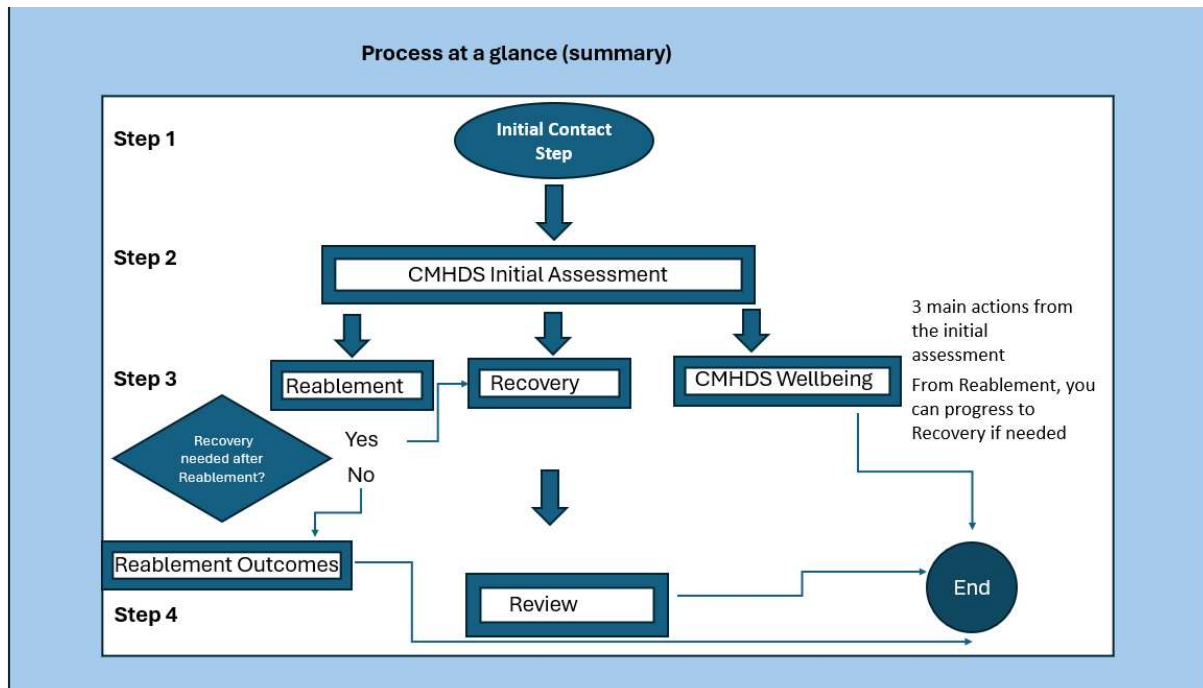


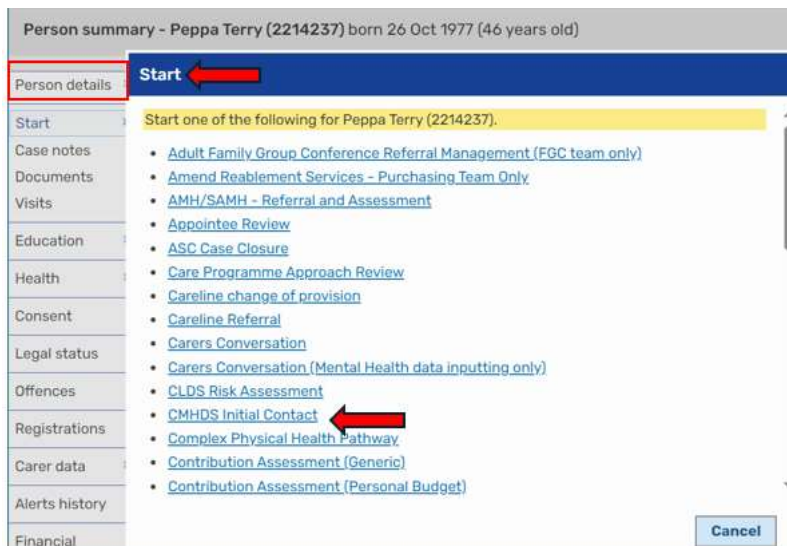
Mosaic workflow: Mental Health Day Service Process



