

Professionals Guide to Online Referrals

[Change contrast](#)



[Home](#)

User ▾

Home /

Welcome to Sefton Adult Social Care

Click on one of the pictures to open the area you need. **If there is a risk to life, call 999 and ask for the appropriate emergency service. Do not request an Approved Mental Health Practitioner Assessment (AMHP) via the portal. Please telephone the Sefton Contact Centre on 0345 140 0845 between 9:00am – 5:30pm (Mon-Thursday and 9:00-16:00 on a Friday). The Emergency Duty Team can be contacted on 0151 934 3555 after 5:30pm (or 4:00pm Fridays), weekends and bank holidays. Further guidance on making a referral can be found by clicking [here](#). Please do not use this site to refer anyone under the age of 18.**

[Information](#)



[Return to the Sefton Adult Social Care website](#)

[Find local support](#)



[View Sefton Service Directory](#)

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[Latest information about charges](#)

[Making a referral as a professional](#)



[Make an online referral](#)

To view a saved or submitted form you need to [Log in](#). If you feel your needs are urgent and you require immediate support, contact Sefton Council on 0345 140 0845 or go to the appropriate emergency service. For more information on call charges, click [here](#).

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Introduction

The Sefton Adult Social Care Online Portal is a tool for professionals to submit online requests directly to Adult Social Care without calling the Sefton Contact Centre. To access the Adult Social Care Portal, you need to go to the following website <https://seftoncitizenportal.sefton.gov.uk/>

Note: if you wish to make an urgent referral, please contact us via the Contact Centre on 0345 140 0845.

The portal will be expanded during the coming months to offer additional services to Sefton citizens and professionals.

You can access the portal using this link <https://seftoncitizenportal.sefton.gov.uk/web/portal/pages/home>

Information on the portal can be found at www.sefton.gov.uk/adultsprofessionalreferral

Portal Home Page

[Change contrast](#)
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[Home](#)
User 

Home /

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Click on one of the pictures to open the area you need. **If there is a risk to life, call 999 and ask for the appropriate emergency service. Do not request an Approved Mental Health Practitioner Assessment (AMHP) via the portal. Please telephone the Sefton Contact Centre on 0345 140 0845 between 9:00am – 5:30pm (Mon-Thursday and 9:00-16:00 on a Friday). The Emergency Duty Team can be contacted on 0151 934 3555 after 5:30pm (or 4:00pm Fridays), weekends and bank holidays. Further guidance on making a referral can be found by clicking [here](#). Please do not use this site to refer anyone under the age of 18.**

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The Home page is the starting point when you access the Adult Social Care portal. More information about each of the icons is given below.

Information

[Information](#)



This icon will direct you to the Adult Social Care pages of the Sefton Council website.

Find local support

[Find local support](#)



[View Sefton Service Directory](#)

This icon will direct you to the Adult pages of the Sefton Directory of services.

Paying for care

[Paying for care](#)



[Latest information about charges](#)

This icon will direct you to the charging pages of the Sefton Council website.

Making a referral as a professional

[Making a referral as a professional](#)



[Make an online referral](#)

This icon will enable professionals to submit online **non-urgent** referrals direct to Adult Social Care without the need to telephone the Contact Centre.

Clicking on this icon launches a sub page with icons for each of the referral types that can be submitted via the portal.

Professional Referral Forms

Making a referral to Adult Social Care

When making a referral on behalf of another person, please ensure you obtain their consent, or the consent of their recognised representative, and advise them that whilst some services are free to all adults, others may require them to make a financial contribution, and the amount they will pay is dependent on their financial circumstances.

There are some services Sefton Council do not provide or can be referred to directly without needing to go through Adult Social Care first.

Prior to starting a form, please read the descriptions for each form to ensure you select the correct form. When completing the form, answer all questions as fully as possible. Failure to provide enough relevant information, may mean that the referral is not accepted by Adult Social Care and could cause delays whilst Adult Social Care try to contact you to discuss the situation further in order to correctly process the referral.

Referral for Social Care - DO NOT USE TO REPORT SAFEGUARDING CONCERNS



[Professional Referral for Social Care & DST Requests](#)

Referral for Occupational Therapy & Sensory - DO NOT USE TO REFER A CHILD



[Professional Referral for Occupational Therapy & Sensory](#)

Streamlined CoP & DoLS Forms



[Online Streamlined CoP & DoLS requests](#)

Quality Concern's and safeguarding



[Use these forms to report a quality or safeguarding concern](#)

Referral for Social Care

Referral for Social Care - DO NOT USE TO REPORT SAFEGUARDING CONCERNS



[Professional Referral for Social Care & DST Requests](#)

This icon opens up the social care referral forms.

