Adults Quick Guide

Referring to Family Group Conference (FGC) Team

All referrals to the Family Group Conference (FGC) Team are to be recorded in Mosaic.

The Family Group Conference workflow allows the FGC Team to work with adults, and the significant people in their life, to create family-led plans including conflict resolution.

To refer a person to the FGC Team you must complete the **Adult Contact (Family Group Conference).** This form is only available from the **Start > New…** sidebar menu on the **Person summary** screen.

> The **copy from** toolbar icon can be used to copy information from one person to another if the referral is needed for multiple family members.
>
> Each family member needs the **Adult Contact (Family Group Conference)** recorded on their <u>own</u> record.
>
> See the Referring Other Family Members section of this guide for further details

Basic FGC Process

Referring Practitioner:

1. Complete sections 1 to 4 of the **Adult Contact (Family Group Conference)** form

2. Assign the mandatory request **'REQUIRED Adult Please review information and authorise'** to the **CS Family Group Conference Team** using the **Requests** icon

> The referring practitioner's Worker relationship ('Key Worker (Adult Care)' or 'Involved Worker') must remain open throughout the FGC process.

If the case is accepted by the FGC Team, you (the referring practitioner) may receive requests and notifications sent from FGC workflow steps. See the Accepted Cases – During FGC Involvement section of this guide for further details.

FGC Manager:

1. Screen the contact to decide whether it meets the criteria and completes the request

> The FGC manager will always complete the request, even if the contact is not being accepted by the FGC Team.
>
> Requests should only be returned if there is insufficient information.

2. Complete sections 5 and 6 of the **Adult Contact (Family Group Conference)** form and record appropriate next action(s).

If the contact is **accepted** the following next actions should be assigned to self or an appropriate FGC practitioner:

- o Adult FGC Planning
- o Adult FGC Case Supervision

If the contact is **not accepted** a next action of 'Adult No Further Action Required' is recorded.

3. Finish the step using **Finish** icon ✅

4. **For accepted cases only** - Record the FGC Team's involvement (Organisational relationship) using the **Person details > Organisational relationships** sidebar menu with a 'Relationship type' of **'Involved Team'**.

The FGC Manager or FGC Practitioner will then complete the follow on FGC workflow steps.

Recording the Adult Contact (Family Group Conference)

The **Adult Contact (Family Group Conference)** form is split into 6 sections.

Sections 1 to 4 should be completed by the referring practitioner, recording relevant information.

Sections 5 and 6 should be completed by the FGC Manager once a decision has been made whether to accept the case or not.

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

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 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 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. Person / Family Details

Information will prepopulate into the **blue cogged** fields. If any 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 then clicking the **Refresh current form** icon to update the information in these fields

Use the **Find** buttons to perform a search to record details of **'Family Members and Friends'** who have agreed to take part and **'Professionals and Providers'** that need to be involved in the FGC.

Important note: The **Manual Input** tab should only be used as a last resort:

- If a person being searched for is not found, after searching using three different criteria, you will need to create them in Mosaic. Refer to the **Creating a Person** user guide for further information.
- If the worker or organisation being searched for is not found, you should request they are created by completing the relevant form via Our Intranet > Mosaic Requests.

Any people searched for and referenced in the form should 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.

The following icons are displayed once a person, worker or organisation has been added in each section:

 Delete – to delete/remove a row in the table

 Move this row up – to rearrange the order displayed (only displays if more than one row is recorded)

Answer all the questions in this section as appropriate, by completing the radio buttons and textboxes with as much detail as possible.

At the bottom of this section, you can use the **Add** button to record **Important dates pending (e.g. conferences, panels, court):**

- Date = Use the **date picker** icon
- Event = Enter the type of event
- Further information = Enter relevant details

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

When more than one date has been added the following icons will display:

Edit - to edit the information within that row of the table

Delete – to delete/remove a row in the table

Move this row up – to rearrange the order displayed (only displays if more than one row is recorded)

Section 2. Person Making the Request

Information prepopulates into this section and can be edited if required.

Section 3. Referral Information

Select the main purpose of the FGC from the values listed in the dropdown menu.

Use the checkboxes to select additional reasons for FGC as appropriate - you can select multiple checkboxes if required.

Answer all the questions as appropriate with as much detail as possible.

Section 4. Risk Information

Select the appropriate value from the dropdown menu to answer the question **'Have you visited the home?'**

Use the radio buttons to indicate whether there are hazards, risks and safety concerns for each question listed in this section.

If you answer 'Yes' to any of these questions you should use the **Add** button to record:

- Details = Enter relevant details
- Restrictions in regard to this = Enter relevant details
- How will risks be managed = Enter relevant details
- Are risks adequately controlled = Select from the dropdown menu
- Further actions required to reduce risk = Enter relevant details

A prompt box will display at the bottom of this section to remind you to state when the Risk Assessment is due to be reviewed:

Use the **date picker** icon to record the **Date Risk Assessment to be reviewed**.

