GUIDE

Recording Reasonable Adjustments

This Mosaic guide details how to record Reasonable Adjustments on the system. There is a 3 stage process for recording Reasonable Adjustments:

Add a Warning note

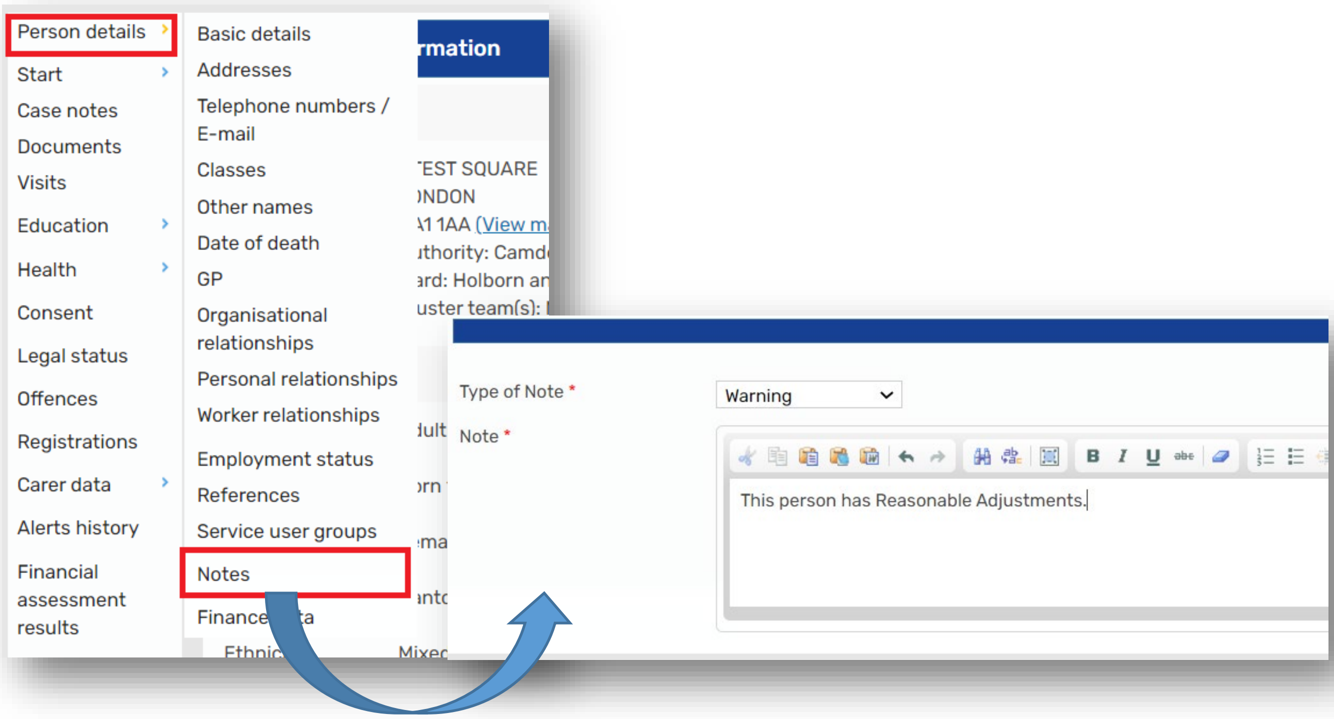
Use 'Current Communication Needs' function