CMHDS Initial Contact Step

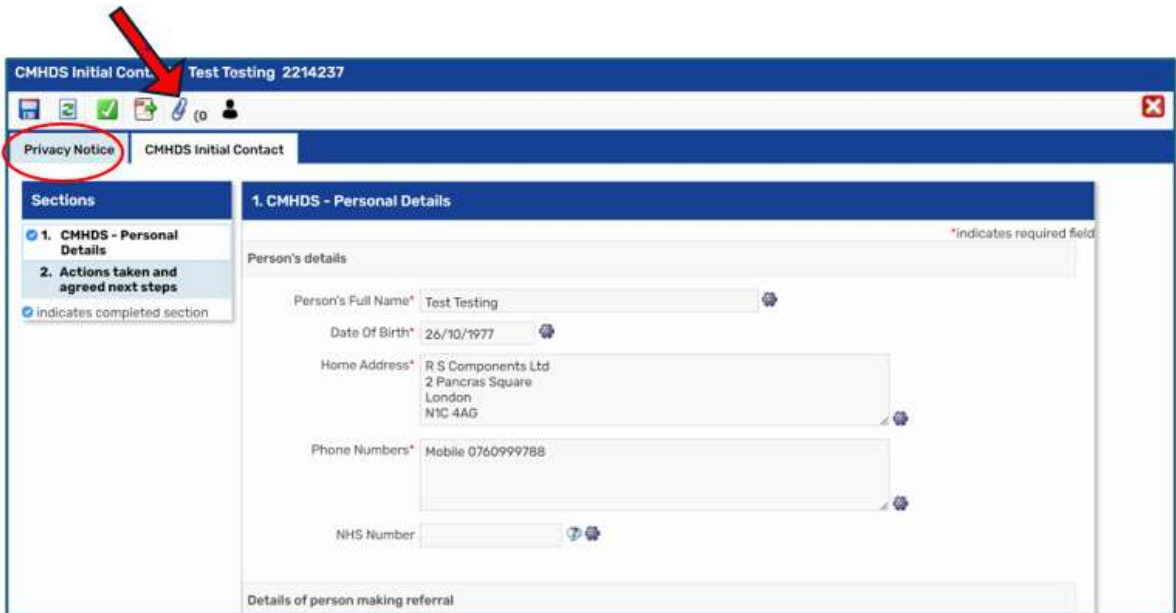
When a referral is received from the Mental Health Team, a CMHDS Initial Contact Step has to be completed.

The CMHDS Initial Contact form is found in the Start tab, under Person details.



The aim of this form is to record referral details and agreed next steps.

- A. Complete all the sections of the CMHDS Initial Contact form (including the **Privacy Notice Section**)
- B. Upload the referral form using the clip icon (see red arrow below)



- C. Confirm intended pathway under Actions taken and agreed next steps
- D. Select CMHDS Initial Assessment and pass to Greenwood MH Team.

Intensive Pathway

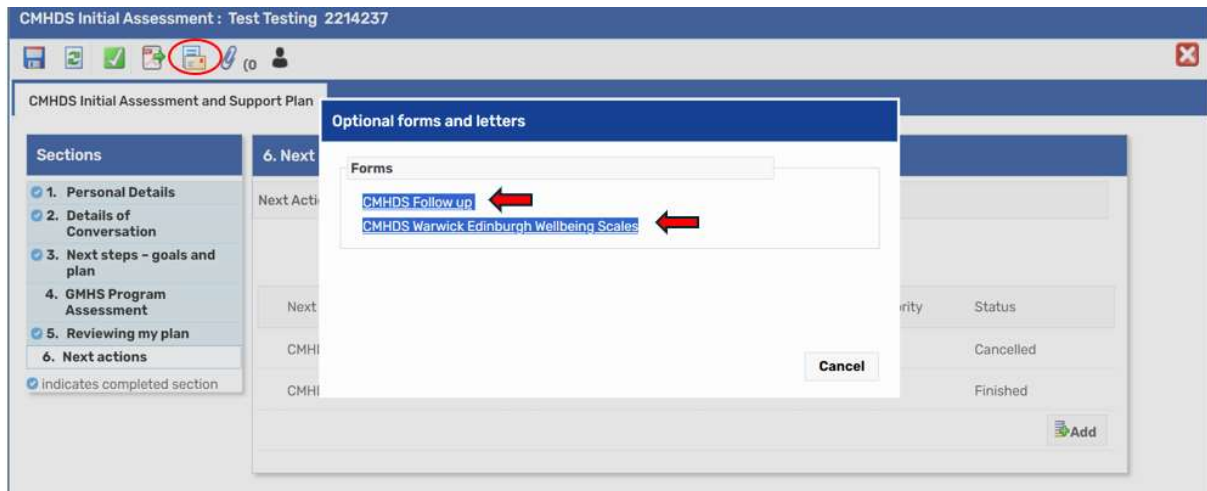
Note that if the intended pathway is 'Intensive', the Trust undertakes the Initial Assessment. In this case, you will select CMHDS Initial Assessment and keep the file open for up to 8 weeks to enable you record the outcome.

If there is no Further action, select this and add your reason for this.

CMHDS Initial Assessment

Note the optional forms available in this workflow (under the forms icon):

- CMHDS Follow up form - this only needs to be completed if not progressing to the next stage, otherwise tick the box to indicate that follow up is not required
- CMHDS Warwick Edinburgh Wellbeing Scales



In the Initial assessment stage:

- A. Check that Personal Details are correct on Section 1
- B. Complete all the sections of this form
- C. Select the Next action- which could be CMHDS Reablement, CMHDS Recovery, CMHDS Wellbeing (this is used by MIND) and assign to yourself or pass to worker, if someone else is handling it.
- D. If there is No Further Action, indicate a reason for this and add notes.

