Customer Portal User Guide(DoLS)

This user guide will provide the user with the information they require to complete the request in relation to:

Deprivation of Liberty Safeguards (DoLS).



The Forms that will be covered are as follows:

- FORM 1 Request for Standard/Urgent DoLS Authority
- FORM 2 Request for Further Authority for Standard Authorisation
- FORM 7 Request for DoLS Suspension
- FORM 10 Request for DoLS Review



Portal Home Page



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Professionals Portal Page



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Deprivation of Liberty Safeguards (DoLS) Portal Page



Completing a FORM 1: Request for Standard Authorisation and Urgent Authorisation



Initial Request Page

	Home	My Account	My Saved Forms	My Messages	Logout	Change
Home » Request for a Standard and Urgent Authorisation						
Request for a Standa Authorisation	ard	and	Urge	nt		

1	Request a DoLS	REQUEST A DOLS
2	Your Details	
3	Information	How does this tool work?
4	Request for Standard	You can complete this form for yourself or on behalf of someone else
_	Authorisation	Le. If you are a carer, relative, friend or professional
5	Information about interested persons and others to consult	
6	IMCA Instruction	How to Navigate
7	Request for an Extension to the Urgent Authorisation	Click on the numbered sections on the left hand side of the window
8	Supporting Documents	or
9	Submit Request	use the Next > and < Previous options to move through the pages.
		Don't use the Browser 'Back' button

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ssword

(?) Questions	Select the option(s) that best describes your situation.
You DO NOT need to answer every question, you need only complete what is relevant.	This symbol \star indicates that the question is mandatory and must be answered in order to continue.
The form uses many different types of questions, including lists and text fields	

Options

















<form></form>	COMPLETE THIS SECTION IF YOU NEED TO GRANT AN URGENT ECAUSE IT APPEARS TO YOU THAT THE DEPRIVATION OF LIBERTY CCURING, OR ABOUT TO OCCUR, AND YOU REASONABLY THINK AN OLLOWING CONDITIONS ARE MET RGENT AUTHORISATION	A partment Health T AUTHORISATION TIS ALREADY LL OF THE	 Request a DoLS Your Details Information Request for Standard Authorisation Information about interested persons and others to 	URGENT AUTHORISA Only complete this section if you Liberty is already occurring, or a Urgent Authorisation Please note that unless all of the	ATION a need to grant an Urgent Authorisation because it appears to you that the Deprivation bout to occur and you reasonably think all of the following conditions are met se boxes are selected, this request will be treated as a standard authorisation
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This Urgent Authorisation will expire at the end of the day on: Signed Print name Print name defense	he maximum period allowed is seven days.			date plus 6 days	
Signed Print name	his Urgent Authorisation will expire at the end of the day on:			Signature *	
Date Time Date* dd-mm-yyy	igned Print name			(Preside argin to constitut)	



REQUEST FOR AN EXTENSION TO THE URGENT AUTHORISATION

requested) before the expiry of the existing Urgent Authorisation

If Supervisory Body is unable to complete the process to give a Standard Authorisation (which has been

An Urgent Authorisation is in force and a Standard Authorisation has been requested for this person.





Request for a Standard and Urgent Authorisation



Supporting Documentation Page







Submit Application Page



Completing a FORM 2: Request for a Further Standard Authorisation



Initial Request Page

» Request for a Further Stan	or a Further Standard Authorisation
1 Extend a DoLS 2 Your Details	EXTEND A DOLS
 Request for a Further Standard Authorisation Supporting Documents Submit Request 	You can complete this form for yourself or on behalf of someone else
	How to Navigate Click on the numbered sections on the left hand side of the window or
	use the <i>Next</i> ▶ and ◀ <i>Previous</i> options to move through the pages. Don't use the Browser 'Back' button
	The Form
	Questions Select the option(s) that best describes your situation. You DO NOT need to answer every question, you need only complete what is relevant. This symbol * indicates that the question is mandatory and must be answered in order to continue.
	lists and text fields
	Save the Form Print the Form Use the Save for Later option to Save the form to return to at any time. • Use the Goption to Print a copy of the form if required. •
	Next ►