Create a *What Matters- Reasonable Adjustments* workflow step

1. Adding a Warning note

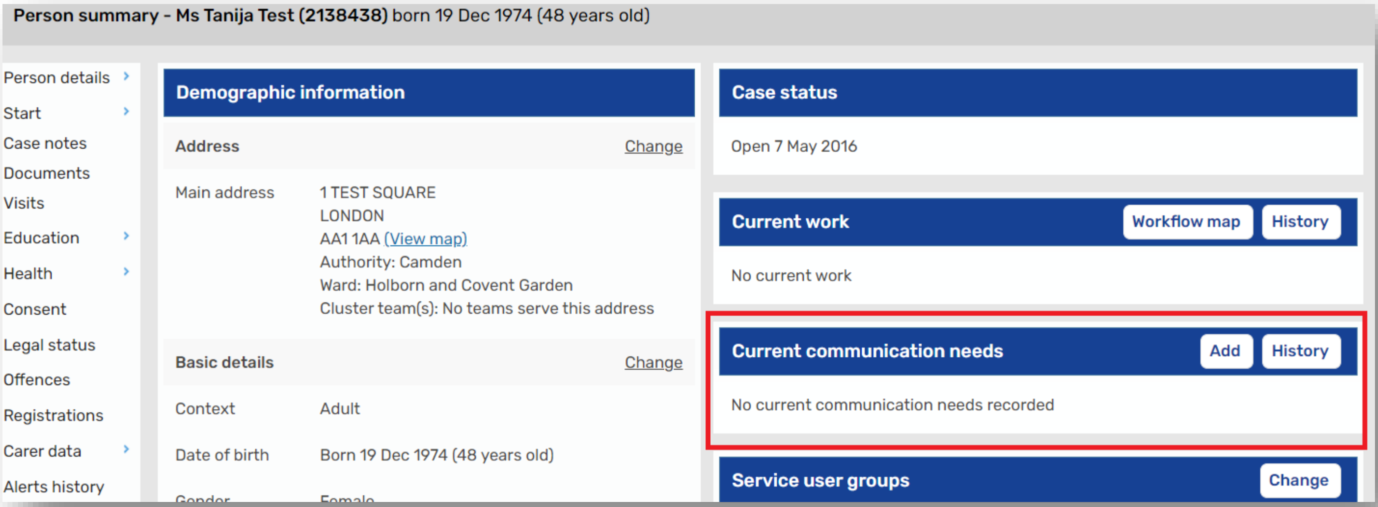
Add a Warning note on the person's file stating: **'This person has a Reasonable Adjustment/s'**. By doing so, it will indicate to all those who view the file or work with the person that there are reasonable adjustments that need to be considered.

- Go to *Person details* in the toolbar, select *Notes*.
- Select *Add*, choose *Warning* option from the drop down menu, and type into the note box, before saving.