Tick the **'Completed by'** checkbox – the time, date, your name, role and team name will display.

> Remember sections 5 and 6 are completed by the FGC Manager – you should leave these blank

Toolbar Icons

Before sending the mandatory request to the FGC Team, you should always consider whether you need to use any of the other toolbar icons at the top of the screen.

The **View document** icon is used to upload (attach) external documents to the contact. Refer to the **Uploading Documents** user guide for further information.

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

Sending the Mandatory Request

Once you have completed sections 1 - 4 of the contact you must send the mandatory request **'REQUIRED Adult Please review information and authorise'** to the **CS Family Group Conference Team**.

- Click the **Requests** icon

- Select the **'Required Adult Please review information and authorise'** request **radio button**

- Note = Record any relevant information or to highlight any specific instructions

- Select **CS Family Group Conference Team** from the 'Pass to Team' dropdown menu.

- Click the **OK** button to close the popup window

- Click the **Save** icon to send the request

Refer to the **Requests and Notifications** user guide for further information

Remember to exit the contact using the **Close** icon to allow the FGC Manager to access the step.

The FGC Manager will complete Section 5 and 6 and finish the contact when appropriate.

Referring Other Family Members

Once you have completed an **Adult Contact (Family Group Conference)** step (sections 1- 4) in the person's (subject's) record, you should refer other family members to the FGC Team, if required.

Remember: Each family member needs the **Adult Contact (Family Group Conference)** recorded on their <u>own</u> record.

You can copy information from the contact recorded on the subject's record to these other family members

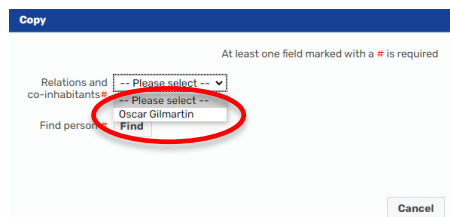- **Find** or **create** the other family member's record.

If the person being searched for is not found, after searching using three different criteria, you will need to create them in Mosaic. Refer to the **Creating a Person** user guide for further information.
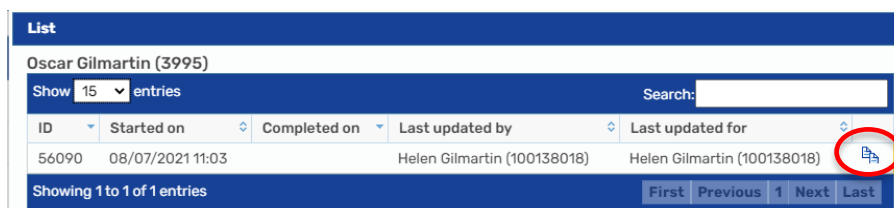
In the other family member's record:

- Open the **Adult Contact (Family Group Conference)** step from the **Start > New…** sidebar menu

- Click on the **Copy from** icon

The **Copy** window displays

- Use the dropdown menu to select name of the subject that you want to copy the information from

The following window displays:

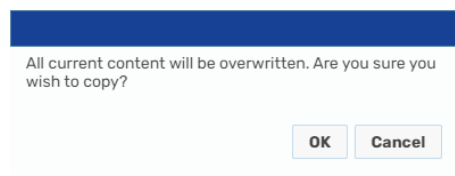- Click on the **Copy** icon ![copy icon] to copy the information recorded in the **Adult Contact (Family Group Conference)** step in the subject's record

A **'NOTE!'** popup window displays

- Click **OK**

- Review the information that has been copied from the subject's contact and update as necessary.

Important note: The information recorded should be relevant to the person's record you are in - updating information in the family member's contact will not alter the subject's contact (the one you have copied from)

If you use the **Copy** icon again within the family member's contact i.e. to pull through any additional information added in the subject's contact, the following pop up message displays:

Click **OK** to update the contact or **Cancel** to retain the original content copied from subject's contact.

- Send the mandatory request **'Required Adult Please review information and authorise'** to the **CS Family Group Conference Team.** Refer to the **Sending the Mandatory Request** section of this guide for further details.

Once the mandatory request has been sent, remember to exit using the **Close** icon ![close icon] to allow the FGC Manager to access the step.

The FGC Manager will complete Section 5 and 6 and finish the contact when appropriate.

You should repeat this process for each relevant family member.

Accepted Cases – During FGC Involvement

Once the case is accepted by the FGC Team, you may receive the following requests and notifications sent from FGC workflow steps.

These will appear in your **Current work > Incoming requests** folder:

- Adult Request for information – to ask you for more information
- Adult Request meeting attendance – to ask you to attend a meeting
- Adult Notification of information to involved worker/team – to provide you with information

Requests and notifications should always be completed as soon as possible. Refer to the **Completing or Returning Requests** user guide for full guidance on how to do this.