Better informed means better care

Dorset Care Record brings all your health details together so medical and social care staff **can give you the best possible care**

Social Care Alerts, Referrals, Care Packages and Relationships in the DCR

Dorset Care Record

For more information please visit:
news.dorsetcouncil.gov.uk/dcr-staff-area

Objectives

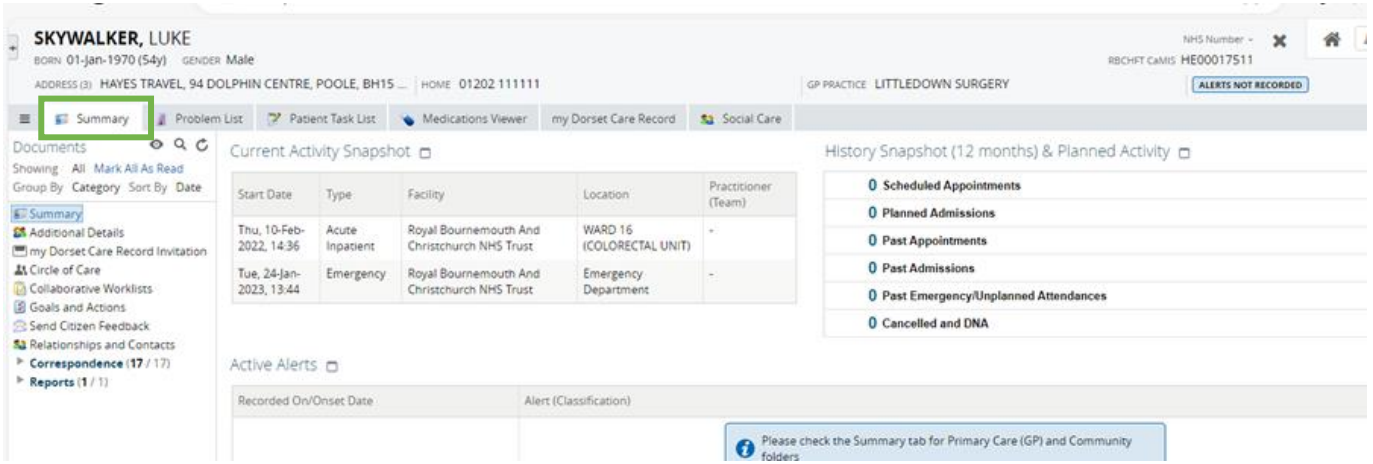
This user guide will help you to

- **Find** alerts from social care settings
- **Find** referrals from social care settings
- **Find** social care packages
- **Find** relationships from social care settings
- **Sort** social care alerts, referrals, care packages and relationships

Social Care tab: Location and Information It Contains

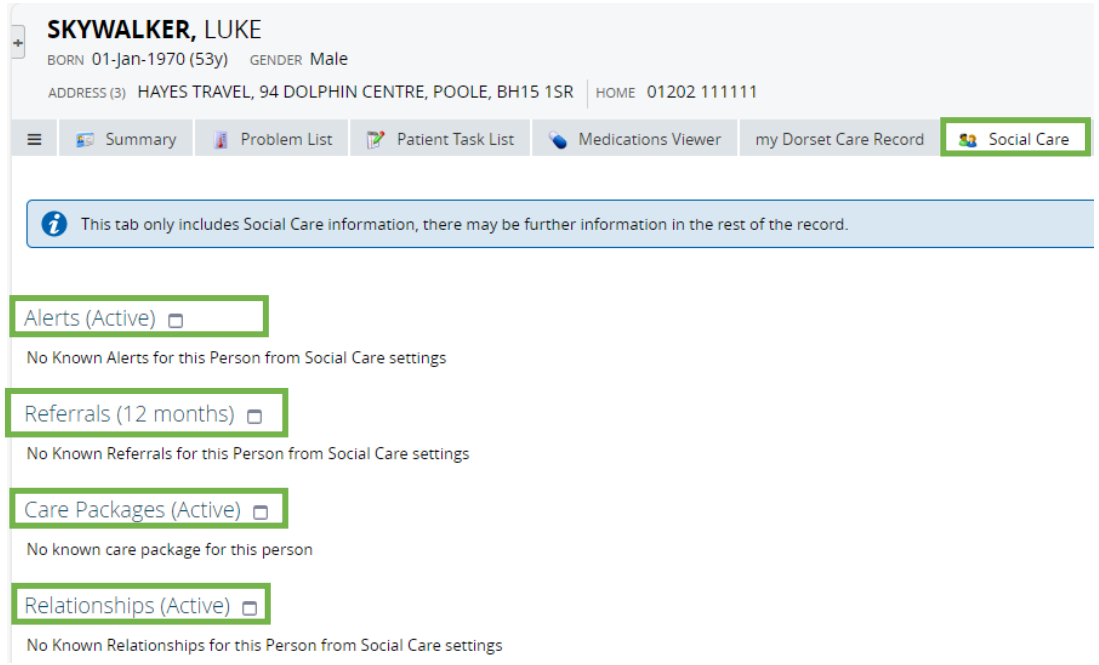
When you access a patient's DCR record, this opens on the **Summary tab**.