1	Request a DoLS	YOUR DETAILS					
2	Your Details	Your Details (Person submitting	the form)				
3	Information	First Name *					
4	Request for Standard Authorisation	Last Name *		This information wi	II be complet	ed	
5	Information about interested persons and others to consult	Email *		detai	ls	.1011	
6	IMCA Instruction	Telephone					
7	Request for an Extension to the Urgent Authorisation	Who is the Assessment for?					
8	Supporting Documents	I am completing this form on	Someone else in a pro	ofessional capacity			
9	Submit Request	Your relationship to mason *	Entered your	relationship to custor	ner		
'Som	Please ONLY select eone else in a professional (Capacity' First Name *	CUSTOMER FIF	RST NAME [to be ente	ered here]		
		Last Name *	CUSTOMER LA	ST NAME [to be ente	red here]		
		Date of Birth *	CUSTOMER DO	DB [to be entered he	re]		
		Gender *	[Select gender	from drop down list]			•
		Ethnicity *	[Select gender	from drop down list]			
		Email					
		Telephone	CUSTOMER NH	HS No. [to be entered	here, if kn	own]	
		NHS Number					
	Discourse (Dash	Address					
	Code' & select 'Find	None Number or Name					
	Address'	Postcode * 🝞					
	appropriate address	Find Address					
	provided	For your information we collect the	his information for statutory	y returns. There is an option to sel	ect if you do not w	vant to dis	close this.
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				Ð	Save for later	PDF	Cancel

		の広心					
		Departmen of Health	t	Request fo	r a Furthe	r Standard Authorisatio	on
Case ID Number:							
DEPRIVATION O		RDS FORM 2		1 Extend a DoLS	REQUEST FOR A FUR	RTHER STANDARD AUTHORISATION	
REQUEST FOR A	FURTHER STANDARD AUT	HORISATION		2 Your Details	Name and address of the		
Full name of person being deprived of their liberty		Sex		3 Request for a Further Standard Authories	care home or hospital requesting this authorisation		
Date of Birth (or estimated age if unknown)		Est. Age		Supporting Documents Submit Request	The purpose of the authorisation	ion is to enable the following care and / or treatment to be given:	
Name and Address of Managing Authority (care home or hospital) requesting this authorisation					 Please describe the care and / d Please give as much detail as p support with behavioural issues, i 	or treatment this person is receiving or will receive day-to-day and attach a relevant care pla possible about the type of care the person needs, including personal care, mobility, medicati types of choice the person has and any medical treatment they receive.	an. ion,
Person to contact at the care home or hospital (include ward	Name						
details if appropriate)	Telephone						
	Email				The date from which the	dd-mm-www	#
	Ward (if appropriate)				standard authorisation is	55 mm 1111	
 Please describe the care and / or treat relevant care plan. Please give as much detail as possib mobility, medication, support with behavior they receive. 	atment this person is receiving or will re le about the type of care the person ne avioural issues, types of choice the per	ceive day-to-day and attach a eds, including personal care son has and any metical treatmer	t		A further Standard Authorisation is required to start on this date so it is force immediately after the expiry of the existing Standard Authorisation.		
					Other Relevant Information		
					Please include details of any changes previously given in		
					Form 1 e.g. in the care plan,		
					medical information, person's behaviour or visitors.		
					I HAVE INFORMED ANY		
					INTERESTED PERSONS OF THE REQUEST FOR A		
					FURTHER STANDARD AUTHORISATION		
					(Please sign to confirm)		
A further Standard Authorisation is	ANDARD AUTHORISATION Is	SOUGHT:			Dete	de-ma-sure	64
so it is force immediately after the e	expiry of the existing Standard		1		Date		
					< Previous		Next 🕨



Supporting Documentation Page



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Submit Application Page



Home My Account My Saved Forms My Messages Logout Change Password

Home » Request for a Further Standard Authorisation

Request for a Further Standard Authorisation



Completing a FORM 7: Suspension of Standard Authorisation



Initial Request Page

Request for Suspension of DoLS Episode

1	Introduction	INTRODUCTION							
2	Your Details	How does th	is tool work?						
3	Suspension of Standard Authorisation								
4	Suspension	i.e. if you are a carer, relative, friend or professional.							
5	Supporting Documents								
6 Submit									
		Click on the numbered sections on the left hand side of the wind	low						
		or							
		use the $Next$ > and \blacktriangleleft $Previous$ options to move through the previous options to move through the previous option of the previous option.	pages.						
		Don't use the Browser 'Back' button							
		The	Form						
		(?) Questions	Select the option(s) that best describes your situation.						
		You DO NOT need to answer every question, you need only							
		complete what is relevant.	This symbol * indicates that the question is mandatory and must be answered in order to continue.						
		The form uses many different types of questions, including lists and text fields							
		0	ions						
		Opt	0115						

