

Children's Services Quick Guide

Residential Homes – Adding an Incident Record

If an incident occurs in the home which requires an All Incident record to be completed, this information must also be completed on Mosaic. This can be added at any point during the worker's shift.

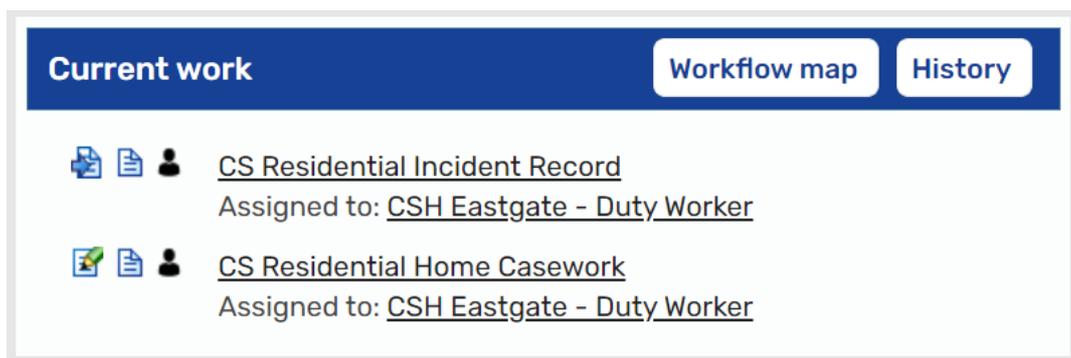
To access the Incident Record, Start or Resume the **CS Residential Home Casework**.

In Section 1. Record of Intervention, enter the Record of Intervention information regarding the shift and click **Add** under the section headed '**Incident Record**' and complete as detailed below.

- Details of incident – Enter a brief description of the incident
- All Incident Record completed – Tick to confirm you have completed an A.I.R.
- Incident Number – Enter the incident number generated outside of Mosaic

Once entered, click **Add and Close** to enter the information into the table.

Next the Incident Record can be added as a next action. Navigate to **Section 3. Next actions**, click on the **Add** button. From Select action, select **CS Residential Incident Record**. Click **Send Immediately** and either use **Assign to Me** to assign to the Virtual Worker you are working as or just the **Find** button to assign to your own name. The **Note** field can be used to record the AIR number. Click **Add and Close** and save the form using the  save icon. When you close out of the form using the close icon , the CS Residential Incident Record will display in the Current work.



The Residential Care Officer can start the CS Residential Incident Record and will complete **Section 1. Children's Services All Incidents Record** in as much detail as possible regarding the incident.

They will then go into **Section 3. Next actions** and add the next action of **CS Incident Record Completed (NFA)**.

Once completed, the officer will then need to click onto  requests icon and select the option of **REQUIRED CS Manager: Please review and authorise**. Use the **Pass to Worker** to find the Homes Manager and click OK. The officer can then save and close out of the form so the manager can review and authorise the record.

The Incident Record can be added in this way multiple times per Casework step so the process can be repeated as many times as required.