Social Care is the sixth tab along from the Summary tab.



The **Social Care tab** includes the following social care related information fed through from the Partners' systems:

- **Alerts,**
- **Referrals,**
- **Care Packages, and**
- **Relationships.**



Social Care tab: Information It Contains

Note

- *Social care data in the DCR may not be exhaustive*

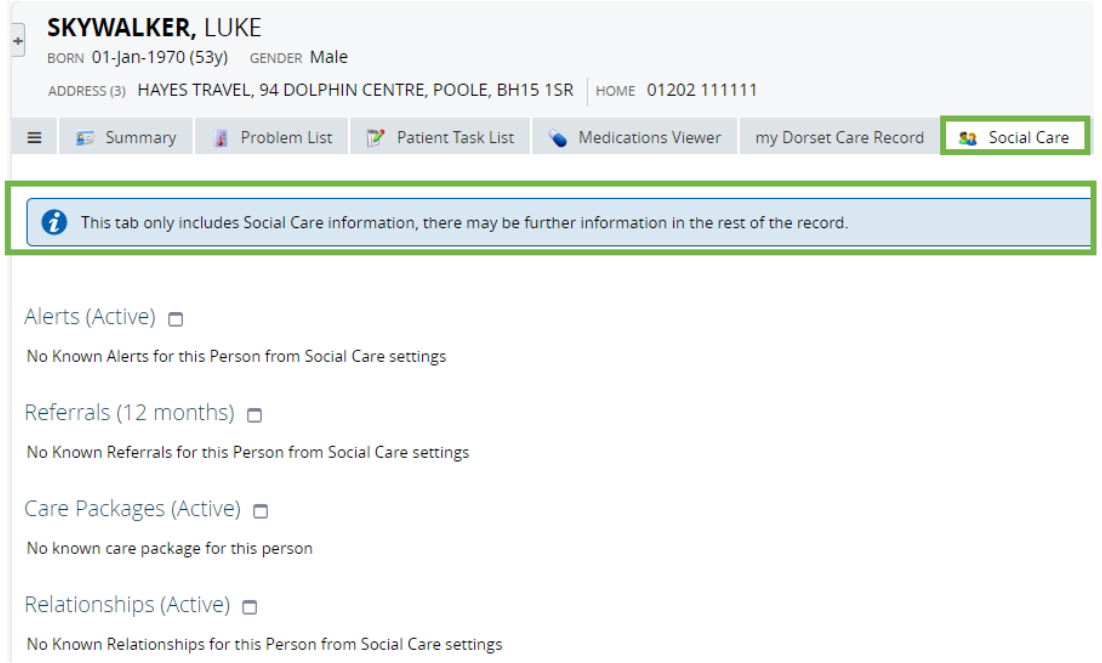
The social care data displayed in the DCR may not be exhaustive because the DCR respects and displays data as provided by the Partners, and there may be additional social care data within the Partners' systems not fed through into the DCR due to its level of sensitivity/restrictions. For example, please note fostering or adoption related care packages are not visible in the DCR (Dec 2023).

- *Non-social care related alerts, referrals and relationships information in the DCR*

As outlined at the top of the Social Care tab, there may be **additional** (non-social care related) alerts, referrals and relationships information in the person's **DCR** record.

These will not include information from a social care setting, and are found on the following tabs:

- **alerts** on the **Summary tab**, **Medications Viewer tab** and **Problem List tab**
- **referrals** on the **Summary tab**, and
- **relationships** on the **my Dorset Care Record tab** under the Circle of Care.