Save the Form Print the Form Use the 📮 option to Print a copy of the form if required. 🥹 Use the Save for Later option to Save the form to return to at any time. 🚱

Next 🕨

Save for later PDF Cancel



1	Request a DoLS	YOUR DETAILS					
2	Your Details	Your Details (Person submitting	the form)				
3	Information	First Name *					
4	Request for Standard Authorisation	Last Name *		This information wi	II be complet	ed	
5	Information about interested persons and others to consult	Email *		detai	ls	.1011	
6	IMCA Instruction	Telephone					
7	Request for an Extension to the Urgent Authorisation	Who is the Assessment for?					
8	Supporting Documents	I am completing this form on	Someone else in a profes	isional capacity			
9	Submit Request	Your relationship to person *	Entered your rel	lationship to custor	ner		
'Som	Please ONLY select eone else in a professional C	Capacity' First Name *	CUSTOMER FIRS	T NAME [to be ente	ered here]		
		Last Name *	CUSTOMER LAST	NAME [to be ente	red here]		
		Date of Birth *	CUSTOMER DOB	[to be entered her	e]		
		Gender *	[Select gender fr	om drop down list]			
		Ethnicity *	[Select gender fr	om drop down list]			
		Email					
		Telephone	CUSTOMER NHS	No. [to be entered	here, if kn	own]	
		NHS Number					
	Diseas outer (Dast	Address					
	Code' & select 'Find Address'	Postcode * 🕑					
	appropriate address from the list	Find Address					
	provided	For your information we collect the	is information for statutory re	turns. There is an option to sel	ect if you do not w	ant to dis	close this.
		< Previous					Next ►
				Ð	Save for later	PDF	Cancel



Case ID Number:

Suspension of Standard Authorisation



Request for Suspension of DoLS Episode

DEPRIVATION O	F LIBERTY SAFEG	UARDS FO	RM 7					
SUSPENSION	OF STANDARD AUTH	HORISATION		1	Introduction	SUSPENSION OF STA	NDARD AUTHORISATION	
Full name of the person who is subjected the Standard Authorisation	ct to			2	Your Details Suspension of Standard	Notice that the Person no longer	meets the Eligibility Requirement	
Date of birth (or estimated age if unknow	wn)	E	st. Age	4	Authorisation Suspension	The above person no longer mee Capacity Act 2005.	ts the eligibility requirement for a Standard Auth	orisation under Schedule A1 to the Mental
Name and address of the care home hospital stated on the Standard Authorisation	or	I		5	Supporting Documents Submit	The Standard Authorisation is su	spended from the time this notice is given.	
Person to contact at the care home o	r Name					The Standard Authorisation no lo	nger authorises the care home or hospital to de	prive the person of their liberty for as long as it is
hospital, (include ward details if appropriate)	Telephone					suspended.		
	Email					Reason why the Person no longe	r meets the Eligibility Requirement	
	Ward					Please select one of the reasons	below with reference to Schedule A1 to the Me	ntal Capacity Act 2005
Current location of the person who is subject to the Standard Authorisation	1					 The person is now detained in 	n a hospital under one of the following sections	of the Mental Health Act 1983: sections 2, 3, 4, 35
Name of the Supervisory Body	Suffolk County Cou	uncil				-38, 44, 45A, 47, 48 or 51.	11.1	
NOTICE THAT THE PERSON NO	LONGER MEETS TH	E ELIGIBILIT		іт		their liability to detention under	ar the Mental Health Act 1983.	requirement imposed upon them in connection with
The above person no longer meets Schedule A1 to the Mental Capacity /	the eligibility requirement Act 2005.	for a Standard	Authorisation und	der		 Accommodating the person in 1983. (Guardianship or Commodating the person in 	I this care home or hospital now conflicts with a nunity Treatment Order for example.) In this care home or hospital now conflicts with a	requirement imposed under the Mental Health Act
The Standard Authorisation is susper	nded from the time this no	otice is given.				0		
The Standard Authorisation no long person of their liberty for as long as it	ger authorises the care h is suspended.	home or hospi	al to deprive the			Signed (on behalf of the Managin	ıg Authority)	
REASON WHY THE PERSON NO Please select one of the reasons below with r	D LONGER MEETS TH reference to Schedule A1 to the	E ELIGIBILIT	Y REQUIREMEN	Т		Name		
The person is now detained in a hospital Act 1983: sections 2, 3, 4, 35–38, 44, 45	l under one of the following s A, 47, 48 or 51.	sections of the M	ental Health			Date	dd-mm-yyyy	**
Accommodating the person in this care h upon them in connection with their liabilit	nome or hospital now conflic ty to detention under the Me	ts with a requirer ntal Health Act 1	nent imposed 983.	r		Date of notice		
Accommodating the person in this care h under the Mental Health Act 1983. (Guar	nome or hospital now conflic rdianship or Community Trea	ts with a requirer atment Order for (nent imposed example.)			(also the date on which the Standard A	uthorisation is suspended)	
Accommodating the person in this care h	nome or hospital now conflic	ts with a Guardia	nship Order			dd-mm-yyyy		
Signed	Signature							
(on benair or the managing Authority):	Print Name					< Previous		Next
	Date of notice (also the dat on which the Standard Authorisation is suspended	te I)						Save for later PDF Cancel