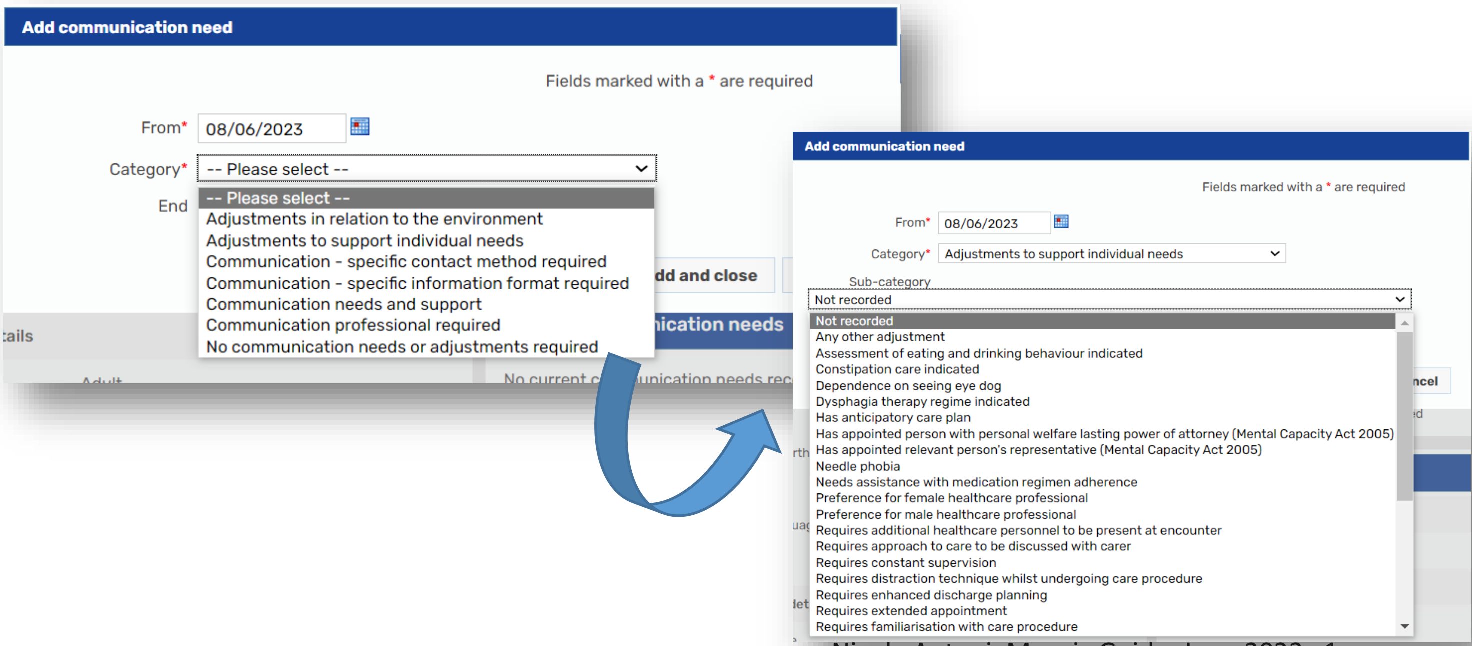
2. Using *Current communication Needs*

On the person's front page, there is a *Current communication needs* function available to you. This is where you can record any adjustments required, including communication needs.

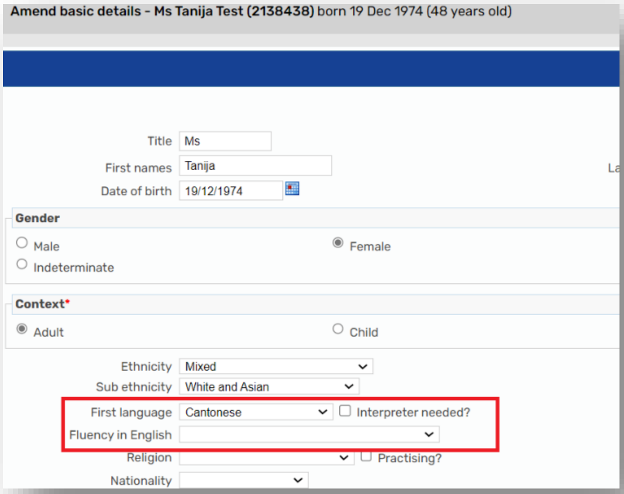


- Click *Add*, and choose a category from the drop down. We have tried to group the list into these 7 categories, to make it easier to search for what you're looking for.
- When you've selected a category, you can choose a specific adjustment from the sub-category list. These are all adjustments that match the ones being used by the NHS.

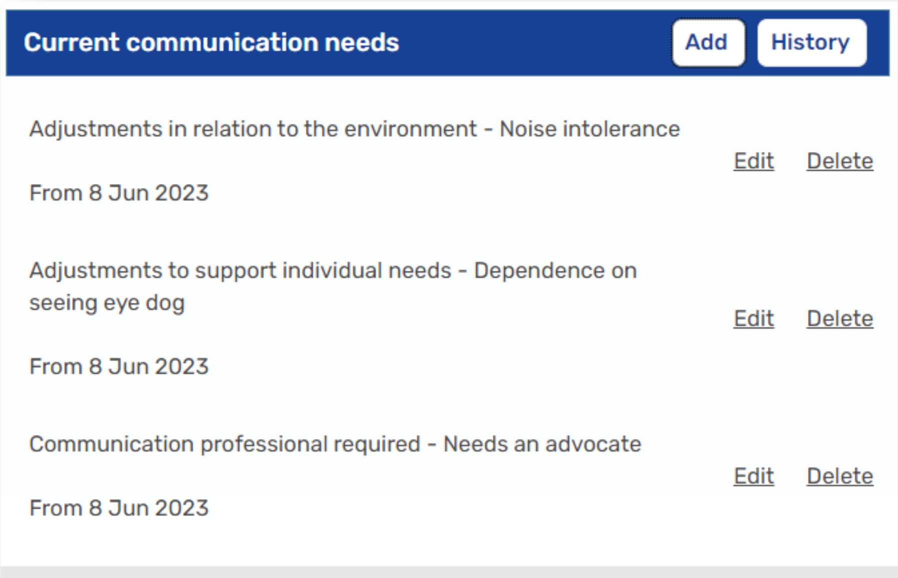
Please note we have the category 'No communication needs or adjustments required' to indicate you have had this discussion with the person, and there is nothing to record. Without anything selected, it will appear as if reasonable adjustments have not yet been explored.