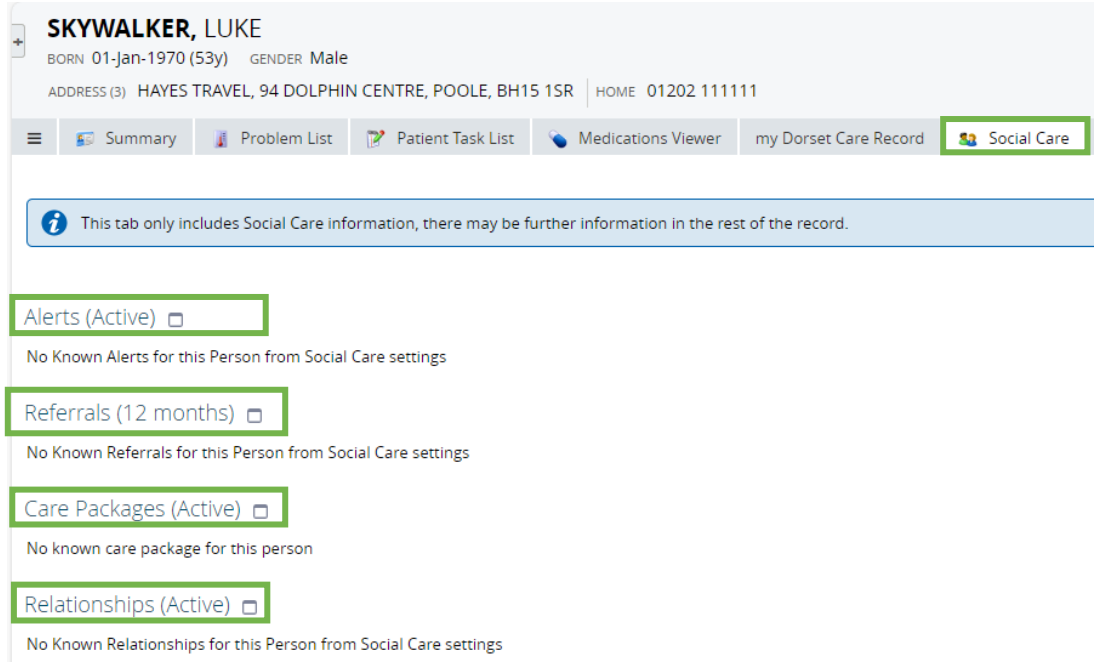


Social Care tab: Information It Contains

- *Active and Inactive Data*

If the Social Care tab front screen displays **'No known Alerts/Referrals/Care Package/Relationships from social care settings'** under any of the categories, this means that there is no active/current data to display for that category.

However, click on the **maximize button** ▢ next to a category to see historical social care information present since the day it was first fed thorough from Partner systems i.e. any finished/completed/closed data .



- *Go-live of care packages data in the DCR: End of 2023*

The information on care packages in the **DCR** does not go as far back as the information that may be available in the Partners' systems.

The **Social Care tab** includes (a) care packages that were active at the end of **2023** on the day of first feed through from the Partners' systems into the **DCR,** (b) any updates made since to those packages, as well as (c) any new care packages added into the Partners' systems and fed through.

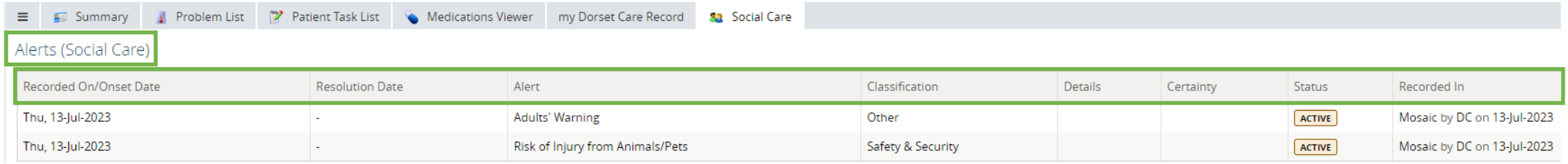
But it will not include any historically ended care packages that ended before the day of the first feed into the **DCR** from the Partners' systems.

