the notes section (see examples in picture below). Then select OK.

Note

Example 1 - Capacity criteria not met - DoLS to be not granted

Example 2 - This case needs prioritising for sign off as the client is objecting to placement.

Pass to Worker* DoLS Signatory Virtual Work Find

OK Cancel

Close the assessment using the red cross in the top right hand corner of the screen and select **'Yes'** to save changes.

Do you wish to save changes made to the DoLS Standard Authorisation Assessment?

Yes No Cancel

-  The case will now be considered for approval by one of our Authorised Signatories which may be a member of the DoLS Team or a Head of Service within Adults, Health and Wellbeing.
-  You will notice that while you have completed your case, the **DoLS Standard Authorisation** workflow stage is still assigned to yourself and will show in your work view as 'incomplete work. All this means is the case has not yet been signed off as yet and the workflow stage will be kept open in case amendments are required.
-  Once the Authorised Signatory considers the case for approval, if all okay, the workflow stage will disappear from your incomplete work. If amendments are required you will receive an incoming request and should follow the 'Amendment Requests from Authorised Signatories' guide.

Amendment Requests from Authorised Signatories

In your workview, under incoming requests you will note there is a request titled **'Complete Required Amendments: DoLS Standard Authorisation Assessment'**. You'll see that the notes field of the request details the amendments required for your assessment to be authorised.



Type	Title	Subject (ID)	Status	Priority	Date	Note
Incoming Requests [1]						
	Complete Required Amendments: DoLS Standard Authorisation Assessment	Ariana Grande (100346368)			02/08/2020	Type required amendments in this box.

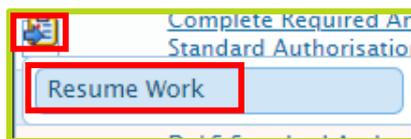
You will also notice that the **DoLS Standard Authorisation Assessment** workflow stage in your incomplete work is now highlighted in red.



Type	Title	Subject (ID)	Status	Priority	Date	Note
Incomplete Work [1]						
	DoLS Standard Authorisation Assessment	Gilbert Senior (10308058)			17/03/2021	

 Hover on the Incoming Work icon on either the request or workflow stage  until it becomes a yellow cog 

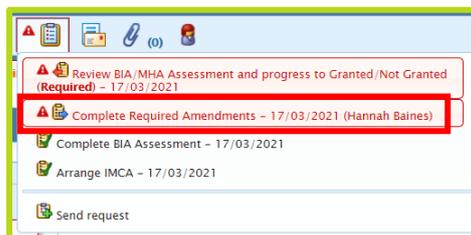
 Left click to display a mini menu where you should select **'resume work'**.



 You will now have opened the **DoLS Standard Authorisation Assessment** workflow stage.

 To view the requested amendments select the request icon. 

 Select the **Complete Required Amendments** request.



 In the notes field you will see the amendments that have been requested and to return to the workflow stage you should select **cancel**.

Sent Request

Request Id: 321
Request Type: Complete Required Amendments

You may Complete, Withdraw or Return the request, change the Note or Reassign to another party.

Status

Sent Withdrawn Completed
 Returned

Note: Complete the following amends
X
X
X
X

Status History

DateTime	Action	Worker/Team	Note
17/03/2021 23:25	Sent to	Hannah Baines	Complete the following amends X X X X X X X X X

Reassign OK **Cancel**

You should now make the requested amendments within the Form 3.

Once you are satisfied with the amendments you have made, select the

request icon.

Select the **'Complete Required Amendments'** request.

Request list items:

- Complete Required Amendments - 02/08/2020 (Dols One)**
- Complete MHA Assessment - 02/08/2020
- Review BIA/MHA Assessment and progress to Granted/Not Granted (Required) - 02/08/2020 (DOLS Signatory Virtual Worker)

Change the status of the request to **'Completed'** and enter a message in the notes section before selecting **'OK'**.

Sent Request

Request Id: 291
Request Type: Complete Required Amendments

You may Complete or Return the request.

Status

Completed Returned

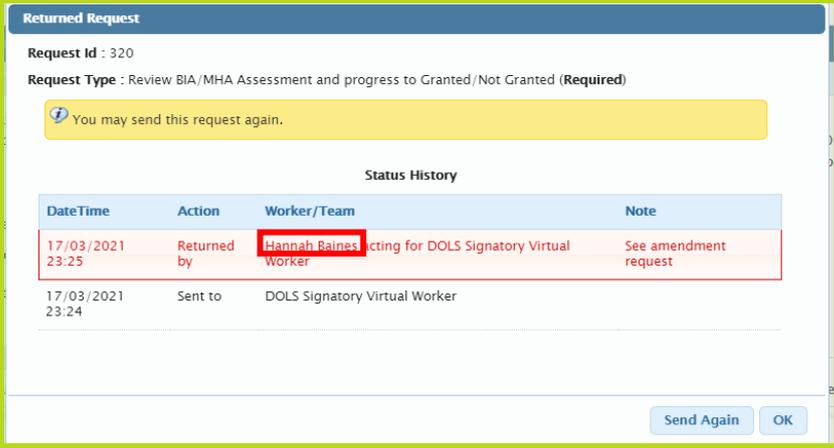
Select **OK**

Clicking back on the request icon

Select the **Review BIA/MHA Assessment and progress to Granted/Not**

Granted request.

