Reablement assessment cases

* Case is allocated to \*\*\*\* (Social Worker / Social Care Assistant) for a Reablement assessment.
* Make initial contact with the resident within 2 working days of allocation to provide your contact details, plan the assessment home visit and identify if the resident would like anyone else to be present.
* Check that all details on the resident’s front page on Mosaic are correct, and update if needed.
* Record information on Mosaic in the Reablement assessment Work Step within 3 working days of completing the home visit.
* Complete an initial touch point within 1 week of the Reablement service starting and record this in casenotes.
* Carry out a Reablement review by the end of week 4.
* Ensure that the Reablement service is withdrawn by the end of week 6.
* If ongoing care is required, ensure that by the end of week 6 a) a RAS assessment Work Step is recorded, b) funding for ongoing care is agreed, c) a Support Plan is completed and d) a Brokerage Work Step is raised.
* Ensure that you evidence that you have informed the resident that they will be financially assessed and may be charged if they receive ongoing care.
* If no ongoing care is required, make sure you let the resident or their family member / advocate know about the resident survey.

RAS assessment cases

* Case is allocated to \*\*\*\* (Social Worker / Social Care Assistant) for a Reablement assessment.
* Make initial contact with the resident within 2 working days of allocation to provide your contact details, plan the assessment home visit and identify if the resident would like anyone else to be present.
* Check that all details on the resident’s front page on Mosaic are correct, and update if needed.
* Record information on Mosaic in the RAS assessment Work Step within 3 working days of completing the home visit.
* Ensure that the assessment and Support Plan are completed within a maximum of 28 days of the case being allocated.
* Make sure you let the resident or their family member / advocate know about the resident survey.

Carer’s assessment cases

* Case is allocated to \*\*\*\* (Social Worker / Social Care Assistant) for a carer’s assessment.
* Make initial contact with the resident within 2 working days of allocation to provide your contact details, plan the assessment home visit and identify if the resident would like anyone else to be present.
* Check that all details on the resident’s front page on Mosaic are correct, and update if needed.
* Record information on Mosaic in the carer’s assessment Work Step within 3 working days of completing the home visit.
* Sign-post the resident to Carers First.
* Ensure that the assessment and Support Plan are completed within a maximum of 28 days of the case being allocated.
* If a one-off carer’s payment is generated, ensure that the carer’s Support Plan and a Brokerage Work Step for the payment are completed.
* Make sure you let the resident or their family member / advocate know about the resident survey..