Alerts Information – From Summary View to Maximised View

Click on the **maximizing button** next to **Alerts (Active)** to replace the front-page summary view of alerts on the **Social Care tab** (as seen in the screenshot above - which shows the *active* social care alerts only) with an expanded view of **all social care alerts**, showing all alerts with an active and finished status (please note, as outlined before, as long as they were active in November 2023 during the first feed into the DCR or have been opened since then).

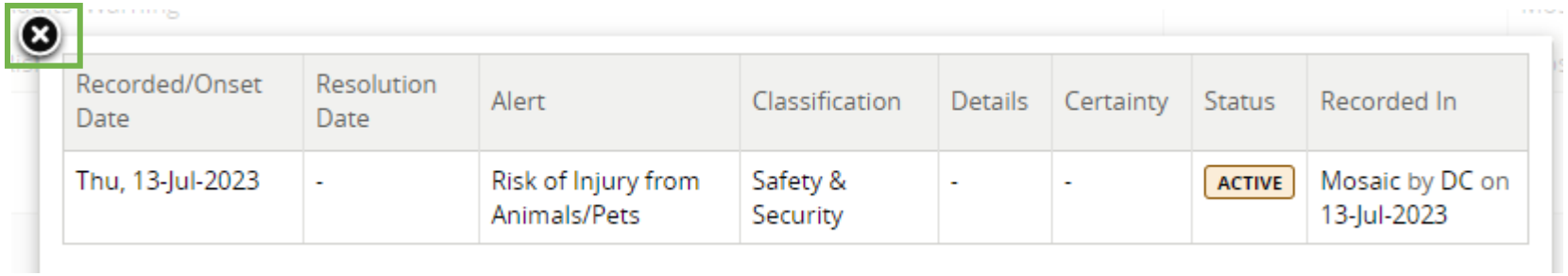
The title **Alerts (Active)** is replaced by **Alerts (Social Care)**. There are additional columns in the expanded view for **Resolution Date**, **Certainty** and **Status**. The **Alert (Classification)** column is split into two separate columns, one for the name of the **Alert** and another for the **Classification**.

The alerts are presented as **sorted** first by the alerts' **Recorded On/Onset Date** (descending). However, you can click on any of the column headers to sort ascending by that column.



Alert Information – Lightbox Detailed View

Click anywhere on an **alert line in either the summary or expanded view of the Social Care tab** to see all information available for that alert from the social care setting.



Recorded/Onset Date	Resolution Date	Alert	Classification	Details	Certainty	Status	Recorded In
Thu, 13-Jul-2023	-	Risk of Injury from Animals/Pets	Safety & Security	-	-	ACTIVE	Mosaic by DC on 13-Jul-2023

Click on the **X** in the top left corner to close the lightbox view and return to the previous view.

Note

Click on the Social Care tab at the top to return to the front-page summary view of the Social Care tab.

Referrals Information – From Summary View to Maximised View

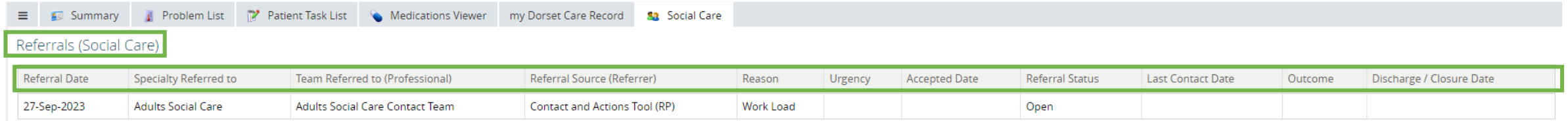
Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Urgency	Referral Status
27-Sep-2023	Adults Social Care	Adults Social Care Contact Team	Contact and Actions Tool (RP)		Open

Click on the **maximizing button** next to **Referrals (12 months)** to replace the front-page summary view of referrals on the **Social Care tab** (as seen in the screenshot above - which only shows the *active* social care referrals), with an expanded view of **all social care referrals**, showing all referrals with an open and closed status (please note, as outlined before, as long as they were active in November 2023 during the first feed into the DCR or have been opened since then).