 Make a note of which signatory returned the case for amendments.



Returned Request

Request Id : 320
Request Type : Review BIA/MHA Assessment and progress to Granted/Not Granted (Required)

You may send this request again.

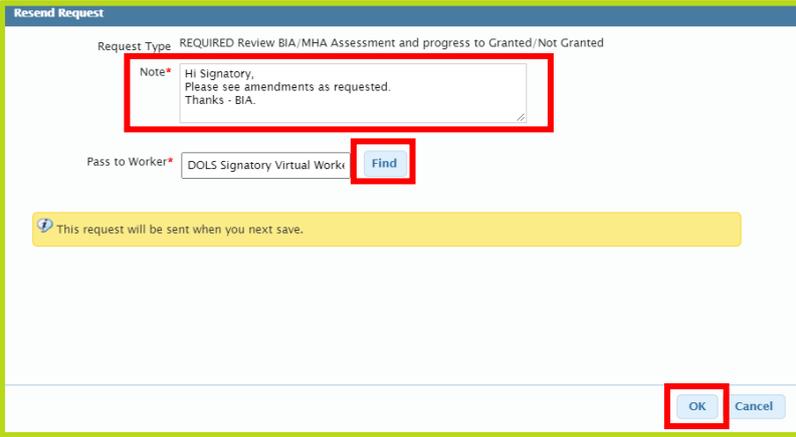
Status History

DateTime	Action	Worker/Team	Note
17/03/2021 23:25	Returned by	Hannah Baines acting for DOLS Signatory Virtual Worker	See amendment request
17/03/2021 23:24	Sent to	DOLS Signatory Virtual Worker	

Send Again OK

 Select **Send Again** (above).

 Update the **notes** section with a brief message to the signatory and in the **Pass to Worker** section, select **find** to search for the signatory who returned the case for amendments.



Resend Request

Request Type: REQUIRED Review BIA/MHA Assessment and progress to Granted/Not Granted

Note*
Hi Signatory,
Please see amendments as requested.
Thanks - BIA.

Pass to Worker*
DOLS Signatory Virtual Worker **Find**

This request will be sent when you next save.

OK Cancel

 Once you are satisfied the **Pass to worker** box states the signatories name e.g. Lorraine Rix, you should then select **OK** (above).

 Close the assessment using the red cross in the top right hand corner of the screen and select **'Yes'** to save changes



Sections

- 1. Person Details
- 2. People Consulted
- 3. Mental Capacity Assessment

1. Person Details

Case ID Number 100346368

AGE, MENTAL CAPACITY, NO REFUSALS, BEST INTEREST

Do you wish to save changes made to the DOLS Standard Authorisation Assessment?

Yes No Cancel

Completing a review of a DoLS Authorisation

In your workview, under incoming requests you will note there is a request titled **'Complete BIA Assessment for DoLS Review'**.

Type	Title	Subject (ID)
	Incoming Requests [1]	
	Complete BIA Assessment for DoLS Review: DoLS Review	Ariana Grande (100346368)

Hover on the Incoming Work icon until it becomes a yellow cog

Left click to display a mini menu where you should select **'resume work'**.

The screenshot shows a mini menu for 'Incoming Requests [1]'. The menu item 'Complete BIA Assessment for Review: DoLS Review' is visible, and a 'Resume Work' button is highlighted with a red box.

Taking in to account the information provided in section 1 and 2 of the form that will have already been populated, consult with the managing authority and/or family and friends to arrange a visit to assess the client.

Complete sections 3 and 4 of the form with the exception of the **'Signed (on behalf of the Supervisory Body)'** section.

The screenshot shows the 'DoLS Form 10 - Review Request' form. The 'Sections' list on the left includes: 1. Person Details, 2. Details of the Review Request, 3. Supervisory Body's Decision, 4. Outcome of Review (highlighted with a red box), and 5. Actions Taken. The 'Outcome of Review' section contains a dropdown menu and a 'Mandatory Field' label. The 'Signed (on behalf of the Supervisory Body)' section is highlighted with a red box and contains fields for Signature, Print Name, Position, Date, and an 'Electronic signature' checkbox.

If you feel you would prefer to set out your assessment using the form 3, you can at this point add a form 3 to the workflow stage by doing the following;

Select the forms and letters icon.