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Page 1 of 2



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Please select one option

NOTICE THAT THE RELEVANT PERSON MEETS THE ELIGIBILITY REQUIREMENT AGAIN

During the previous 28 days the Managing Authority gave the Supervisory Body notice that the above person no longer met the eligibility requirement for a Standard Authorisation. The effect of that notice was to suspend the Standard Authorisation.

The Managing Authority now gives the Supervisory Body notice that the person once again meets the eligibility requirement for the following reasons and the Standard Authorisation ceases to be suspended when this notice is given.

Signed	Signature	
(on behalf of the Managing Authority)	Print Name	
	Date	

NOTICE THAT THE STANDARD AUTHORISATIONS HAS CEASED TO BE IN FORCE

28 days or more have lapsed starting on the date on which the Standard Authorisation was suspended. In that time, the suspension has not ceased to be suspended. The Standard Authorisation ceased to have effect at the end of the 28 day period (*give date*):

Signed	Signature		•
(on behalf of the Managing Authority)	Print Name		
	Date		

Suffolk County Council

Home My Account My Saved Forms My Messages Logout Change Password

Home » Request for Suspension of DoLS Episode

Request for Suspension of DoLS Episode

1	Introduction	SUSPENSION			
2	Your Details				
3	Suspension of Standard Authorisation	 During the previous 28 days the Managing Authority gave the Supervisory Body notice t eligibility requirement for a Standard Authorisation. The effect of that notice was to susp 	hat the above pers end the Standard A	on no longe authorisatio	er met the on.
4	Suspension	28 days or more have lapsed starting on the date on which the Standard Authorisation variables and expended. The Standard Authorisation expended.	vas suspended. In	that time, t	the
5	Supporting Documents	suspension has not ceased to be suspended. The Standard Authonsauon ceased to ha	ve ellect at the end	or the 20	uay periou
0	Submit	< Previous			Next 🕨
		0	Save for later	PDF	Cancel

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Supporting Documentation Page







Submit Application Page



Completing a FORM 10: Request for a Further Standard Authorisation



Initial Request Page

Request for a DoLS Review

Introduction	INTRODUCTION	
Your Details	Manu daga di	is to all work?
Review	How does th	
Review to Cease a DoLS Authorisation	You can complete this form for yourself or on behalf of some i.e. if you are a carer, relative, friend or professional	eone else
Supporting Documents	· · · ·	
Submit Request		
	How to Navigate	
	Click on the numbered sections on the left hand side of the wind	dow
	or	
	use the $Next$ > and < $Previous$ options to move through the	pages.
	Don't use the Browser 'Back' button	
	Questions	● ♥ Select the option(s) that best describes your situation.
	You DO NOT need to answer every question, you need only complete what is relevant.	situation. This symbol \star indicates that the question is mandatory
	The form uses many different types of questions, including lists and text fields	
	0	Hone
	Op.	
	Save the Form	Print the Form
	Use the Save for Later option to Save the form to return	Use the 🚑 option to Print a copy of the form if required. 🕑
		Next
		Save for later PDF Cancel