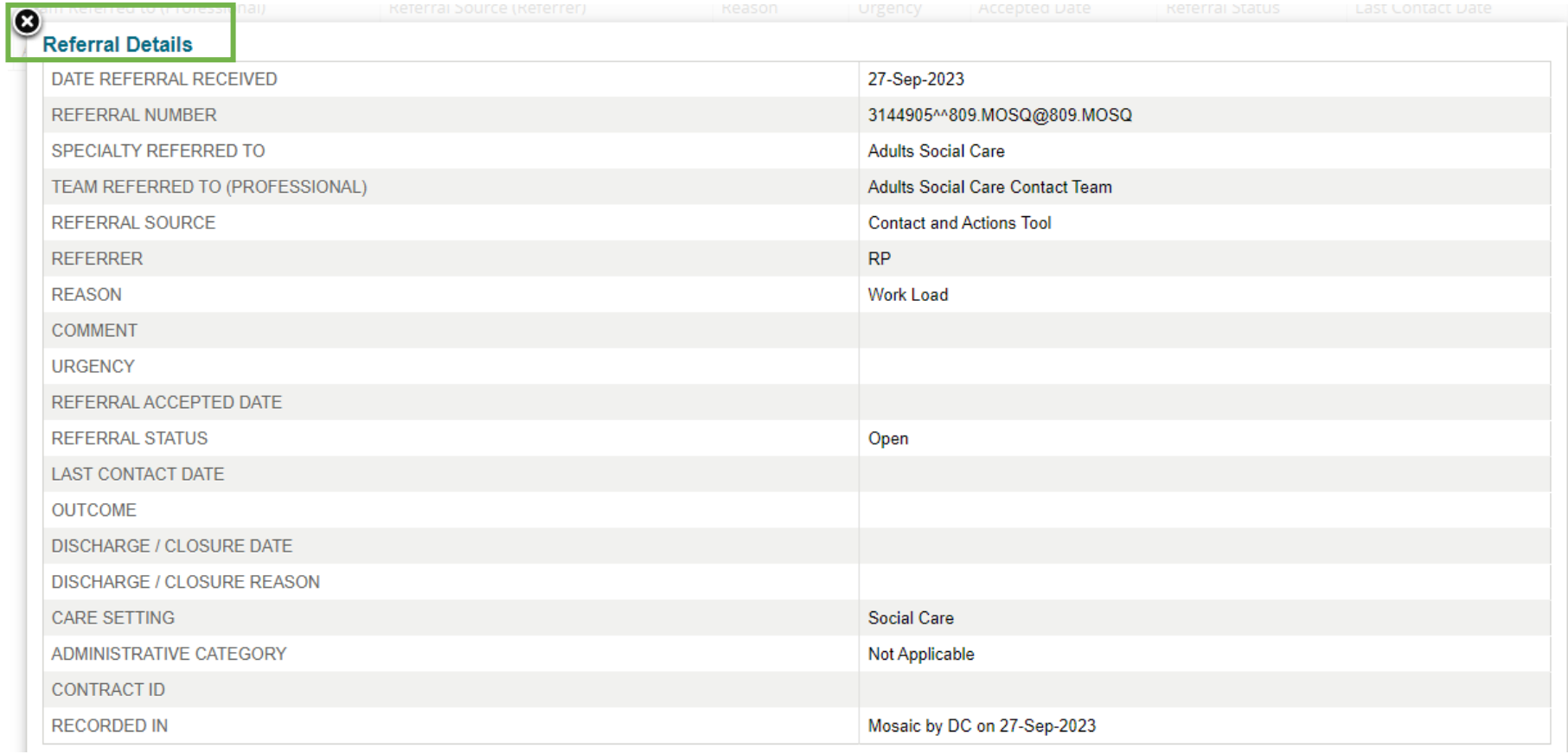
The title **Referrals (12 months)** is replaced by **Referrals (Social Care)**. There are additional columns in the expanded view for **Reason**, **Accepted Date**, **Last Contact Date**, **Outcome**, and **Discharge/Closure Date**.

The referrals are presented as **sorted** by their **Referral Date** (descending). However, you can click on any of the column headers to sort ascending by that column.



Referral Information – Lightbox Detailed View

Click anywhere on a **referral line in either the summary or expanded view of the Social Care tab** to see all information available for that referral from the social care setting.



