Adults Quick Guide

Lincolnshire Fire and Rescue Process

This guide is intended to assist the Lincolnshire Fire and Rescue (LF&R) Team to record case information in Mosaic.

All referrals to LF&R are made via their website and are recorded in the LF&R Flosuite system by LF&R Admin team.

There if no set workflow for LF&R but there is an expectation that an **Organisational relationship** of **Involved Team** and a note type of **A: Fire Risk Present** is recorded on the person's record.

Case notes should also be used to log important information including details of any Safe and Well Visits.

LF&R Team Involvement (Organisational Relationship)

When LF&R become involved with a case, the LF&R Team should be recorded (opened) as an **Organisational relationship** of **Involved Team.**

Recording the Relationship

- From the **Person summary** screen, click **Person details > Organisational relationships** in the extended sidebar menu
- Click the **Add** button
- Click the **Find** button
- Search for **Lincolnshire Fire & Rescue** and click on the team name hyperlink
- Relationship Type = select **'Involved Team'**

- Amend 'From' date if required using **date picker** icon

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

The LF&R Team will display within **Professional and organisational relationships** on the person's record (Person summary screen)

Ending the Relationship

When LF&R activity has finished, the team's involvement should be ended.

- From the **Person summary** screen click **Person details>Organisational relationships** in the extended sidebar menu

- Click the **Edit Pencil** icon

- To = Record end date using **date picker** icon

- End Reason = Select appropriate value from dropdown menu (e.g. Case Work Completed)

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

The LF&R Team will continue to display within **Professional and organisational relationships** until midnight of the end date.

Notes

As well as recording the **Organisational relationship** a note must also be added to the person's record.

Recording the note

To record a note, from within the person's record:

- Click **Person details > Notes** in the extended sidebar menu

- Click the **Add** button
- **Type of Note** = Select **A : Fire Risk Present** from dropdown menu
- **Note** = Enter appropriate text
- Click the **Save** button then click the **OK** button to return to the **Person summary** screen – the note will display in the bottom right corner of the person's record.

Ending the note

Once LF&R involvement is ended the note should also be ended.

- From the **Person summary** screen, either click **Person details > Notes** in the extended sidebar menu or click the **Change** hyperlink/button against Notes (bottom right corner of record)
- Click the **Red Square** (End) icon 
- **End Date** = Use the **date picker** icon 
- Click the **Save** button - ended Notes have an end date visible in the 'End date' column.
- Click the **OK** button to return to **Person summary** screen – the ended Note should no longer be visible

Case Notes

Case notes are used to record important case information including details of any Safe and Well Visits.

To record a case note, from within the person's record:

- Click **Case notes** in the sidebar menu

- Click the **Add** button

- Record a relevant informative title

- Type of note = Select from dropdown menu

Please note: there are two case note types specifically for LF&R use:

  - **LF&R Visit Note** – to be used to record information about visit(s)
  - **LF&R Case Note** – to be used to record any additional information

- Complete the fields as necessary.

- You can send an alert to another worker, e.g. LCC Key Worker, if you wish to highlight your case note to them.

- Click the **Finish** button once you have recorded the necessary details

Please refer to the **Recording a Case Note and Sending an Alert** user guide for full guidance on how to record a case note, and send an alert.