Adults Quick Guide

Reablement Summary

This guide is for reablement workers only.

All referrals for reablement are to be recorded in Mosaic using the **Adult Referral to Reablement** step, regardless of the referral pathway and whether they are accepted or declined.

Following completion of the referral step the **Adult Reablement Triage** step is completed and where the case is being accepted by reablement, the **Adult Reablement Summary** step will be added as a next action. This step is assigned to the relevant reablement inbox based on where the person lives.

Adult Reablement Summary

The **Adult Reablement Summary** step will appear as **Incoming Work** for the relevant reablement inbox

To start an Adult Reablement Summary step:

- Access the **Team Workview** by clicking the **Show team workview** icon

Please note: When you are in **Team workview**, the icon will change to the **Show individual workview** icon

- From the **Team summary** – click into the **relevant inbox**

- The **Current work** for the inbox will display - Access the **Incoming work** folder

Please note: You can use the header filters to sort by person's name, priority or date

- Click the **person's name** to access their record (**Person summary** screen) – this will allow you to check for warnings and other useful information before contacting the person

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

- Click **Start work** from the menu

- Click the **'Yes'** button on the popup window

The **Adult Reablement Summary** will open in a separate window

Please note: The **Adult Reablement Summary** step will be assigned to you once you start the form and click save – this will then be in your **Incomplete work** folder until finished.

Recording Adult Reablement Summary

The **Adult Reablement Summary** workflow step is very simple and needs to be completed for all cases accepted into reablement.

> This step must remain open throughout the reablement period and is therefore only 'Finished' at the end of reablement.
>
> It is used to record the relevant dates relating to the reablement period, the number of hours delivered in the first week and details of ongoing support if needed.
>
> It is also used to identify if and why the period of reablement has ended early or details of any cases where reablement's involvement is extended i.e. where the care could not be transferred to an Adult Care provider.

All sections of the form should be completed.

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. There is also an option to select 'completed section only' when printing the contact

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. 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 - this will minimise the step 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 workflow step window and then clicking the **Refresh current form** icon to update the information in these fields

Section 2. Reablement Details

The 'Referral date', 'Requested start date' and 'Start date offered' will pull through based on the information recorded in the referral and triage steps.

The 'Start date offered' can be amended if needed

The 'Actual start date' should be recorded when known.

Note: If the 'Actual start date' is after the 'Start date offered' a mandatory 'Reason for delay' field will display.

The rest of this section should be left blank at this stage and should be recorded at the end of the reablement period.

Has the Reablement service extended beyond the transfer of care date? = If 'Yes' is selected an additional mandatory date field appears.

Early Cessation of Reablement Details

Has the Reablement service ended early? = If 'Yes' is selected an additional mandatory question displays - select the relevant reason from the dropdown menu.

Section 3. Reablement Summary

The 'Summary of needs following reablement' textbox should be used to highlight the person's needs when it is identified an ongoing service is required, or at the end of the reablement period if there is no need for ongoing support.

Are HART going to be involved? = The answer recorded in the triage step will prepopulate but can be edited if required.

Record the total number of hours provided in week 1 within the textbox.

Ongoing Service Request

If the person requires ongoing support from Adult Care you will need to record the date the transfer of care was requested, the total weekly hours required and a breakdown of the support needed.

Click the **Add** button to record:

- 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)

As soon as an ongoing need for services is identified and the details are recorded, a next action should be **sent immediately** from the **Adult Reablement Summary** step to enable work to be started early by Adult Care before the Adult Reablement Summary step is finished.

It is important to check the Mosaic record before selecting the transfer next action to determine if the person is open to Adult Care (with services in place) or if the person is not open to Adult Care (there are no current services in place).

Click the **Show subject summary** icon to minimise the workflow step window and check the **Person summary** screen.

Is there a **Care packages provided** section? If so, do all services (except equipment, telecare or professional support) say **'Lapsed'** against them?

- No **Care packages provided** = Not open
- **Care packages provided** but all services say 'Lapsed' = Not open
- **Care packages provided** but some ongoing services (do not say 'Lapsed') = Open

Maximise the workflow step window to add the relevant next action:

o If the person is **not open** to Adult Care (there are no current services in place) a next action of **Transfer of Cases Not Open to Social Care** (displays as **Adult Conversation Record** in **Current work** on the **Person summary** screen) should be assigned to the relevant Adult Care team based on where the person lives.

o If the person is already **open** to Adult Care (with services in place), a next action of **Transfer of Cases Open to Social Care** (displays as **Adult Bring Forward Scheduled Review** in **Current work** on the **Person summary** screen) should be assigned to the relevant Adult Care team based on where the person lives.

When the next action has been selected:

- Tick the **'send immediately'** checkbox
- Add a Note e.g. *'transfer from reablement'*
- Update the Priority to **'Urgent'**
- Click the **Save** icon to 'send' the action to Adult Care – the status of the action should change to **'Sent'**

For further details about the 'transfer' next actions see the next actions table.

As well as recording the next action, you must also send a notification to inform brokerage.

- Click the **Requests** icon

- Select the **Adult Notification to Brokerage of reablement transfer**

- Use the **Note** box to add a note if needed

- Select **Brokerage Hosp/Reable/EDT – Admin Inbox** via the 'Pass to Worker' dropdown menu

- Click the **OK** button

- Click the **Save** icon and then exit the step using the **Close Cross** icon

Section 4. Completion Details

This section should only be completed once reablement has ended or the case has transferred to Adult Care.