Professional Social Care Referrals

Use the forms below to request social care support or to make a request for DST attendance. **Do not use these forms to report a safeguarding concern**

Referral for Social Care



[Please answer all questions as fully as possible](#)

DST Request



[This form is for DST requests only, not checklist requests](#)

EHCP Review Information Request



[This form should be used when making EHCP Review information requests](#)

Referral for Occupational Therapy

Referral for Occupational Therapy & Sensory - DO NOT USE TO REFER A CHILD



[Professional Referral for Occupational Therapy & Sensory](#)

This icon opens up the Occupational Therapy referral form.

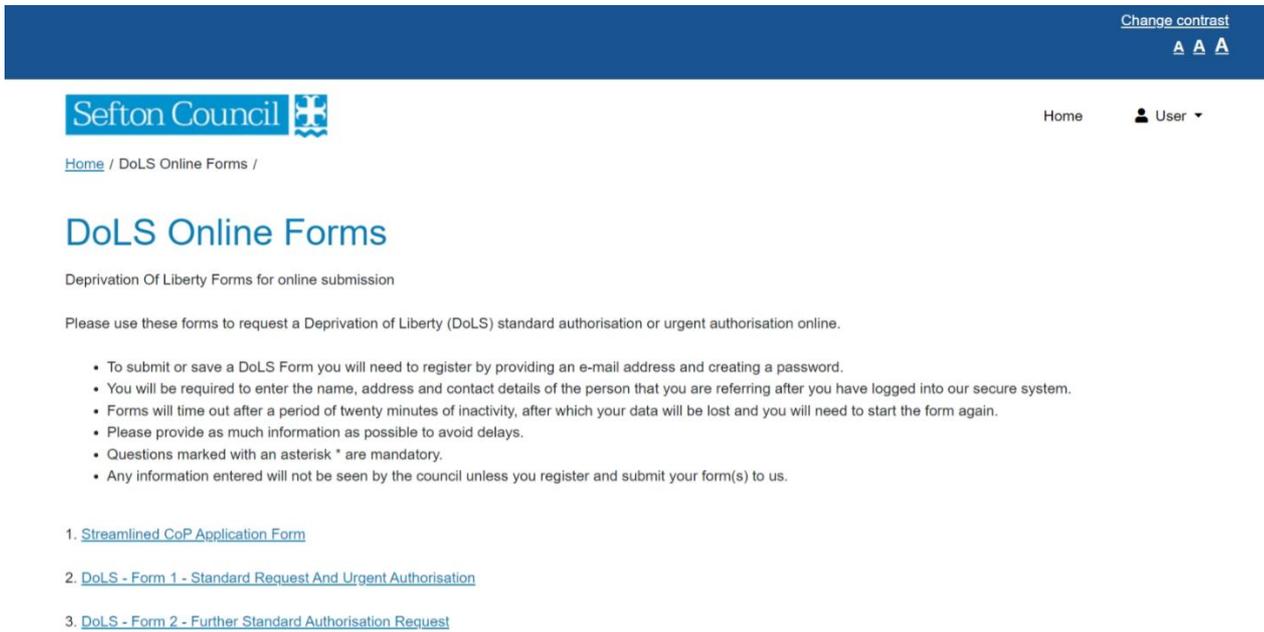
Streamlined CoP & DoLS Forms

Streamlined CoP & DoLS Forms



[Online Streamlined CoP & DoLS requests](#)

The DoLS Forms icon, opens up a further selection page



The screenshot shows the Sefton Council website interface. At the top right, there is a 'Change contrast' link and three icons for adjusting text size. The main header includes the Sefton Council logo and a 'User' profile dropdown. The breadcrumb trail reads 'Home / DoLS Online Forms /'. The main heading is 'DoLS Online Forms', followed by the sub-heading 'Deprivation Of Liberty Forms for online submission'. A paragraph explains that these forms are used to request a Deprivation of Liberty (DoLS) standard or urgent authorisation. A bulleted list provides instructions: users must register with an email and password, enter details of the person being referred, forms time out after 20 minutes, provide as much information as possible, asterisks indicate mandatory questions, and information is only visible after registration. A numbered list of three links is provided: 1. Streamlined CoP Application Form, 2. DoLS - Form 1 - Standard Request And Urgent Authorisation, and 3. DoLS - Form 2 - Further Standard Authorisation Request.

Click the link to complete the required Streamlined CoP/DoLS form online.