We have not included language needs here, as the list is extensive. Instead, please use the language options under *Basic details* if required.



Once you've added adjustments under the *Current communication needs* function, it will look like the below, on the person's front page. A date is visible and you can edit or delete these using the options right of each adjustment:

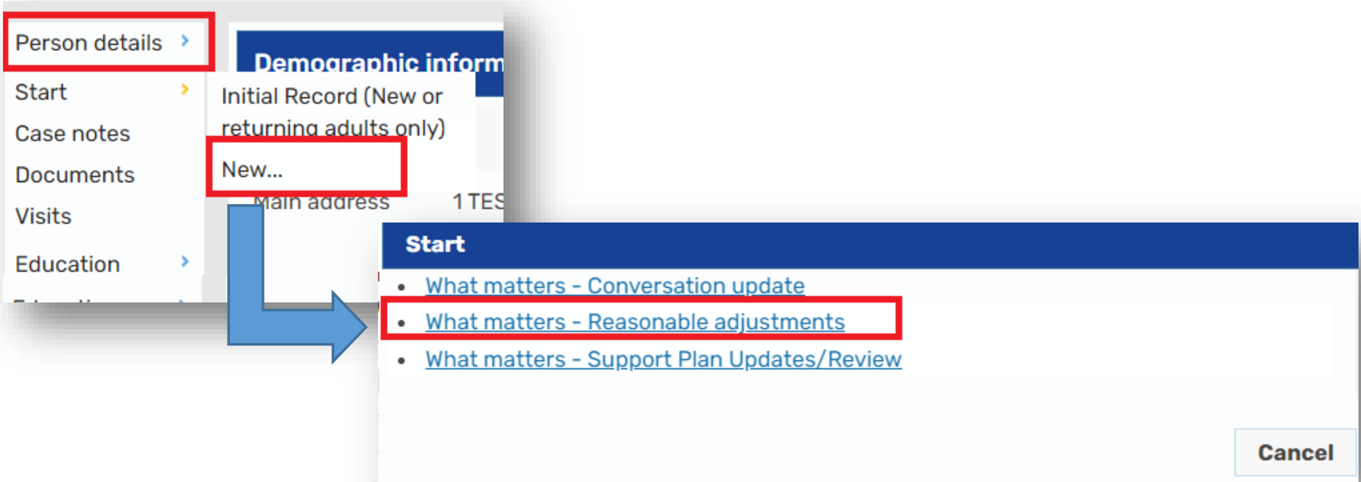


3. Creating a Reasonable Adjustments workflow step

The Reasonable adjustments workflow step is a stand-alone step, unconnected to any other workflow, to ensure it's quick and simple to create and update.