CMHDS Reablement Workflow:

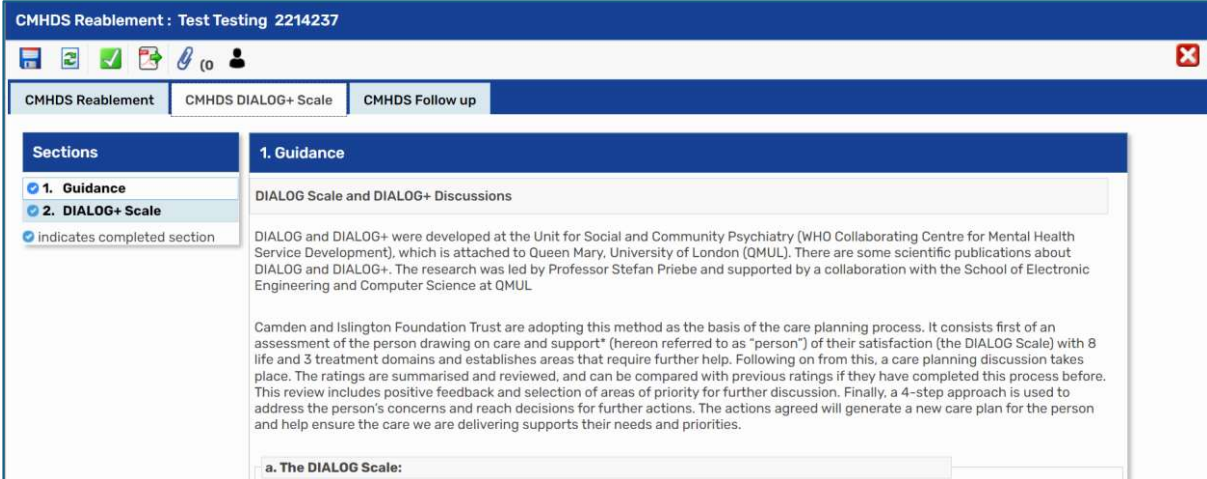
If Reablement is the next action chosen, a CMHDS Reablement workflow will be generated under current work. Click on this to start the Reablement workflow.

Every section of the Reablement form is mandatory so must be discussed and completed.

Note: The Update Section does not need to be completed now as you only need this during Reviews.

Complete the CMHDS dialog +scale. You will see that the current scores for each question/area and date are recorded. This is to ensure that we can identify if there has been any improvement in the future when we undertake reviews.

There is a guidance section within the form which provides detailed information about the CMHDS Dialog Scale- see screenshot below.



- Tick the CMHDS Follow up form if moving to the next stage (as stated in the Initial Assessment Stage above)
- Select the next appropriate action eg CMHDS Reablement Outcomes or CMHDS Recovery or then pass to worker or assign to yourself.
- You may select 'No further action' if applicable (add reason and notes).

CMHDS Reablement Outcomes

This workflow allows you to review the care and support provided using a follow up Dialogue+ scale. The new scores can be compared with previous ones to address any areas of concern and how we may improve on these or carry on with what is working well. There is no further action after this workflow.

CMHDS Recovery Workflow

This workflow is used if recovery is required after Reablement.

The Recovery workflow will appear under 'current work'.

Complete all the sections of the CMHDS Recovery form, (CMHDS Recovery, Wellbeing and Eligibility, Outcomes and Support Plan). You also need to complete the CMHDS Dialog+ Scale and Conversation Follow up.

Select the next action which would be **CMHDS Review** or No Further Action. Reviews are scheduled for 6 months' time – but can be adjusted if necessary.

CMHDS Review Workflow

In the Review stage, you have the CMHDS Review and Support Plan (which comprises 3 sections as shown below) The CMHDS DIALOG + Scale and the CMHDS Follow up form.

Use the Updates/Comments section to record any new information arising from the Review.

CMHDS Review : Test Testing 2214237

CMHDS Review and Support Plan | CMHDS DIALOG+ Scale | CMHDS Follow up

Sections

- 1. CMHDS Recovery Review
- 2. Wellbeing and eligibility
- 3. Outcomes and Support Plan
- 4. Next actions

indicates completed section

2. Wellbeing and eligibility

This section should look at my strengths as well as areas I need support in *Indicates required field

1. Maintaining a habitable home environment

My strengths and areas I need support in

You can manage to look after your home

Yes No

Updates/Comments*

You can manage to look after your home*

Yes No

Note: A red bracket on the left indicates 'Complete All sections' and a red arrow points to the 'Updates/Comments' field.*

The previous score and date it was recorded as well as new score at the date of the Review are shown on the CMHDS Dialog + scales to show if there has been any improvement or not.

CMHDS Review : Test Testing 2214237

CMHDS Review and Support Plan | CMHDS DIALOG+ Scale | CMHDS Follow up

Sections

- 1. Guidance
- 2. DIALOG+ Scale

indicates completed section

Key worker's name

Name* Sandra Oweka

Date of previous score 12/10/2024

Date of current score* 12/04/2025

1. How satisfied are you with your mental health?

Previous score 6. Very satisfied

Current Score* 7. Totally satisfied

Details/Comments

2. How satisfied are you with your physical health?

Previous score 5. Fairly satisfied

Current Score* 7. Totally satisfied

Note: Red arrows point to the 'Date of current score' and 'Current Score*' fields.*