

# Referring to Adult Family Group Conference

## Mosaic Guidance

Practitioners can refer to Family Group Conference (FGC) in the following workflow steps on Mosaic:

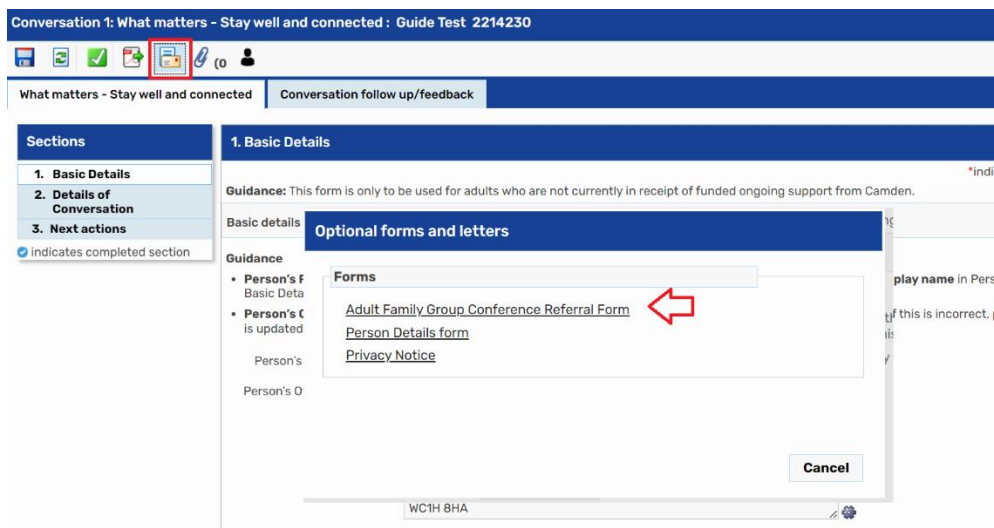
- ✓ Conversation 1
- ✓ Conversation 2
- ✓ Conversation 3
- ✓ Support Plan Updates/ Review
- ✓ Placement Review
- ✓ Safeguarding Adults – S42(1) Initial Enquiry
- ✓ Safeguarding Adults – S42(2) Enquiry
- ✓ What Matters Conversation Update

### In summary:

1. Create a FGC referral form, under the forms and letters icon in your workflow step
2. Complete the referral form
3. Send a next action under 'Next actions' of Adult Family Group Conference Referral Management (select 'Send immediately' if you are not finishing the workflow step yet, to ensure it is sent).

### Completing the FGC referral form:

- Under the forms and letters icon in your What matters workflow step, you will find the referral form, called **Adult Family Group Conference Referral Form**:



The screenshot shows the Mosaic software interface for a 'Conversation 1: What matters - Stay well and connected' workflow. The 'Optional forms and letters' dialog box is open, displaying a list of forms. A red arrow points to the 'Adult Family Group Conference Referral Form' link. Other forms listed include 'Person Details form' and 'Privacy Notice'. The interface also shows a 'Cancel' button and a 'WC1H 8HA' address field at the bottom.

- The form will be open in a new tab, and only contains one section called Referral information:

Conversation 1: What matters - Stay well and connected : Guide Test 2214230

What matters - Stay well and connected | Conversation follow up/feedback | **Adult Family Group Conference Referral Form**

**Sections**

**1. Referral information**  
 Indicates completed section

**1. Referral information**

**Details of referrer**

Name of referrer\* Efoawan Glover  
 Team HASC  
 Phone number\* 020 7974 2209  
 Email Efoawan.glover@camden.gov.uk

**Details of adult**

Full name Guide Test  
 Address Flat 3  
 14 Argyle Walk  
 London  
 WCH1 8HA  
 Phone numbers Home 020 7686 9999

- Your details as the referrer will pre-populate here, but can be amended if anything is incorrect.
- Below that, the person’s details will pre-populate from the main page. If these need to be amended, you will need to do so on the person’s main page, and then ‘Refresh’ here.
- Note, under ‘*Cultural/ language needs...*’, this information will pull from a Conversation 3 or Review workflow if completed previously. If this text box is blank or requires amendments, details can be added here/ it is an editable box:

Cultural/Language needs of adult and/or family/network members Test

**NB. this prepopulates from What Matters workflow if completed [Important information about you]**

Legal statuses

- If you select ‘No’ to the capacity question, a further text box opens to provide details.
- If you select ‘Yes’ for the safeguarding concerns question, as in your usual conversation forms, a further text box opens to provide details. If a safeguarding needs to be raised, then please follow the correct safeguarding process and workflow. This text box is for information purposes in relation to the referral:

**Does the adult have capacity to contribute to decisions relevant to this referral?**

Yes  No

If no, please give details

**Are there any safeguarding concerns?**

Yes  No

If yes, please give details



- If you answer 'Yes' for the advocacy question, a table will open for you to add the advocate/s. If the advocate is not on Mosaic, there is a 'manual input' option:

Does the adult have an advocate?