The name of the worker who started the step and the date they started it will default into this section. This information should be amended if the step is being completed by a different worker and the date should be updated to the date Reablement Summary step is being finished.

Section 5. Actions Taken

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 the relevant action from the 'Select action' dropdown menu
- Always tick the **Send Immediately** checkbox when a 'transfer of case' action is selected
- Assign to = Select/Find as appropriate. Not required for NFA (no further action) actions
- Notes = record any necessary information e.g. 'Transfer from reablement' when a 'transfer of case' action is selected
- Priority = select as appropriate e.g. 'Urgent' when a 'transfer of case' action is selected
- Click the **Add** button if more than one next action is required or click the **Add and Close** button if only adding one next action or once all actions are added

Action	When to use	Who to assign to
Transfer of Cases Not Open to Social Care Must be **'sent immediately'** Displays as **Adult Conversation Record** in Current work on the Person summary screen.	Used for a person who is **not** currently receiving any services from Adult Care. This could be recorded 2 weeks prior to reablement ending or as soon as it is identified that ongoing services are needed.	Assign to the relevant Adult Care team based on where the person lives via the 'Pass to team' dropdown menu.
Transfer of Cases Open to Social Care Must be **'sent immediately'** Displays as **Adult Bring Forward Scheduled Review** in Current work on the Person summary screen.	Used for a person who **is** currently receiving services from Adult Care. This could be recorded 2 weeks prior to reablement ending or as soon as it is identified that ongoing services are needed.	Assign to the relevant Adult Care team based on where the person lives via the 'Pass to team' dropdown menu.
Adult Reabled to No Further Service (NFA)	Used if there are no ongoing services required at the end of reablement	This is a terminating (no further action) action, so does not need to be assigned
Adult Reablement - Failed Start (NFA)	Used if the reablement support failed to start.	This is a terminating (no further action) action, so does not need to be assigned
Adult Early Cessation of Reablement Service (NFA)	Used if the person leaves reablement early. e.g. person dies, is admitted to hospital, or declines reablement services	This is a terminating (no further action) action, so does not need to be assigned

Action	When to use	Who to assign to
WB Wellbeing Screening (assign to self)	If a person requires screening for the Wellbeing Service – this action should be **'Sent immediately'**	Assign to self using the **Assign to me** button, or assign to another worker if needed. **Important:** Do not assign to the Wellbeing Service Hub Team. You need to complete the screening step.
Adult Proposed Case Closure*	Used if a full case closure is required e.g. the person dies or moves out of the area, or if reablement ends and there is no need to transfer the case to LCC Adult Care	Assign to self using the **Assign to me** button, or assign to another worker if needed.
Adult Case Closure Already Started (NFA)	Used when there is already an **Adult Proposed Case Closure / Adult Case Closure** showing in the **Current work** on the **Person summary** screen.	This is a terminating (no further action) action, so does not need to be assigned

* **Important:** If the person is not being transferred to Adult Care for ongoing support and is not already open to any other team the case will need to be closed using the **Adult Proposed Case Closure** action.

Please note: The **Adult Proposed Case Closure** step available from the **Start > New…** sidebar menu if you forget to add it as a next action.

For further details, please refer to the **Case Closures – Full, Team or Involvement** user guide on the Mosaic Hub.

Finishing the Adult Reablement Summary step

Once the period of reablement is complete, you must resume the **Adult Reablement Summary** step by:

- Clicking the **Incomplete work** icon within **Current work** on the **Person summary** screen

- Clicking **Resume work** from the menu

In Section 2 record the 'Reablement end date' along with either the 'Extended transfer of care end date' or 'Early Cessation' details if relevant. .

Ensure all sections are marked as complete and remember to update the 'Date Completed' field in Section 4 to today.

Toolbar Icons

Before finishing the step 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 step.
Please refer to the **Uploading Documents** user guide for further information.

The **Output current document** icon is used to generate a PDF version of the step which can then be printed if required.
Please refer to the **Printing Documents** user guide for further information.

The **Requests** icon is used to send messages to other workers or teams if required.

Notification	When to use	Who to send to
Adult Notification to Brokerage of reablement transfer	Used to notify brokerage of the transfer	Assign to the **Brokerage Hosp/Reable/EDT – Admin Inbox** using the 'Pass to Worker' dropdown menu
Adult Notification to Brokerage: Reablement transfer no longer required	Used if the situation changes and the transfer is no longer required. You should add a note to state why the transfer is no longer required.	Assign to the **Brokerage Hosp/Reable/EDT – Admin Inbox** using the 'Pass to Worker' dropdown menu
Adult Notification to Transfer of Care Team: Reablement transfer no longer required	Used if the situation changes and the transfer is no longer required. You should add a note to state why the transfer is no longer required.	Assign to the relevant Adult Care team based on where the person lives via the 'Pass to Team' dropdown menu.

Remember you must click the **Finish** icon ✅ once the reablement period has ended or the person has been transferred to Adult Care.

The summary step 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.

Ending Team Involvement (Organisational Relationship)

Reablement's organisational relationship of **Involved Team** should be ended once the **Adult Reablement Summary** step has been completed.

From the **Person summary** screen:

- Click **Person details > Organisational relationships** in the extended sidebar menu

- Find open relationship for reablement and click the **Edit Pencil** icon

- Record a 'to date' and end reason

- Click the **Save** button and then **OK** button to return to the **Person summary** screen