Adults Quick Guide

Referring to Reablement (Social)

This guide is only for Adult Care practitioners referring a person to the Reablement service.

All referrals to the Reablement service, provided by Libertas, are to be recorded in Mosaic.

To refer a person you must complete an **Adult Referral to Reablement** workflow step.
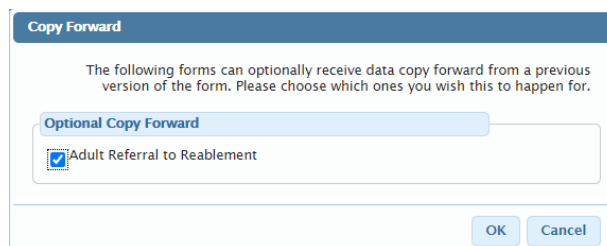
The next action **Adult Referral to Reablement (assign to self)** is available from most Adult Care workflow steps within Mosaic.

Remember to select the **'Send immediately'** checkbox when recording the next action to allow you to complete the **Adult Referral to Reablement** before finishing your current workflow step.

To start the **Adult Referral to Reablement**, from within the person's record:

- Click the **Incoming work** icon within **Current work** on the **Person summary** screen

- Click **Start work** from the menu

If someone has previously had a referral you will see the following popup window when you **Start** the referral:

This gives you the option to 'copy forward' the information from the previous referral.

You should only do this if the previous referral is likely to be relevant i.e. was within the last few days/weeks.

You can use the **Documents** section in the sidebar menu, to check the date of the previous reablement referral to decide whether it is appropriate copy the information forward.

Use the 'Search' box to search for 'Reablement' to see if any previous referrals are listed.

- o To **copy** forward, **leave** the **checkbox ticked** and click the **OK** button.

> When completing the referral, review the information copied forward to ensure that it is still accurate and update it to reflect any changes if required.

- o To ensure previous referral information is **not copied** forward, **remove** the **tick** and click the **OK** button.

The **Adult Referral to Reablement** will open in a separate window.

Recording the Adult Referral to Reablement

Clicking on the **Show guidance** icon 🔮 will give you additional information to assist in answering the associated question.

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 or save the section or form. There is also an option to select 'completed section only' when printing the referral.

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.

> This guide will only cover fields where we can specify an answer or where there is something specific to highlight.
>
> Remember mandatory fields will be highlighted in red and must be completed before the referral can be finished.
>
> All fields should be completed based on the information you have obtained.

Section 1. Person Details

Information will prepopulate into the fields marked with the **blue cog** ⚙ symbol. If any information is missing or incorrect, it can be added/edited by:

- Clicking the **Show subject summary** icon 👤 to minimise the referral window

- Editing the information on the **Person summary** screen (guides on updating the person's details can be found on the **Mosaic Hub**)

- Maximising the referral window and then clicking the **Refresh current form** icon 🔃 to update the information in these fields

Use the **Find** button to perform a person search to record details of the emergency contacts, next of kin and any people who live with the person.

> **Important notes:**
>
> o The **Manual Input** tab should only be used as a last resort. If a person is not known in Mosaic they should be created. To avoid duplicate records, you should always search using at least 3 different search criteria before creating them. See the **Creating a Person** user guide for full details.
>
> o This person/people should also be added as a 'Personal relationship' on the person's record via **Person details > Personal relationships** in the sidebar menu. Refer to the **Personal Relationships** user guide for further information.

Section 2. Referral Details

Referrer Details = Use the **Find** button and search for yourself using the **Find worker** tab

Route of access = Select **Adult Care (LCC)** - All other values are for Reablement use only

Referral date = Use the **date picker** icon 📅 to select today

> Current health conditions should be added on the person's record via **Health > Conditions / Disabilities** in the sidebar menu.
>
> Refer to the **Health Conditions** user guide for further information.

Section 3. Consent and Capacity

Is the person able to consent to the Referral to Reablement? = Select appropriate radio button

If **'No'** is selected an additional mandatory question will display. Select the appropriate radio button to answer this question.

Section 4. Assessment of Needs

Areas of need are displayed in subsections.

Use the radio buttons or checkboxes to indicate the person's needs for each domain listed.

> Radio button = round – only one can be selected per domain
>
> Checkbox = square – multiple can be selected per domain where relevant

You may be required to provide further details depending on the option selected.

For 'Mobility' you may also see a prompt reminding you to upload (attach) the Moving and Handling Plan. See **View documents** icon 📎 (0) in **Toolbar Icons** for further details.

Does the person have a keysafe in place = If **'Yes'** an additional mandatory question displays.

As per the text within the question, you must ensure that the keysafe number is recorded in the person's address details on the **Person summary** screen.

To do this:

- Click the **Show subject summary** icon 👤 to minimise the referral window

- Click **Person details** > **Addresses** in the sidebar menu or click the **Change** hyperlink against the current address

- Click the **Edit Pencil** icon against the current address

- Ensure only the person being referred is selected and click **Confirm selection**

- Scroll down to **Other details**

- **Access notes** = Record the keysafe number and any other relevant access details

- Click the **Save** button

- Click the **OK** button to return to the **Person summary** screen

- Maximise the referral window to return to the step

Section 5. Support Required

Requested start date = Use the **date picker** icon to select the date

Total weekly hours required = Record as appropriate.

Use the **Add** button to record details of the **Personal Care Support Required:**

- which days are required (select individual days or whole week)

- the number of carers

- the call time

- the call length

To add additional calls click the **Add** button or, once all calls are added, click the **Add and close** button

When support calls have been added the following icons are displayed:

 Edit – to edit/amend call details

 Delete – to delete/remove call details

 Move this row up – to rearrange the order of the calls logged (only displays if more than one call is recorded)

Section 7. Next actions

Next actions allow you to record what is required next and who is going to do it.

To refer the person to Reablement:

- Click the **Add** button

- Select **Adult Reablement Triage**

- Assign to **Reablement** using Pass to team dropdown menu

- Notes = Record necessary information e.g. when you are requesting the support starts

- Priority = Select 'Urgent' radio button if appropriate. Make sure you include the reason for doing this in the Notes field.

- Click the **Add and close** button

> If you have saved the referral and then identify that it is no longer required, select **Adult Referral to Reablement No Longer Required (NFA)** and click the **Finish** icon ✅

Toolbar Icons

Before finishing the referral you should always consider whether you need to use any of the other toolbar icons at the top of the screen.

The **View documents** icon 📎 (0) is used to upload (attach) external documents to the referral, e.g. Moving and Handling Plans.

Select **AC Reablement** as the main category and **Referral** as the sub-category.

Refer to the **Uploading Documents** user guide for further information.

The **Output current document** icon is used to generate a PDF version of the referral which can then be printed if required.

Refer to the **Printing Documents** user guide for further information.

Finishing the Referral and sending the case to Reablement

You must click the **Finish** icon once you have completed the referral to send the case (**Reablement Triage** step) to Reablement.

The referral cannot be finished if there are any incomplete mandatory fields. 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.

Complete these "mandatory items" then click the **Finish** icon again.

Notification – Outcome of Referral

Once Reablement have completed the triage step you will receive a **notification** (Incoming requests) to advise you of the **outcome of referral** - whether the case has been accepted or declined.

You will need to 'acknowledge' this notification to remove it from your **Incoming requests** folder.

Refer to the **Acknowledging Notifications** user guide for guidance on how to do this.