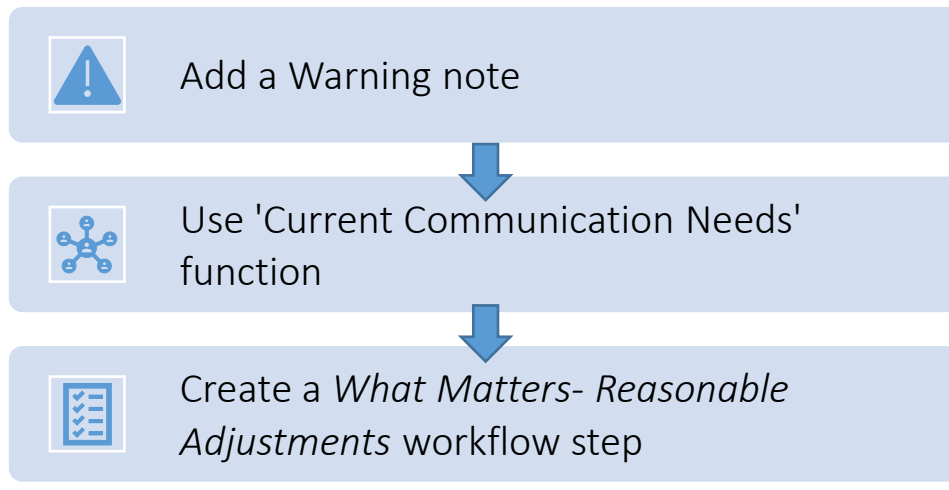




# Recording Reasonable Adjustments

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



## 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.

The screenshot shows the 'Person details' menu on the left, with 'Notes' highlighted. A blue arrow points from 'Notes' to a 'Warning' note box on the right. The note box contains the text: 'This person has Reasonable Adjustments.'



## 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.

Person summary - Ms Tanija Test (2138438) born 19 Dec 1974 (48 years old)

<ul style="list-style-type: none"> <li>Person details &gt;</li> <li>Start &gt;</li> <li>Case notes</li> <li>Documents</li> <li>Visits</li> <li>Education &gt;</li> <li>Health &gt;</li> <li>Consent</li> <li>Legal status</li> <li>Offences</li> <li>Registrations</li> <li>Carer data &gt;</li> <li>Alerts history</li> </ul>	<b>Demographic information</b> Address <a href="#">Change</a> Main address 1 TEST SQUARE LONDON AA1 1AA ( <a href="#">View map</a> ) Authority: Camden Ward: Holborn and Covent Garden Cluster team(s): No teams serve this address	<b>Case status</b> Open 7 May 2016	
	<b>Basic details</b> <a href="#">Change</a> Context Adult Date of birth Born 19 Dec 1974 (48 years old)	<b>Current work</b> <a href="#">Workflow map</a> <a href="#">History</a> No current work	<b>Current communication needs</b> <a href="#">Add</a> <a href="#">History</a> No current communication needs recorded
	Gender Female	<b>Service user groups</b> <a href="#">Change</a>	

- 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.

**Add communication need**

Fields marked with a \* are required

From\* 08/06/2023

Category\* -- Please select --

End -- Please select --

- Adjustments in relation to the environment
- Adjustments to support individual needs
- Communication - specific contact method required
- Communication - specific information format required
- Communication needs and support
- Communication professional required
- No communication needs or adjustments required

**Add communication need**

Fields marked with a \* are required

From\* 08/06/2023

Category\* Adjustments to support individual needs

Sub-category

- Not recorded
- Not recorded
- Any other adjustment
- Assessment of eating and drinking behaviour indicated
- Constipation care indicated
- Dependence on seeing eye dog
- Dysphagia therapy regime indicated
- Has anticipatory care plan
- Has appointed person with personal welfare lasting power of attorney (Mental Capacity Act 2005)
- Has appointed relevant person's representative (Mental Capacity Act 2005)
- Needle phobia
- Needs assistance with medication regimen adherence
- Preference for female healthcare professional
- Preference for male healthcare professional
- Requires additional healthcare personnel to be present at encounter
- Requires approach to care to be discussed with carer
- Requires constant supervision
- Requires distraction technique whilst undergoing care procedure
- Requires enhanced discharge planning
- Requires extended appointment
- Requires familiarisation with care procedure



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

Amend basic details - Ms Tanija Test (2138438) born 19 Dec 1974 (48 years old)

Title: Ms  
First names: Tanija  
Date of birth: 19/12/1974

**Gender**  
 Male  Female  Indeterminate

**Context\***  
 Adult  Child

Ethnicity: Mixed  
Sub ethnicity: White and Asian

First language: Cantonese  Interpreter needed?  
Fluency in English:  Practising?