1	Request a DoLS	YOUR DETAILS					
2	Your Details	Your Details (Person submitting	the form)				
3	Information	First Name *					
4	Request for Standard Authorisation	Last Name *		This information wi	II be complet	ed	
5	Information about interested persons and others to consult	Email *	ſ	detai	ls		
6	IMCA Instruction	Telephone					
7	Request for an Extension to the Urgent Authorisation	Who is the Assessment for?					
8	Supporting Documents	I am completing this form on	Someone else in a profes	sional capacity			
9	Submit Request	Your relationship to person *	Entered your rel	ationship to custor	ner		
'Som	Please ONLY select eone else in a professional C	Capacity' First Name *	CUSTOMER FIRS	T NAME [to be ente	ered here]		
		Last Name *	CUSTOMER LAST	NAME [to be ente	red here]		
		Date of Birth *	CUSTOMER DOB	[to be entered her	re]		#
		Gender *	[Select gender fr	om drop down list]			
		Ethnicity *	[Select gender fr	om drop down list]			
		Email					
		Telephone	CUSTOMER NHS	No. [to be entered	here, if kn	own]	
		NHS Number					
	Diseas outer (Dast	Address					
	Code' & select 'Find Address'	Postcode * 🕄					
	appropriate address from the list	Find Address					
	provided	For your information we collect the	is information for statutory rel	turns. There is an option to sel	ect if you do not w	/ant to dis	close this.
		< Previous					Next ►
				Ð	Save for later	PDF	Cancel



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Department of Health

Request for a DoLS Review

Suffolk County Council

						1 Introduction	REVIEW		
DEPRIVATION			JARDS FO	RM 10		2 Your Details 3 Review	Form Start Date *	dd-mm-yyyy) 🛍
Full name of person being						4 Review to Cease a DoLS Authorisation	Form End Date *	dd-mm-уууу	**
deprived of liberty Date of Birth (or estimated age if unknown)			Est. A	ge	-	5 Supporting Documents 6 Submit Request	Name and address of organisation	or person requesting the review	
Name and address of care home or hospital where the person is deprived of liberty							→		
Name and address of organisation or person requesting the review							Contact details of organisation or p	erson requesting the review	
Contact details of organisation or person requesting the review	Name				_		-		
eview	Telephone Email								
Name of the Supervisory Body where this form is being sent									
A REVIEW OF THE CURRENT FOLLOWING GROUNDS The person no longer meet the Best Interests requirements, or changed	Age, No Refus the reason wh	SATION IS RE als, Mental Cap y they meet the	EQUESTED (place a cross pacity, Mental requirements	ON THE in all boxes that apply) Health or has			Email		
The conditions attached to the there has been a change in the Please give details:	e Standard Au person's circu	thorisation nee mstances	d to be varie	d because			A Review of the current authorisat	on is requested on the following groun	ds
-		_					 The person no longer meet the why they meet the requirement The conditions attached to the circumstances 	Age, No Refusals, Mental Capacity, Ment has changed Standard Authorisation need to be varied	al Health or Best Interests requirements, or the reason because there has been a change in the person's
							Please give details:		
							< Previous		Next





EVIEW TO CEASE A DOLS AUT	HORISATION		Dee	weet fame Del CD	e view
The Managing Authority requests a rev to the Standard Authorisation will no lo	view, because the person is, or onger be required. This is on the	is about to be discharged a grounds that the person	Req	uest for a Dols R	eview
o longer meets the best interest's requ	uirement.		1 Introdu	Inction REVIEW TO CEASE A D	DLS AUTHORISATION
e person has left / is due to leave the	e care home on		2 Your D	etails The Managing Authority requests a r	eview, because the person is, or is about to be discharged so the Standard Authorisation and that the person no longer meets the best interest's requirement
e person is due to be / has been disc	charged from hospital on		3 Review	V	and the regenerican honorgen measure beat measure requirement.
e person's new address is			Author	w to Cease a DoLS The person has left / is due to leave	he care home on
			5 Suppor	rting Documents dd-mm-yyyy	
			6 Submit	t Request	
follows a best interest decision				The person is due to be / has been of	ischarged from hospital on
no longer in their best interest to be	accommodated in this care ho	me or hospital because:		dd-mm-yyyyy	
				The person's new address is	
				This follows a best interest decision	attached) made on
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Supporting Documentation Page



Suffolk County Council



Submit Application Page

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Request fo	or a DoLS Review	N
1 Introduction	SUBMIT REQUEST	
2 Your Details	You will not be able to view this form once submitted. To	o retain a copy, please use the PDF button below to create a pdf version of
3 Review	this document which you can then save locally	Please select 'Send Request to Suffolk' to submit
4 Review to Cease a DoLS Authorisation	Send Request to Suffolk	PLEASE NOTE: If you require a copy of this form for
5 Supporting Documents	Previous	select the PDF button prior to submission and save locate filing system
6 Submit Request		
		Save for later PDF Cancel
		Save for later PDF Cancel