Children's Services Quick Guide
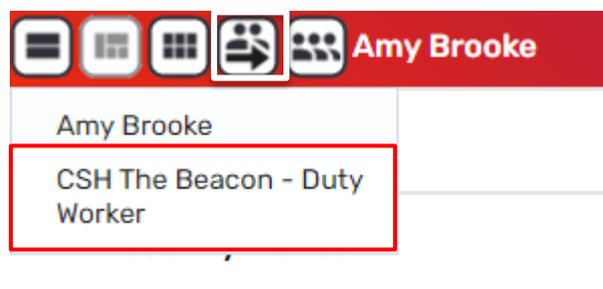
Residential Homes – Adding a new Casework step

The CS Residential Home Casework step can be used to record the daily logs for each young person within the home.

The Casework step will be assigned to the Duty Worker and the Residential Care Officer will access the step by working on behalf of the Duty Worker.

After each shift the officer will need to enter a summary of their shift into the casework step.

Accessing the Duty Worker

- Login to Mosaic using your details
- Click on the ![symbol] act for symbol on the top left-hand side of the Full Workview
- Click on the Duty Worker's name to open their Full Workview

Starting the Residential Homes Casework

- Within the Current Work, click on the symbol to the left of the Casework step and click on **Start Work**.
- **RH Residential Case Record C0341** will display.
- Section 1 - **Record of Intervention – 1** should be used to record all three shifts for the first day of the week for example Monday.
- After each shift, the ![save] save button can be used to save what you have entered and the ![close] close icon can be used to close out of the workstep.

- For each new day, the step can be resumed and the **Insert Section** at the bottom of Section 1 can be used to add another record. Record of Intervention – 2 for example can be used to record Tuesday's shifts, Record of Intervention – 3 to record Wednesdays and so on.

Adding the next week's casework step

At a set point in the week to be decided by the home, the weekly casework step can be sealed and a new casework step opened for the next week.

For example, after the night shift on Sunday has been recorded, the officer on shift can set up the next casework.

- After Record of Intervention – 7 has been completed, the officer can tick **Signed by Residential Worker** at the bottom of Section 1.
- Open **Section 3. Next actions**, click **Add**
- From Select action, select **CS Residential Home Casework**
- Use Pass to Worker to select the appropriate duty worker from the drop down list
- Click on **Add and Close**
- Use the ✅ finish icon to complete this casework and allow access to the new casework step