Quality Concerns & Safeguarding

Quality Concern's and safeguarding



[Use these forms to report a quality or safeguarding concern](#)

Click the link to choose to create either a Quality Concern or safeguarding referral. **Note: Please read the guidance around these forms very carefully as submitting the wrong form, will result in your referral being returned and you will be required to resubmit on the correct form.**

Using the Portal for the First Time

In order to create a referral to Sefton Council, you need to use the icons detailed in the previous section to choose the correct form. **Note: Please ensure you have chosen the correct form for your referral as your form may be returned if the incorrect form is chosen.**

Answer each question in your chosen form as fully as possible. **Note: failure to provide enough information may resulting your referral being returned to you.**

Each of the portal forms, contains a section for you to either register for an account or to login to your existing portal account. Then for every subsequent form you wish to submit, you need to login to your account. If you forget your password, you can click on the 'Forgotten password?' link and follow the on-screen instructions to change your password.

13% complete

ABOUT YOU

To submit the referral you will now be asked to log into our secure portal. You will then be asked for your name and contact details and those of the person that you are referring.

In order to log into the portal:

1. You will need to have a valid email address.
2. You will be sent a **verification code** to this email address.
3. You will need to enter the **verification code** in order to register.
4. You will have **20 minutes** to enter the code after which time it will **EXPIRE** and you will need to start the Registration process again.

If you don't receive an email from us select the option to **request a new code**.

If you still do not receive an email, check the **Junk** folder in your email, if the mail is not there then please check that the email address you have provided for the Registration is correct.

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

[Login or Register](#)

[← Previous](#) [Next →](#)

Print Save for later Close Cancel

Register for a new account

When you click the Login or Register button you will be taken to the secure login screen, on the right of the screen there is a New Users Section.

Secure login - step 1

New to Adult Social Care on-line? Register for an account on the right.

Already using Adult Social Care on-line? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

New users

If you're new to Adult Social Care on-line, sign up for an account here

Click the Register for new account button

Register a new account - step 1

Forename

Surname

Enter your Forename and Surname and click Next

Register a new account - step 2

Email address

Password

Confirm password

Password policy

Your password must meet the following requirements

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character

[Click to see list of special characters](#)

Enter your email address that you wish to use each time you login to the portal, create a password that meets the password policy detailed on the right of the screen

A verification email will then be sent to the email address you have entered, with a verification code. You need to enter the verification code into the Portal and click next. As shown in the example below.

Note: you do not have to have the space between the 2 sets of numbers



Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Hit **back** if you would like to change your email address and try again or **Please send me a new code** if you need another one. If you can't find this email, it may be in your spam/junk email folder.

Code

Once you have successfully registered, you will see the Registration Completed screen



Registration completed

Your registration has been completed successfully. Click **Continue** to carry on with your session.

Click Continue to progress

Your Portal Account Menu

Do not go to this menu in order to start a referral. All referrals must be started by clicking on the correct form icon.

Use this menu to return to forms you have saved for later, forms submitted to Sefton in the last 30 days and change your portal password.

Once you have signed into your portal account, your name will appear in the top right corner of the portal screen. Clicking on your name displays your portal account menu.

Select an Account to Manage

Welcome, Lynn Robinson.

The Manage Account feature is not available for professionals referring in to Sefton on behalf of a person. If you are referring in a professional capacity, use the register button when completing a referral form to create an account. Once you have logged in to the Portal, use the menu in the top right corner to view Saved/Submitted portal forms. Saved/Submitted portal forms are visible for 30 days. If you are a Sefton resident, referring on behalf of yourself or another person, not in a professional capacity and you have already made an application, you don't need to do anything - your account will be activated as soon as we have made the necessary checks. If you haven't made an application yet, or you would like to make a new application, please select the option below.

[Apply to Manage an Account](#)

My Saved Forms

Saved Form

Reload a saved form

Saved Forms				
No.	Start Date	Name	Description	Days Left
1	26 Apr 2023 1:52 PM		Portal DST Request	7 days

[Cancel](#)

Keeps a log of all partially completed Saved forms that haven't been submitted for 30 days.

My Submitted Forms

[Home](#) / [My Submitted Forms](#) /

Submitted Forms

Forms requesting more information						
Form	Name	Date Requested	Detail	Comments		Unique Reference
Portal Sefton SGA	Lynn Robinson	22 Feb 2023	Insufficient Detail	You haven't detailed the concern	Previous Form	LL-WI-907A-9BDVGT
Portal EHCP Review Information Request	Lynn Robinson	02 May 2023	Insufficient Detail	you havent filled it all in	Previous Form	LL-ZJ-OURG-ZIPFDH

Nothing has been submitted recently

Cancel

Keeps a log of all forms submitted in the last 30 days only.