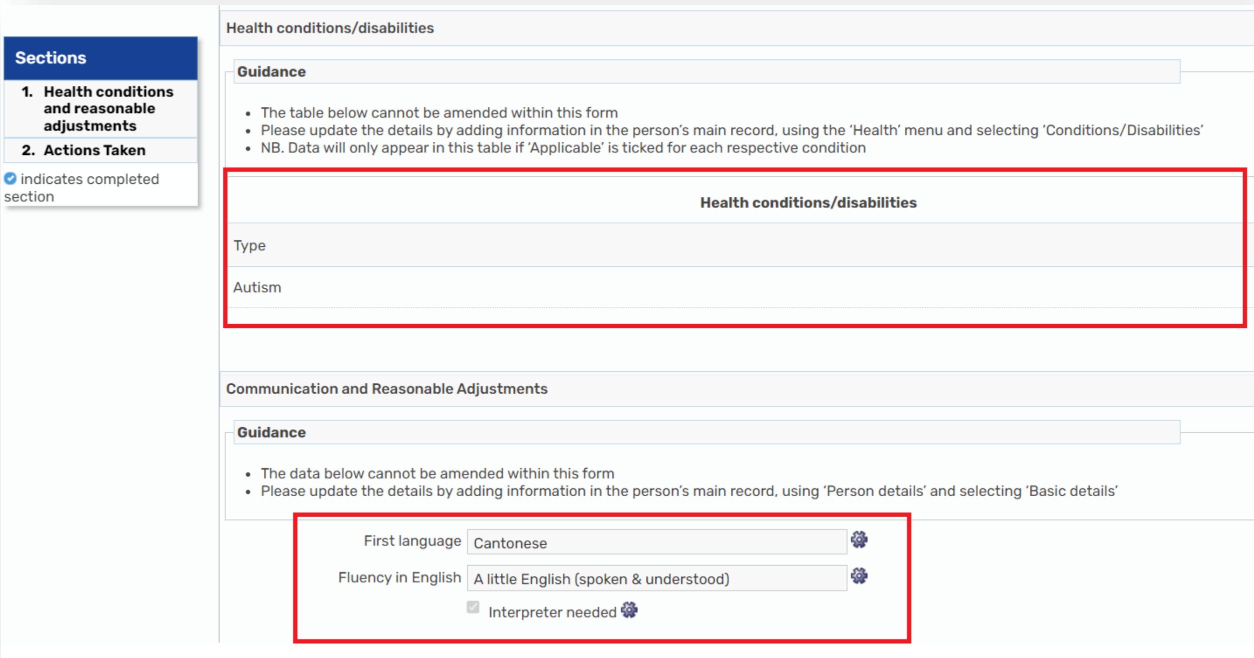
The purpose of creating this step is to elaborate and detail specifics next to the adjustments you've added on the front page, as there is no free text option to do so under the *Current Communication Needs* function.

- Go to *Start*, and then *New*, and choose ***What matters- Reasonable adjustments*** step.



