



Children's Services Quick Guide

Residential Homes and Short Term Breaks – Processing a Referral

New referrals for a child or young person to attend a Residential Home or Short Term Break will be sent into the Team Inbox. Only the Manager and Assistant Manager(s) have access to any new requests for placement within your home.

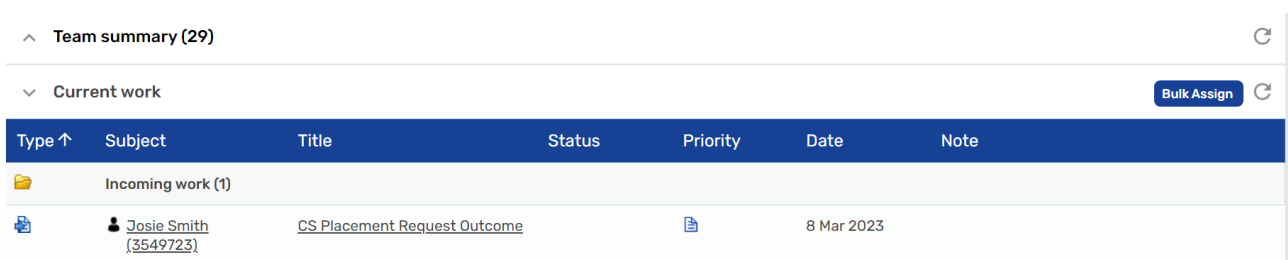
When you log into Mosaic, click on the  Team workview icon at the top left corner of your screen. You will see two bars across the screen, one called **Team summary** and the other that says **Current work**.

If not already displayed, click on the **Current work** bar to open this section. In here, any new referrals that come into your home will display.




You may need to click on the  folder icon to open the list of the requests. If there are no requests for placement, this Current work section will be blank.


For Residential Homes or Short Term Breaks

The referral will be named **CS Placement Request Outcome**.



The screenshot shows the Mosaic interface. At the top, there are two tabs: 'Team summary (29)' and 'Current work'. The 'Current work' tab is active and contains a 'Bulk Assign' button. Below the tabs is a table with the following columns: Type, Subject, Title, Status, Priority, Date, and Note. The table has one row of data under the 'Incoming work (1)' section.




Type	Subject	Title	Status	Priority	Date	Note
	Incoming work (1)					
	Josie Smith (3549723)	<u>CS Placement Request Outcome</u>			8 Mar 2023	

Start the step by clicking on the symbol to the left that will turn to a yellow cog icon  and select **Start work**.

A window will display asking you if you wish to start this work as the step currently isn't assigned to you, click **Yes**.



The **CS Placement Request Outcome** step will display. Click on the tab named **CS Placement Provision Request C1430**. You should read through the contents within Sections 1-3, this information should prepopulate from the form completed by the Social Worker.

If placement is agreed:

- Navigate onto CS Placement Request Outcome C1421
- In Section 1. Outcome, add a note to **Outcome of request, Date** and tick the **E-signature**.
- Select **Section 2. Next actions**, click **Add**, use the Select action drop down to select **CS Residential Home Casework** or **CS Short Term Break Placement Meeting**.
- For the Short Term Break Placement Meeting, click **Assign to Me** or use the Find button to pass to another worker and then click **Add and Close**.
- For the Residential Home Casework, select the appropriate home's duty worker in Pass to worker then click **Add and Close**.
- Use the  clipboard request icon to send the mandatory notification of **CS Notification of Placement Request Outcome** to the referrer to let them know the outcome.
- Use the  finish button to finish the step and open the next step.
- For Short Term Breaks, when appropriate, start **CS Short Term Break Placement Meeting**.
- Complete Section 1 and 2 with any information identified at the Placement Meeting for the child or young person.
- Once complete, select **Section 3. Next actions**. Use the **Add** button, select **Placement** and **Review**. Assign both steps to the Duty Worker for the Home using the drop down.
- Use the  finish button to finish the step and open the next steps for the duty worker to complete.
- For Residential Homes, the Casework step is available for the workers to start recording into.

If placement is not agreed:

- Navigate onto CS Placement Request Outcome C1421
- In Section 1. Outcome, add a note to **Outcome of request, Date** and tick the **E-signature**.
- Select **Section 2. Next actions**, click **Add**, use the Select action drop down to select **CS No Further Action**.

- Use the  clipboard request icon to send the mandatory notification of **CS Notification of Placement Request Outcome** to the referrer to let them know the placement is not agreed.
- Use the  finish button to finish the step and open the next step.