Religion:  Practising?  
Nationality:

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:

**Current communication needs** [Add](#) [History](#)

Adjustments in relation to the environment - Noise intolerance [Edit](#) [Delete](#)  
From 8 Jun 2023

Adjustments to support individual needs - Dependence on seeing eye dog [Edit](#) [Delete](#)  
From 8 Jun 2023

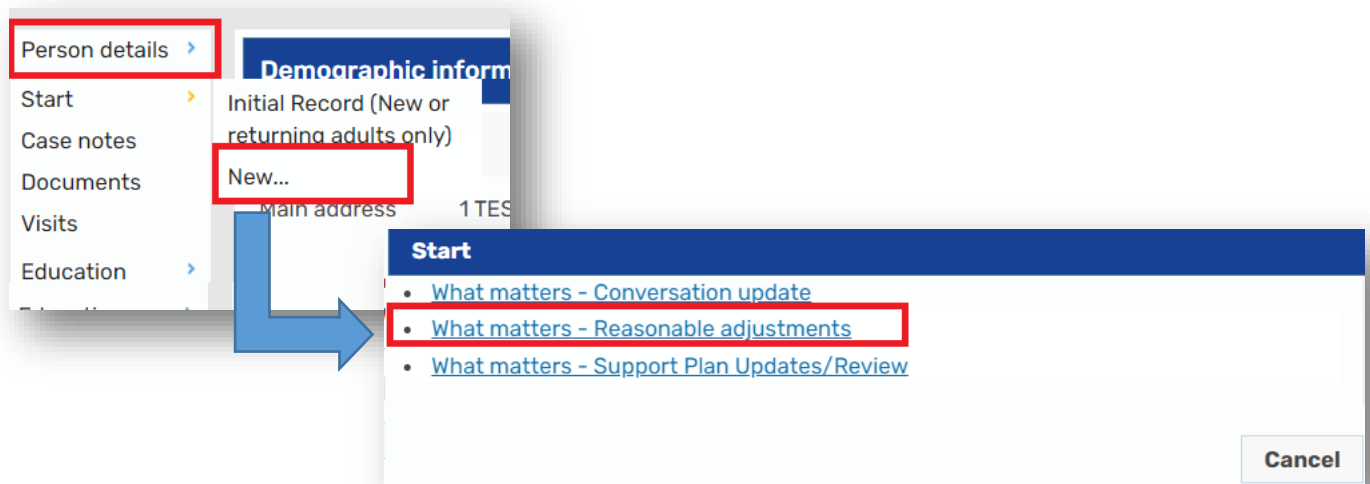
Communication professional required - Needs an advocate [Edit](#) [Delete](#)  
From 8 Jun 2023

### 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.

**Sections**

1. **Health conditions and reasonable adjustments**

2. **Actions Taken**

indicates completed section

**Health conditions/disabilities**

**Guidance**

- The table below cannot be amended within this form
- Please update the details by adding information in the person's main record, using the 'Health' menu and selecting 'Conditions/Disabilities'
- NB. Data will only appear in this table if 'Applicable' is ticked for each respective condition

Health conditions/disabilities	
Type	
Autism	

**Communication and Reasonable Adjustments**

**Guidance**

- The data below cannot be amended within this form
- Please update the details by adding information in the person's main record, using 'Person details' and selecting 'Basic details'

First language:

Fluency in English:

Interpreter needed



- 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.

**Guidance**

- The table below can be amended in two parts
- Please add information in the person's main record, using 'Current communication needs'
- Then use the pencil below to add 'Adjustment detail' accordingly

Communication Needs / Reasonable Adjustments			
Category	Subcategory	Start Date	Adjustment detail
Adjustments to support individual needs	Dependence on seeing eye dog	08/06/2023	
Adjustments in relation to the environment	Noise intolerance	08/06/2023	
Communication professional required	Needs an advocate	08/06/2023	

**Communication Needs / Reasonable Adjustments**

Category: Adjustments to support individual needs

Subcategory: Dependence on seeing eye dog

Start Date: 08/06/2023

Adjustment detail: Further information...

Save changes Cancel

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

**Please confirm that all information has been checked with the person to be accurate and up-to-date. This should include any data that has been populated from a previous document or the main record.**

Confirmation

Confirmation Verified at 08:04PM on 08/06/2023 by Nicola Antoni Role: ASC - Super User (Enhanced), Organisation: HASC



- 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:

Filed documents - Ms Tanija Test (2138438) born 19 Dec 1974 (48 years old)

**Forms and letters** | Attachments

Documents shown for this person only

Show 15 entries Search:

Document	Category	Sub-category	Type	Subjects	Date	Step status
Reasonable Adjustments	What Matters	What Matters	FORM	Tanija Test	08/06/2023 20:18:47	Completed

**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.