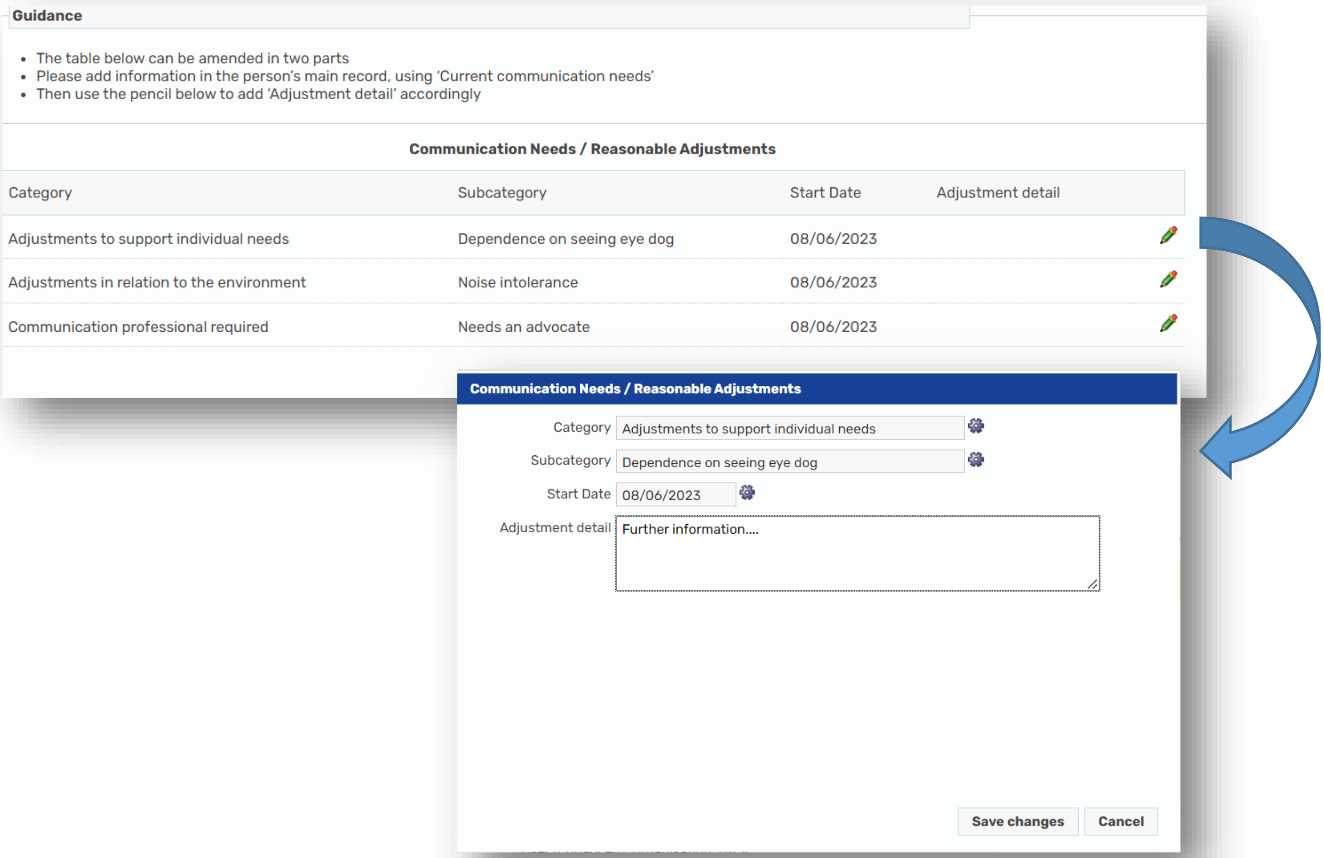
When the workflow step opens, you'll notice just one form waiting for you to complete (section 1), with another section for actions (section 2).

- In **section 1**, you have 3 areas: health conditions, communication/ languages, and the adjustments. Please read the guidance next to each.

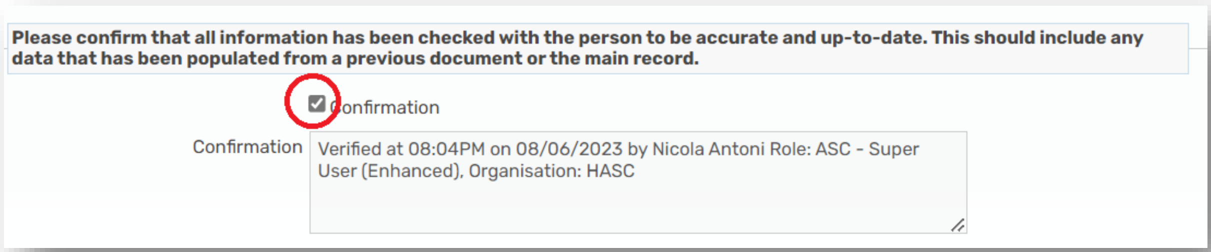


- For **health conditions/ disabilities**, and for **communication/ languages**: these are pulling through from person's main page. If anything is missing or incorrect on this page, you will need to manually add or update these via the person's main file. To add conditions, use the *Health* tab, and for languages, update this via *Basic details*.

