

Adults Quick Guide

Reablement Referral

This guide is for reablement workers only.

Referrals for reablement are received from two referral pathways:

1. Directly e.g. from hospitals and GP surgeries (external to Mosaic)

Reablement workers will complete the **Adult Referral to Reablement** step via the Start sidebar menu

2. Via Mosaic from Adult Care practitioners

All Adult Care practitioners referring a person for reablement will be required to complete the **Adult Referral to Reablement** step and assign the **Adult Reablement Triage** step to Reablement for screening.

All referrals for reablement need to be recorded in Mosaic regardless of the referral pathway and whether they are accepted or declined.

It is important that the referral is always recorded in a timely manner.

Recording Direct Referrals

Before recording the referral on Mosaic, you must first search for the person to access their record.

In **Closed** or **Narrow workview** click **People > Find person** (menu at top of screen)

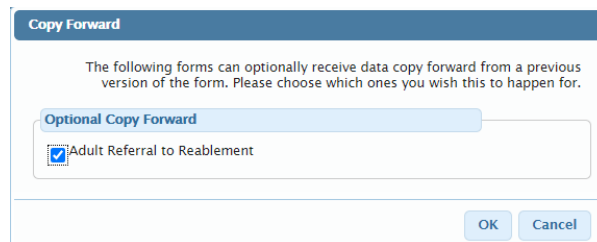
Please note: To avoid duplicate records, you should always search using at least 3 different search criteria. If the person does not exist in Mosaic, you must create them. See the **Creating a Person** user guide for full details.

Once you have found/created the person and accessed the record the **Person summary** screen will display.

Recording the Adult Referral to Reablement

From the **Person summary** screen of the person's record, click **Start** in the sidebar menu and select **Adult Reablement Referral**

If someone has previously had a reablement referral you will see the following popup window:



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.


- 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.


- 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.

Tips for completing the form

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 nor 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 provided by the referrer.

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:

- 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.
- 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 = Record details of the person, worker or organisation making the referral using the **Find** button (and searching on the appropriate tab).

Remember, the **Manual Input** button should only be used as a last resort only. If the worker or organisation is missing from Mosaic, you should request they are created via the Mosaic Service Desk (call 01522 555555).

Route of access = Use the dropdown menu to select as appropriate.

Referral date = Use the **date picker** icon  to select today / the relevant date

Complete the textboxes with as much relevant information as you have available.

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  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 key safe 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 record a next action:

- Click the **Add** button
- Select appropriate action from the dropdown menu
- Assign to = Select/Find as appropriate. Not required for NFA (no further action) actions
- Notes = Record any necessary information e.g. when the referrer is 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


Action	When to use	Who to assign to
Adult Reablement Triage	To progress reablement referrals to triage.	Assign to Reablement via 'Pass to team' dropdown menu. Or use the Assign to me button if you are going to complete the Triage step yourself.
Adult Referral to Reablement No Longer Required (NFA)*	If the referral is no longer required	This is a terminating (no further action) action, so does not need to be assigned.

***Important:** If the referral is not required, and the person is not open to any other team prior to the **Adult Referral to Reablement** being recorded, the case will need to be closed using the **Adult Proposed Case Closure** step available from the **Start > New...** sidebar menu.

For further details, refer to the **Case Closures – Full, Team or Involvement** user guide


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  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 for any documents you are uploading in this step.

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

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

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.