Yes  No

Advocate			
Name	Relationship to adult	Phone number/s	Further information
<div style="text-align: right;"><input type="button" value="Find"/></div>			

- If you answer 'No' to the advocacy question, a further question will open asking whether one is required for the FGC:

Does the adult have an advocate?

Yes  No

If not, is one required for the FGC?

Yes  No

- If you answer 'Yes (other person)' for the POA question, a table will open for you to enter details. As before, if the POA is not on Mosaic, there is a 'manual input' option. If the POA is the same person as the advocate listed above, then you do not need to enter them here again; just select 'Yes (same details as advocate)':

Does anyone currently have power of attorney?

Yes (same details as advocate)  Yes (other person)  No

Power of attorney			
Name	Relationship to adult	Phone number/s	Further information
<div style="text-align: right;"><input type="button" value="Find"/></div>			

- Add any other family/network members in the table provided.
- You then have free text boxes, to detail the referral information/ reasons for referring:

Referral details

What has triggered the FGC referral at this time?

What are you asking the family/network plan to address?

What strengths do you see in the family/network?

Questions you would ask the family/network?  
(In order to help them make their plan)

Can you envisage any difficulties bringing the family / network together?

Are there any timescales we need to be aware of?

- Lastly, you will need to answer the consent question. If you answer ‘Yes (from the adult)’ or ‘Yes (from their advocate)’, then a further question opens around how that consent was obtained:

Consent

Please note that the adult (or their advocate) needs to confirm they understand information will be shared with relevant professionals and those family and friends invited to participate in the Family Group Conference.

Has consent been obtained for the FGC referral either from the adult or on their behalf by the family/advocate/decision maker?

Yes (from the adult)
  Yes (from their advocate)
  No

If yes, how was consent obtained?


Verbally
  In writing

- At the bottom of the form, you will find the FGC’s team email address if you require further information:

Information

Please note that the referrer/allocated worker may need to attend the Family Group Conference and Review.

For further information, email [AdultFGC@camden.gov.uk](mailto:AdultFGC@camden.gov.uk)



## Sending this referral to the FGC team

- Go to ‘Next actions’, and ‘Add’. You will find the action of **Adult Family Group Conference Referral**:

Conversation 1: What matters - Stay well and connected : Guide Test 2214230

What matters - Stay well and connected | Conversation follow up/feedback | Adult Family Group Conference Referral Form

Sections

1. Basic Details
2. Details of Conversation
3. Next actions

3. Next actions

Next Actions

Next actions


Select action: -- Please select --

Note: Conversation 2: Help when you need it  
Conversation 3: What matters - Building a good life  
Safeguarding Adults - S42(1) Information Gathering  
Caroline Referral  
What Matters - OT Assessment  
Sensory Needs - Initial Record  
What matters - Outreach  
Purchase Services (Deep Clean)  
**Adult Family Group Conference Referral**  
No Further Action

Priority:  Urgent

Note: Priority: Status:

**Add**



- Select this option and send it to **Virtual Worker Adults FGC Service**. You can tick the ‘Send Immediately’ option if you need to keep the workflow step open in the meantime (otherwise, the FGC team will not receive this referral, until you FINISH the workflow step):


Next actions

Select action: Adult Family Group Conference Referral

Send Immediately?

Pass to worker: -- Please Select --

Note: Virtual Worker Adults FGC Service





- Once you have sent this action, the FGC team will receive this referral into their inbox, and begin to organise a coordinator.  
Please remember, if you do not send this next action, the FGC team will not receive your referral.
- You will know this has been completed, when there is an **Adult Family Group Conference Referral Management** workflow step under 'Current work' on the individual's main page. This step is for the FGC team only:

Person summary - Ms Guide Test (2214230) born 1 Aug 1969 (55 years old)

Person details > Start > Case notes Documents Health > Legal status Registrations Alerts history File >	Summary   Case history	
	Demographic information	
	Case status	
	Address <span style="float:right">Change</span>	
	Open 6 Aug 2024	
	Current work <span style="float:right">Workflow map</span> <span style="float:right">History</span>	
	<div style="border: 1px solid red; padding: 2px;">  <b>Adult Family Group Conference Referral Management</b> Assigned to: <u>Virtual Worker Adults FGC Service</u></div>	