

Adults Quick Guide

Making a Carers Referral

If a carer requires a carer assessment, advice and guidance from the Carer's Service, or for their Carers Emergency Response Plan to be activated a contact must be recorded on the **carer's** record.

Alternatively, Carers can refer directly to the Carers Service using the **Request for Support** form on the Support for Carers website
www.lincolnshire.gov.uk/carers

To complete a contact for or on behalf of the carer, ensure you are in the **carer's record** in Mosaic.

From the **Start > New ...** sidebar menu

- Select **Adult Contact (Additional Information)** – if the carer is **already open** to the Carers Service (carer workflow steps are visible in Current work)

Or

- Select **Adult Contact (Carer)** – if the carer is **not already open** to the Carer's Service (no carer workflow steps are visible in Current work)

The contact will open in a separate window

For a case already open to the Carer's Service complete the **Adult Contact (Additional Information)** and then assign a next action of **Adult Additional Information Received** to the **Adult Carers Service Inbox** (Pass to worker > Find button) or **Carers First** team (Pass to team dropdown menu) as applicable.

Recording the Adult Contact (Carer)

The form is split into 5 sections. Complete each section with relevant information.

Tips for completing the form

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.

Click the **Save** icon  throughout your recording in the form. It is recommended that you save your work at least at the end of each section, but the more often the better. Once you click save, any mandatory fields will be highlighted in red.

Section 1. Referrer Details

Tick the checkbox to confirm the carer is happy for you to share their information.

Record either the carer's information, or your own, as the person making the contact.

Make sure you use the **Find** button and correct tab to search (Person tab if recording the carer's details and Worker tab if recording your details).

Answer all the dropdown menu questions, noting **Source of contact** is mandatory.

Use the **date picker** icon  to select the **Date contact**.

Section 2. Carer Details

Details are prepopulated from the carer's record into the fields marked with the **blue cog** .

Ensure details are up to date and that contact details, including telephone numbers and email address are recorded where possible.

If some information is missing or incorrect, it can be added or edited by:

- clicking the **Show subject summary** icon  to minimise the contact window
- editing the information on the **Person summary** screen (user guides on updating the person's details can be found on the **Mosaic Hub**)

- maximising the contact window and clicking the **Refresh current form** icon  to update the information in these fields

Ensure you state whether the carer has any sensory or communication needs.

Use the **Show guidance** icon  to help answer the mandatory textbox **Why are you contacting the Carers Service today? Tell us about the Carer's situation. What are they hoping to achieve?**

Answer the question regarding whether the carer is at immediate risk of carer breakdown.

Section 3. Details of Person Being Cared For

Answer the question **Are any of the supported people's records restricted?**

If you answer **Yes** you must complete the mandatory textbox, rather than searching for and recording the **Cared-for person's details**.

Only complete the mandatory textbox and **Cared-for person's details** if the carer cares for multiple people and at least one cared-for person has a restricted record, but the others do not.

If you answer **No** you must use the **Find** button to search for the **Cared-for person's details**.

Remember, if some information is missing or incorrect, it can be added or edited by using the **Show subject summary** icon  to minimise the contact window, access the cared-for's record and update the incorrect/missing details, return to the carer's record and then use the **Refresh current form** icon  to pull through the updated details.

Select the appropriate value from the dropdown menu for the **Relationship to Carer**.

Use the checkboxes to indicate the **Cared-for person's health conditions**.

If the carer cares for multiple people, use the **Insert Section** button to duplicate this section to record details of the additional 'Cared-for' people as described above.

Section 4. Completion Details

Your details will default in as the person recording the contact.

Section 5. Next actions

The action you need to select will depend on the reason for recording the contact.

If referring for a carers assessment or advice and guidance:

- Select **Adult Carer Conversation**
- Assign it to **Adult Carers Service Inbox** via the Pass to worker dropdown menu.
- Select a '**Reason**' of either **Adult Carer** or **Adult Young Carer** as appropriate

If a carer's emergency response plan needs activating:

- Select **Adult Complete / Update Carer Emergency Response Plan**
- Assign it to **Adult Carers Service Inbox** via the Pass to worker dropdown menu.

Only the Carers Service should use the other next actions available from this step.

When input to the contact is complete, you must finish the contact by clicking the **Finish** icon 

Personal Relationships for the Cared for and Carer

Wherever possible, the Carer and Cared-for should be recorded as a **Personal relationship** on each other's record e.g. Husband : Wife

If recorded this will be visible in **Personal relationships** on the **Person summary** screen.

An additional **Personal relationship** of **Cared For: Carer** should be recorded in the cared for's record (to identify their carer) or an additional **Personal relationship** of **Carer: Cared For** should be recorded in the Carer's record if this is not already visible.

The roles of **Main/Principal Carer** and **Informal (Not Main) Carer** are only for use by Children's Services and so should **not** be added on an Adult Social Care record.

If already recorded please untick these roles and add the additional **Personal relationship** instead.

Refer to the **Personal Relationships** user guide for further details