Referral Details

DATE REFERRAL RECEIVED	27-Sep-2023
REFERRAL NUMBER	3144905^^809.MOSQ@809.MOSQ
SPECIALTY REFERRED TO	Adults Social Care
TEAM REFERRED TO (PROFESSIONAL)	Adults Social Care Contact Team
REFERRAL SOURCE	Contact and Actions Tool
REFERRER	RP
REASON	Work Load
COMMENT	
URGENCY	
REFERRAL ACCEPTED DATE	
REFERRAL STATUS	Open
LAST CONTACT DATE	
OUTCOME	
DISCHARGE / CLOSURE DATE	
DISCHARGE / CLOSURE REASON	
CARE SETTING	Social Care
ADMINISTRATIVE CATEGORY	Not Applicable
CONTRACT ID	
RECORDED IN	Mosaic by DC on 27-Sep-2023

Click on the **X** in the top left corner to close the lightbox view and return to the previous view.

Note

Click on the Social Care tab at the top to return to the front-page summary view of the Social Care tab.

Care Packages Information – From Summary View to Maximised View

Care Packages (Active)

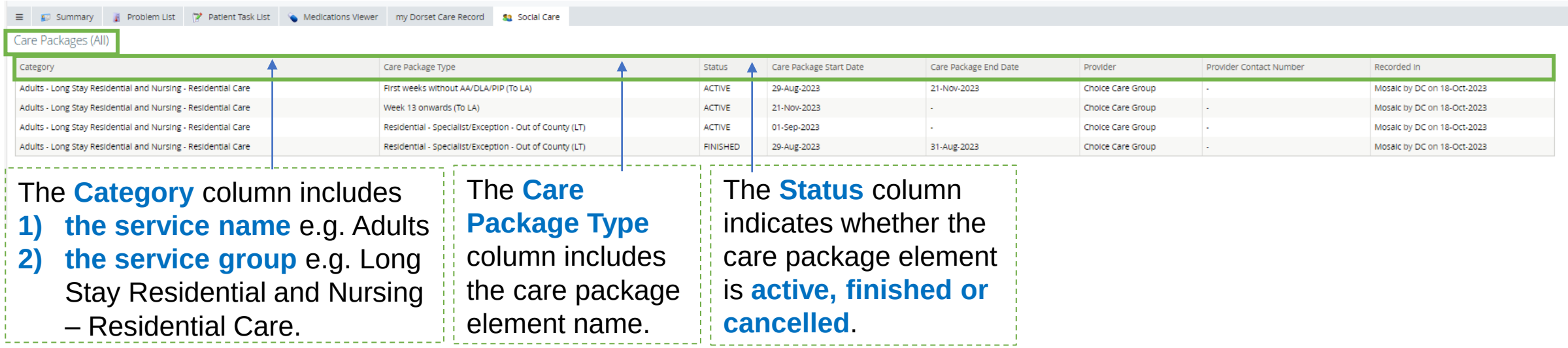
Category	Care Package Type	Status	Care Package Start Date	Care Package End Date	Provider	Provider Contact Number	Recorded In
Adults - Community Services - Home Care	DCF - Home & Community Support - 1 Hour - Urban (LT)	ACTIVE	27-Sep-2023	29-Dec-2023	Agincare Live In Care Services	01258 489480	Mosaic by DC on 28-Sep-2023

Click on the **maximizing button** next to **Care Packages (Active)** to replace the front-page summary view of care packages on the **Social Care tab**, (as seen in the screenshot above - which shows the *active* social care packages only), with an expanded view of **all social care packages**, showing all care packages with an active, finished and cancelled status (please note, as outlined before, as long as they were active during the first feed into the DCR or have been opened since then).

The title **Care Packages (Active)** is replaced by **Care Packages (All)**. There are no additional columns in the expanded view.

A care package (as titled under the Category column) may include several elements (as titled under the Type column). The Care Package Start Date and End Date columns relate to the care package element, not the care package itself. A care package could have different dates to the elements within it.

The care packages are presented as **sorted** first by the **Care Package End Date** (descending), and then by the most recent **Care Package Start Date**. However, you can click on any of the column headers to sort ascending by that column.