Returned Forms

The latest update to the portal will now allow Adult Social Care to return forms back to the referrer. If a referral is returned back to you, you will receive an email to your registered portal account email address asking you to login to the portal as you have a new message.

On the My Submitted Forms Section, you will be able to read the reason your form was returned and any comments that have been made by Adult Social Care on your referral, as highlighted below.

Submitted Forms

Forms requesting more information						
Form	Name	Date Requested	Detail	Comments		Unique Reference
Portal Sefton SGA	Lynn Robinson	22 Feb 2023	Insufficient Detail	You haven't detailed the concern	Previous Form	LL-WI-907A-9BDVGT
Portal EHCP Review Information Request	Lynn Robinson	02 May 2023	Insufficient Detail	you havent filled it all in	Previous Form	LL-ZJ-OURG-ZIPFDH

Nothing has been submitted recently

Cancel

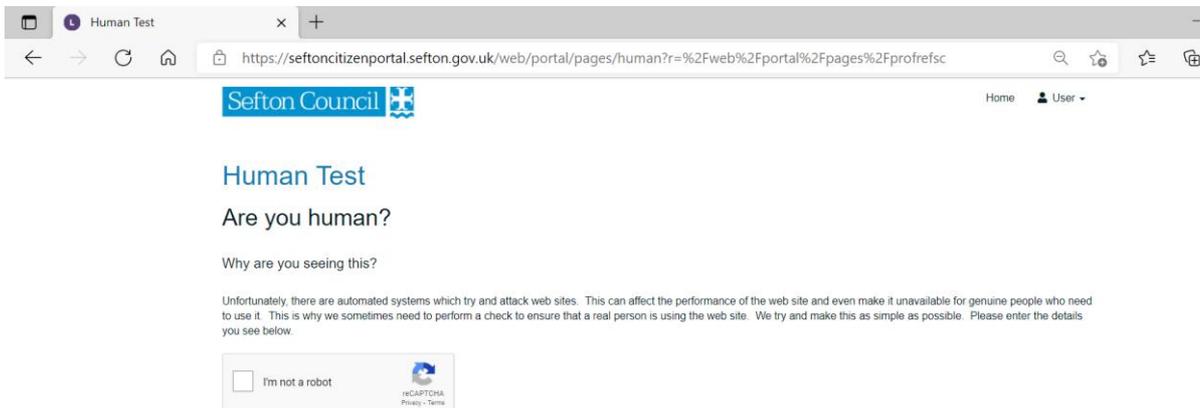
To view the form click Previous Form.

To make amendments, click the link in the Form column on the left. You can then make any amendments required and resubmit the form to Adult Social Care.

Tips for completing an Online Form

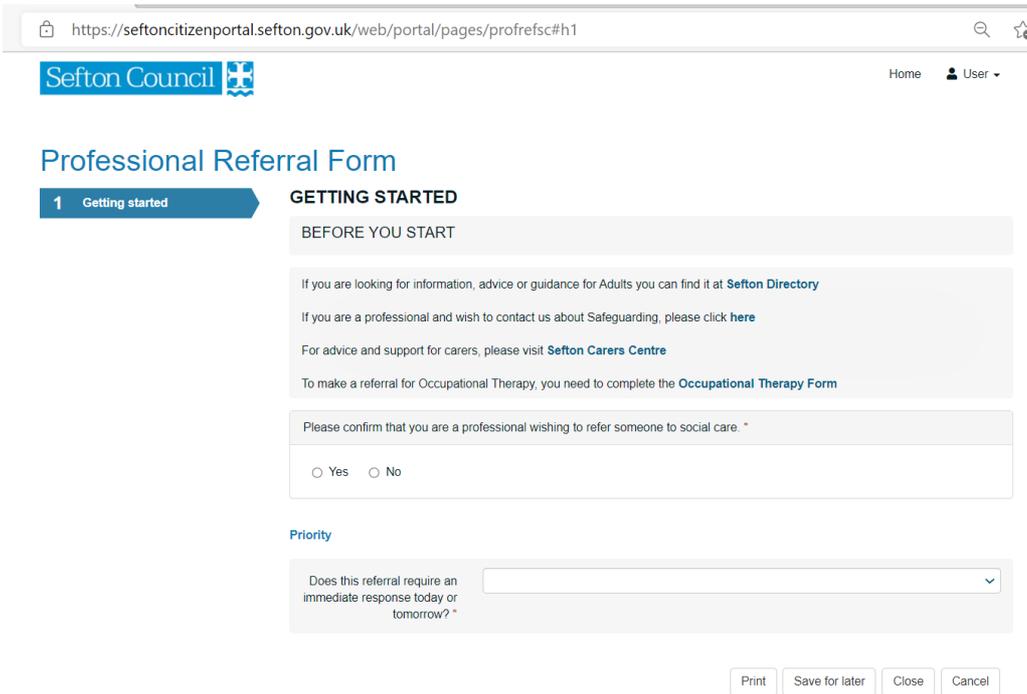
Recapcha

An additional security measure we employ is called 'Google Recapcha' and is commonplace now when working online. When you start a form, you will need to tick the box to confirm you are not a robot.



