





Requesting enhanced reablement on Mosaic

You will either be in an Assessment Notification workflow, Conversation 2 workflow, a Support plan updates/ review workflow, or in some rare instances a Conversation 3 workflow- when you propose reablement support, or enhanced reablement support.

1. You can detail the enhanced reablement service request in your conversation form, under the reablement goals and timetable:

Provisional care timetable – purchased support 

Activities	No. of carers	Frequency	Day	Hours	Start time (if specified)	Weekly hours
						
Total hours <input type="text"/>						

Request for enhanced reablement services

- If you require any enhanced reablement services, you will need authorisation from the Reablement Lead.
- Please ensure you contact them first.
- Indicate which services you require below and ensure your justification for these services is clearly recorded within the form.
- Create a request (Using the request icon in the toolbar: Enhanced Reablement Services – Authorisation) and assign to the Virtual Reablement Lead.

Reablement services required

30 hours or above Double carer support Night care

Extension past 4 weeks

2. Once you select one of these options (note you can choose more than one if applicable), a text box opens for your Reablement lead/ manager to complete as part of their authorisation:

Reablement services required

30 hours or above Double carer support Night care

Extension past 4 weeks

Authorisation (to be completed by Reablement Lead)

Decision

Authoriser



3. Task this to your Reablement lead/ manager, by using the request icon in the toolbar:

The screenshot shows a 'New Request' dialog box with the following elements:

- Toolbar:** Includes icons for help, a request icon (highlighted with a red box), a paperclip, and a user profile.
- Request Type:** A dropdown menu with 'Enhanced Reablement Services - Authorisation' selected. A red arrow points to this selection.
- Note:** A text area for additional information. A red arrow points to the right side of this area.
- Pass to Worker*:** A dropdown menu with 'Virtual Reablement Lead' selected. A red arrow points to this selection.
- Message Bar:** A yellow bar at the bottom with an information icon and the text 'This request will be sent when you next save.'
- Buttons:** 'OK' and 'Cancel' buttons are located at the bottom right.

Select 'Enhanced Reablement Services- Authorisation', and send to *Virtual Reablement Lead*- which your Reablement lead/manager will monitor.

4. You can now 'Save and Close', and wait for your Reablement lead/ manager to pick this up.

Based on the information you have provided in your conversation workflow step, and having discussed this with your Reablement lead/ manager, they can then make a decision whether enhanced reablement has been agreed.

If agreed, your Reablement lead/ manager will resume your workflow step and complete the decision text box, authorise, and 'complete' the task (request icon) that you have sent them.

5. Once done, you can proceed with your workflow step.