Select the relevant form you wish to add.

Optional Forms and Letters

Forms

- DoLS Form 3 - BIA Combined Assessments
- DoLS Form 4 - MH Eligibility Capacity Assessment

Cancel

Once you are content with your assessment, you should now complete your request to complete the review and send the assessment for approval from the Authorised signatory.

Select the request icon.

Select the **“Complete BIA Assessment for DoLS Review”** request.

Complete BIA Assessment for DOLS Review - 17/03/2021 (Hannah Baines)

Send request

Change the status to **‘Completed’** and select **‘OK’**.

Sent Request

Request Id: 299

Request Type: Complete BIA Assessment for DOLS Review

You may Complete or Return the request.

Status

Completed Returned

Note

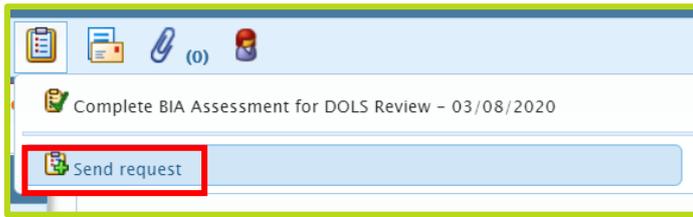
Status History

DateTime	Action	Worker/Team	Note
03/08/2020 16:27	Sent to	Reed Virtual Worker	

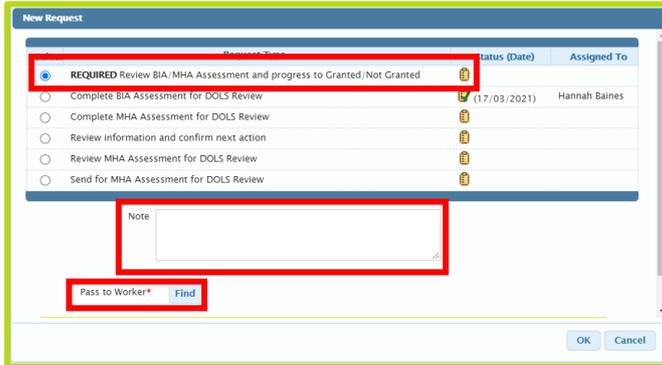
OK Cancel

Select the request icon again.

Select **‘Send request’**.

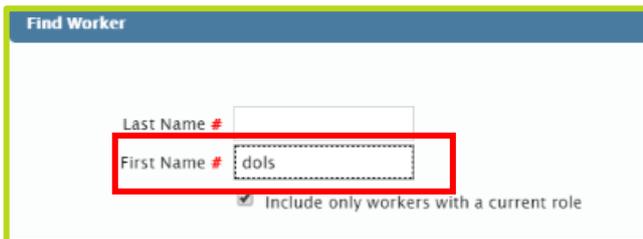


Select the request titled '**Review BIA/MHA Assessment and progress to Granted/Not Granted**'.

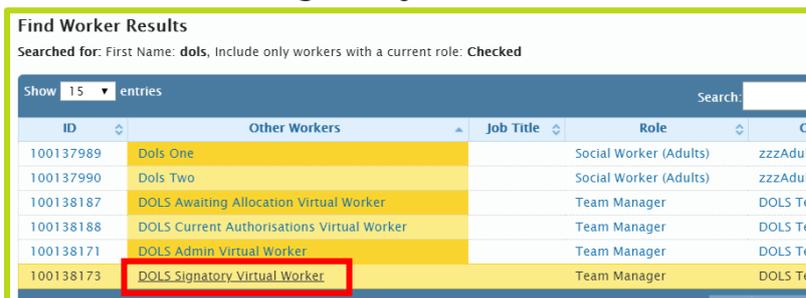


In the **notes** field, add some text to make it clear that this is a review case, e.g. 'Review case'.

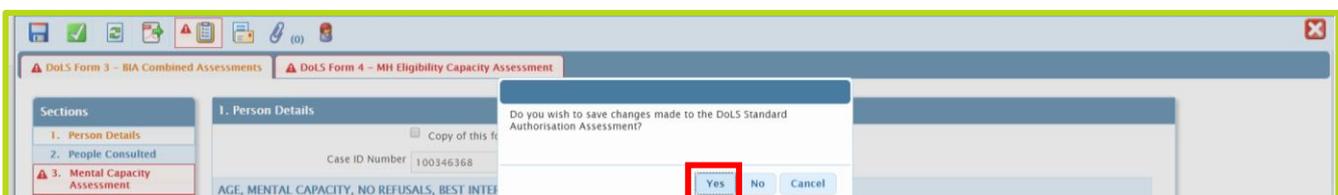
Select '**find**' next to **pass to worker** (see above picture) and search for DoLS Signatory Virtual Worker.