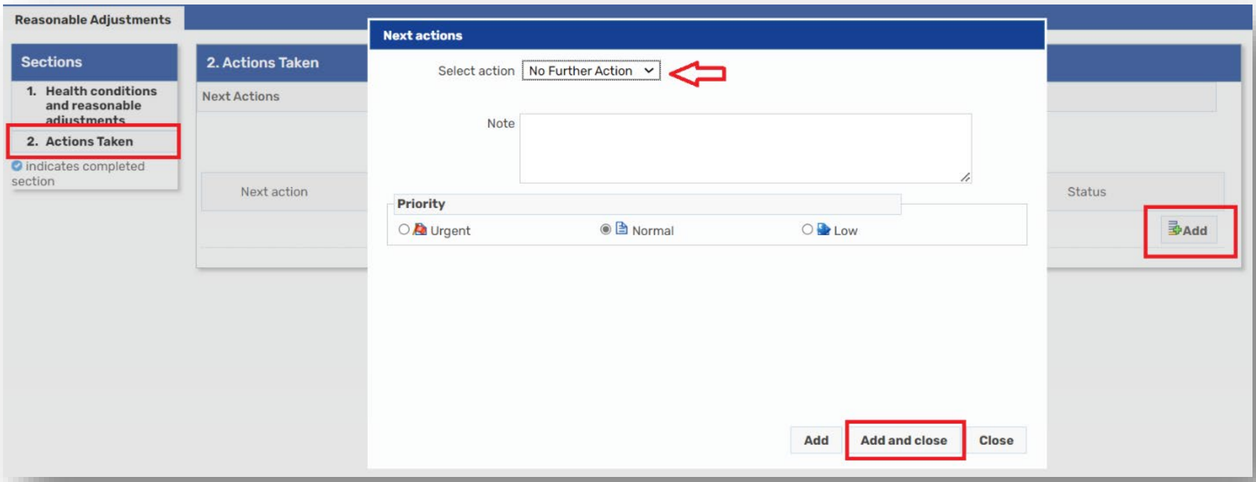
- **For communication needs/ reasonable adjustments**: these have pulled through from the *Current communication needs* section on the main page. Simply use the pencil icon to add any additional detail to each adjustment (there is no word limit in the note field). You only need to amend the ones where further information is required.



- Lastly, click the *Confirmation* box to add your details next to this record.



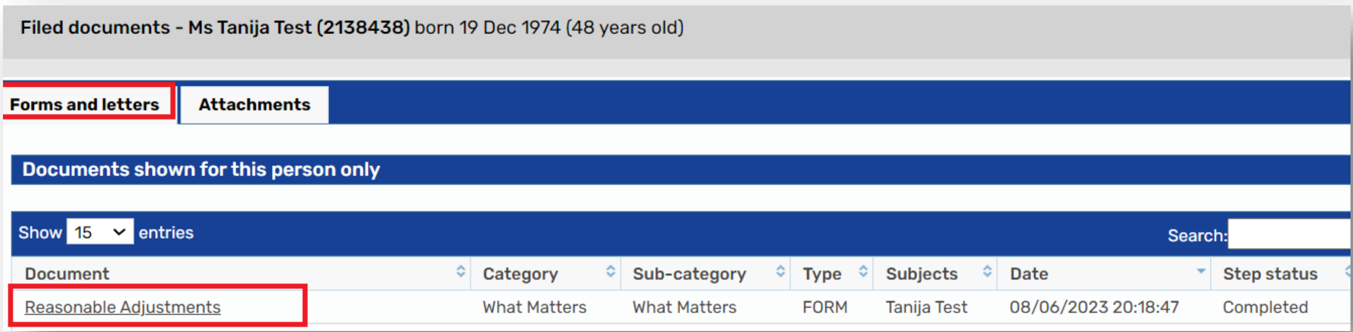
- To finish this Reasonable adjustments step, go to **section 2. Actions Taken**, select *Add*, choose the only option of *No Further Action* from the drop down, and *Add and Close*.
  You can now click the green tick to Finish



4. Viewing the existing Reasonable adjustment form and updating it

Once a **What matters- Reasonable adjustments** workflow step has been completed, the form will be available under *Documents* (under the *Forms and letters* tab, where all workflow forms can be found).

Please check documents when you become involved with a person for the first time; to ensure they have reasonable adjustments recorded in this way, to inform yourself before contacting the person, and to check if it requires updating:



To update this form, you need to complete a new **What matters- Reasonable adjustments** workflow step. Go to *Start*, *New*, and create the step. It will pull through any information from the previous form completed, and you can update any section you need to.

When you *Finish* the step, this form will appear under *Forms and letters* as well, with the more recent date.