Important Information

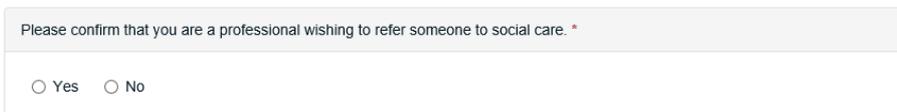
The 'Before you start' section contains useful links, which may assist with the referral process. Any links to other websites are highlighted in blue and bold text.



The screenshot shows a web browser window with the URL <https://seftoncitizenportal.sefton.gov.uk/web/portal/pages/profrefsc#h1>. The page header includes the Sefton Council logo and navigation links for 'Home' and 'User'. The main heading is 'Professional Referral Form'. A progress indicator shows '1 Getting started'. The section is titled 'GETTING STARTED' and contains a 'BEFORE YOU START' box with the following text: 'If you are looking for information, advice or guidance for Adults you can find it at [Sefton Directory](#)', 'If you are a professional and wish to contact us about Safeguarding, please click [here](#)', 'For advice and support for carers, please visit [Sefton Carers Centre](#)', and 'To make a referral for Occupational Therapy, you need to complete the [Occupational Therapy Form](#)'. Below this is a confirmation question: 'Please confirm that you are a professional wishing to refer someone to social care. *' with radio buttons for 'Yes' and 'No'. A 'Priority' section asks 'Does this referral require an immediate response today or tomorrow? *' with a dropdown menu. At the bottom right are buttons for 'Print', 'Save for later', 'Close', and 'Cancel'.

Mandatory Questions

When completing the form, you need to answer every question as fully as possible. Mandatory questions will have a red Asterix alongside the question as shown by the red circle in the example below.



This close-up shows a question box with the text: 'Please confirm that you are a professional wishing to refer someone to social care. *'. Below the text are two radio buttons labeled 'Yes' and 'No'. The asterisk indicates that this is a mandatory question.

If you do not answer a mandatory question, you will be prevented from moving on to the next stage of the form.

Please complete all free text questions as fully as possible as failure to prevent enough relevant information may mean that the referral is not accepted.

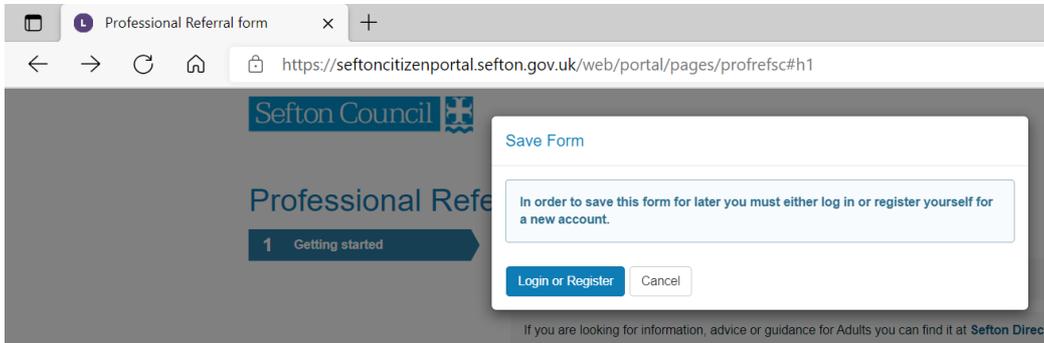
Saving a form for Later

Sefton Council will **NOT** receive any forms that have been started on the portal until the forms are submitted to us. If you need to save a form to complete at a later stage, you can by clicking the Save for Later button in the bottom right of each page of the portal form.



A row of four buttons: 'Print', 'Save for later', 'Close', and 'Cancel'.

When you click Save for Later you will be redirected to the login screen. You will need to login to your portal account in order to save the form. **Note: Forms are only saved for 30 days.**



Instructions on creating an account can be found here [Register](#) .

Submitting a form

No forms can be viewed by Sefton Council staff unless they have been successfully submitted to us by clicking on the Submit button at the end of the Form. Submit will only be visible when all required mandatory questions have been answered.

When a form has been successfully submitted via the portal, a confirmation email will be sent back to the referrer.