Select '**DoLS Signatory Virtual Worker**' and select '**OK**'



Close the assessment using the red cross in the top right hand corner of the screen and select '**Yes**' to save changes



 Similarly to the request for a standard authorisation, this workflow stage will continue to appear in your incoming work till it has been signed off by an Authorised Signatory.

Tips for completing the DoLS forms

Click the **Section completed** checkbox at the end of each section to put a tick in the sections menu on the left. This will show you which sections you have completed and if you have missed anything, but will not lock the section down nor save the section or form. There is also an option to select 'Completed section only' when printing the document.

Click the **Save** icon  throughout your input to the form. We recommend that you save your work at least at the end of each section, but the more often the better. Once you click save, any section's mandatory fields will be highlighted in red.

The **blue cog symbol**  indicates that information has prepopulated from the person's Mosaic record. Missing or incorrect information for a person should be entered or amended on the Person Summary screen and then this form should be refreshed.

-  Click the **Show Subject Summary** icon 
-  To switch to the Person Summary screen click the Mosaic icon in your Windows task bar

-  Select the tab named **Mosaic**. The Person Details can then be amended.
-  To return to the step, click the **Mosaic** icon in the Windows task bar icon again and select the **Adult DoLS Recording** tab
-  To ensure the updated and correct information prepopulates into the appropriate fields click
on the **Refresh** icon 

Actions Taken

Next Actions allow you to record what needs to happen next and who is going to do it. This section is mandatory in all forms. An action must therefore be added before the **Adult DoLS Recording** can be finished.

The Next Actions available from the **Adult DoLS Recording** are as follows:

- **Adult DoLS Recording Complete (NFA)**

To be used when DoLS recording is complete but other team/s remain involved so a full case closure is not required e.g. the customer is open to another team e.g. Adult Care/LPFT team.

This is a terminating/NFA action and so does not need assigning to a team or worker.

- **Adult No Further Action Required**

To be used when no further action is required.

This is a terminating/NFA action and so does not need assigning to a team or worker.

- **Adult Proposed Case Closure**

To be used if a full case closure is required i.e. when there is no other involvement from other workers/teams.

This should be assigned to self for completion. Please see the **Proposed Case Closure** guide for further guidance.

- **Adult Case Closure Already Started (NFA)**

To be used if a full case closure is required and is already underway.

To add this action, you must be able to see **Adult Proposed Case Closure** or **Adult Case**

Closure within the Current Work on the customer's Person Summary screen

This is a terminating/NFA action and so does not need assigning to a team or worker.

When a full case closure has been identified by another worker/team an **Adult Case Closure in Progress** Request Notification will be assigned to you or the Adult DoLS Team. Please see the **Acknowledging Notifications** guide for guidance on how to complete Request Notifications. If the Adult DoLS Recording workflow step has not been started, and there is no relevant information to record, it will need to be cancelled, please see [How to Cancel Work](#).

Toolbar Icons

Before finishing the **Adult DoLS Recording** the following icons should be considered and used where required.

The **View Documents** icon  allows documents related to the DoLS case activity to be uploaded (attached to the record) and shows how many attachments have been uploaded to the step.

Click on the icon to upload a document and to view details of any documents already uploaded within this workflow step. For further information please refer to the Uploading Documents to Mosaic guide.

The **Requests** icon  is used to send requests and/or notifications to a worker or Team where required.

There are no mandatory requests or notifications from the **Adult DoLS Recording** workflow step.

An optional Request Notification can be sent to notify the referring worker of the outcome of the DoLS activity – **Adult Referral to DoLS outcome notification**.

If this is required, please see the **Requests and Notifications** guide for further guidance.

The **Output Current Document** icon  is to be used to generate a PDF version of the **Adult DoLS Recording**. This can then be saved, printed or emailed as required. The output can be generated once the step has been finished or during the input to the workflow step.

For further guidance on generating the PDF and printing, please see the guide for **Printing Documents from Mosaic**.

The **Finish** icon  is to be used once the form is complete and no further input to the **Adult DoLS Recording** is required. The step cannot be finished if there are any mandatory fields still incomplete and/or if there are any outstanding requests to be completed. If the **Finish** icon is clicked while there are outstanding mandatory sections a system message will display explaining the form cannot be finished as "mandatory items" are outstanding. Once you click **Finish** icon the **Person Summary** screen will display.

End the Team Involvement (Organisation Relationship)

When DoLS activity has finished, the team's involvement should be ended.

From the **Person Summary** screen click **Person Details>Organisation Relationships** (sidebar menu)

- Click **Edit Pencil** icon 
- To = Record end date
- End Reason = Select appropriate value from dropdown menu (e.g. Case Work Completed)
- Click **Save** and **OK** buttons to return to the Person Summary screen. The DoLS Team will continue to display within the **Professional and Organisation Relationships** widget until midnight of the end date.