

Adults Quick Guide

Adult Carer Emergency Response Plan

The **Adult Carer Emergency Response Plan** is recorded if the carer wants to ensure that there is a plan in place for the person they support in the event of an emergency.

To start the **Adult Carer Emergency Response Plan** step, 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

The **Adult Carer Emergency Response Plan** will open in a separate window

Recording Adult Carer Emergency Response Plan

The form is split into 9 different sections. Each section should be completed with relevant information.

General 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 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 plan.

We recommend that you click the **Save** icon  to save your work at least at the end of each section, but the more often the better. Once you click save, any section's containing uncompleted mandatory fields will be highlighted in red.

Section 1. Guidance contains information regarding how the carer can make the most of their emergency response plan along with details of what someone needs to do in the event of an emergency to 'activate' the plan.

In **Section 2. Personal Details** information will prepopulate into the fields marked with the  symbol. If some information is missing or incorrect, it can be added or edited by:

- clicking the **Show subject summary** icon  to minimise the workflow step 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 workflow step window and clicking the **Refresh current form** icon  to update the information in these fields

In **Section 4. Details of the People You Care For** the 'Find' button should be used to search for and record the details of the first person the carer cares for.

If the carer cares for more than one person the '**Insert Section**' button should be used to duplicate the fields displayed and then the 'Find' button should be used to search for and record the details of the second person the carer cares for.

This process should be repeated until all the people the carer cares for are listed.

In **Section 5. Emergency Plan** use the **Show guidance** icon  to assist you in completing all relevant details.

Emergency Plan Details – 1 should be used to record the relevant details for the first person listed in section 4.

If multiple people are being cared for by the carer, the '**Insert Section**' button should be used to duplicate the fields displayed (opening **Emergency Plan Details – 2**) so you can record the relevant details for the second person listed in section 2

This process should be repeated until details are recorded for all the people the carer cares (everyone listed in section 4).

In **Section 6. Emergency Contacts** the 'Find' button should be used to search for and record the details of an emergency contact.

If there are multiple emergency contacts to record, the **'Insert Section'** button should be used to duplicate the fields displayed and then the **'Find'** button should be used to search for and record the details of the second emergency contact.

This process should be repeated until all emergency contacts are listed.

If there is anyone else that the carer would like to be contacted in an emergency you should say 'yes' to the question *Is there anyone else you would like us to contact in the event of an emergency?* The screen will expand and the person's details can be typed into the boxes.

If there are multiple people the carer would like to be contacted, the **'Insert Section'** button should be used to duplicate the fields displayed and then the details of the second person can be typed into the boxes.

This process should be repeated until all people are listed.

Section 9. Actions Taken

Next actions are mandatory in all forms. At least one next action must be added before the **Adult Carer Emergency Response** can be finished.

To record a next action:

- Click the **Add** button
- Select the relevant action from the **'Select action'** dropdown menu
- Assign to = Select/Find as appropriate - Not required for NFA (no further action) actions
- Note = record any necessary information – recommended when assigning a next action to another team/worker
- Priority = select radio button as appropriate – use the 'Note' field to explain why you have changed the 'Priority' from 'Normal' if you change it
- 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
Adult Carer Emergency Response Complete (NFA)	If the carer emergency response plan is complete and the case is remaining open to the carers service	This is a terminating (no further action) action, so does not need to be assigned
Adult Carer Triage	If the case needs triaging to decide if an assessment / further support is needed	Carers Service or Carers First as appropriate using the Pass to worker dropdown menu
Adult No Further Action Required	If no further action is required, and a full case closure is not to be completed because there are services in place or other workers or teams are still working with the case etc.	This is a terminating (no further action) action, so does not need to be assigned
Adult Proposed Case Closure	If a full case closure is required, i.e. the carer does not have ongoing services and involvement from all involved teams are to close	Self using the Assign to Me button
Adult Case Closure Already Started (NFA)	If a full case closure is required and is already underway To add this action, you must be able to see an Adult Proposed Case Closure or Adult Case Closure step within Current work on the Person summary screen	This is a terminating (no further action) action, so does not need to be assigned

Toolbar Icons

Before finishing the emergency response plan you should always consider whether you need to use any of the toolbar icons at the top of the screen.

You should use the **View documents** icon  to attach relevant supporting documents created outside of Mosaic.

You may need to complete one, or more, of the letter templates available via the **Forms and letters** icon .

You must consider if you need to send a request or notification using the **Requests** icon .

Request (R) / Notification (N)	When to use	Who to assign to
(N) Adult Carers admin output request	To be used to request a finished version of the plan is generated and posted out to the carer/their representative You should use the note box to record specific instructions	Another worker using the 'Pass to Worker > Find button' Or Carers First using the 'Pass to Team' dropdown menu
(R) Adult Please action	This request appears in most workflow steps and can be used as and where required	Another worker or team as appropriate using the 'Pass to Worker/Team > Find button'
(N) Adult Notification to CSC Carers Team	Used by Carers First workers to notify the CSC Carers Service that a Carers Emergency Response Plan needs to be created. You should use the note text field to give specific details.	Adult Carers Service - Inbox using the 'Pass to Worker' dropdown menu

Clicking the **Finish** icon  will finish and complete your plan. The plan cannot be finished if there are any incomplete mandatory fields or if there are any requests which need completing.

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.

Once the **Finish** icon can be clicked, it will lock down your plan and no further input can be made.

You will find your finished plan in the **Documents** section. Only finished versions of the **Adult Carer Emergency Response Plan** should be shared. A PDF version of your finished plan should be generated from the **Documents** section.

The **Actions Taken** section of your plan will automatically appear on the output unless the 'Output Options' are amended before printing. This section should not be included on any outputs for the carer or their representative.

For further guidance, please refer to the **Printing Documents** user guide.

Recording the Carer's Emergency Response Plan Note

Once a carer's emergency response plan has been set up, a note type of **B: Carer's Emergency Response Plan** should be recorded on the **Person summary** screen of both the carer and the person/people they care for.

Notes are recorded using the **Person details > Notes** extended sidebar menu. Please refer to the **Notes** user guide for full details on how to record a note.