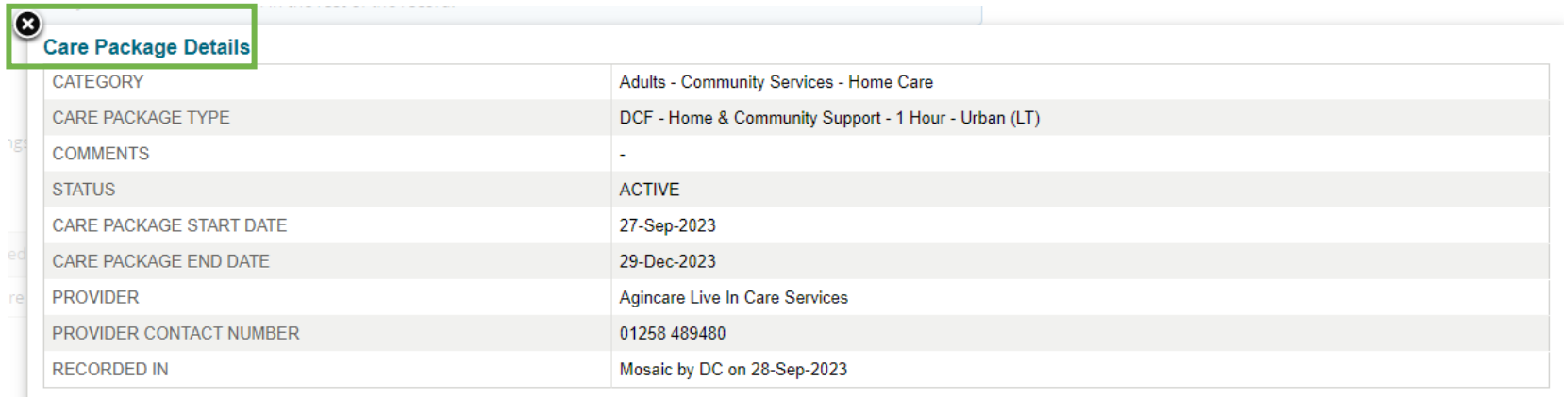
The **Category** column includes
1) **the service name** e.g. Adults
2) **the service group** e.g. Long Stay Residential and Nursing – Residential Care.

The **Care Package Type** column includes the care package element name.

The **Status** column indicates whether the care package element is **active, finished or cancelled**.

Care Package Information – Lightbox Detailed View

Click anywhere on a **care package line** in either the summary or expanded view to see all information available for that care package from the social care setting.



Care Package Details

CATEGORY	Adults - Community Services - Home Care
CARE PACKAGE TYPE	DCF - Home & Community Support - 1 Hour - Urban (LT)
COMMENTS	-
STATUS	ACTIVE
CARE PACKAGE START DATE	27-Sep-2023
CARE PACKAGE END DATE	29-Dec-2023
PROVIDER	Agincare Live In Care Services
PROVIDER CONTACT NUMBER	01258 489480
RECORDED IN	Mosaic by DC on 28-Sep-2023

Click on the **X** in the top left corner to close the lightbox view and return to previous view.

Note Click on the Social Care tab at the top to return to the front-page summary view of the Social Care tab.

Relationships Information – From Summary View to Maximised View

Relationships (Active)

Name	Team/Organisation	Relationship	Contact Numbers	Email	Recorded In
William Champion	-	Son	t:01202 623344 m:07976 09876	Will.A.Champion@BTinternet.com	Mosaic by DC on 16-Oct-2023
Helen Dyer	-	Legal Guardian	t:01305 123456 m:07913 456789	helen.dyer@tiscali.co.uk	Mosaic by DC on 23-Oct-2023
Janice Jones	-	Daughter	t:0121 613 3256 m:07123 456789	jmjones@tiscali.co.uk	Mosaic by DC on 17-Oct-2023
Janey Jones	-	Daughter	t:0121 613 3256 m:07123 456789	j.m.jones@btinternet.com	Mosaic by DC on 17-Oct-2023

Click on the **maximizing button** next to **Relationships (Active)** to replace the front-page summary view of relationships on the **Social Care tab** (as seen in the screenshot above - which shows the *active* social care relationships only), with an expanded view of **all social care relationships**, showing all relationships with an active and inactive status (please note, as outlined before, as long as they were active in November 2023 during the first feed into the DCR or have been opened since then).

The title **Relationships (Active)** is replaced by **Relationships (All)**. There are additional columns in the expanded view for **Type**, **Status**, **Start Date** and **End Date**.

The relationships are presented as **sorted** by their **Start Date**, starting with the most recent start date. Please note that relationships with a start date but no end date are listed at the top. However, you can click on any of the column headers to sort ascending by that column.

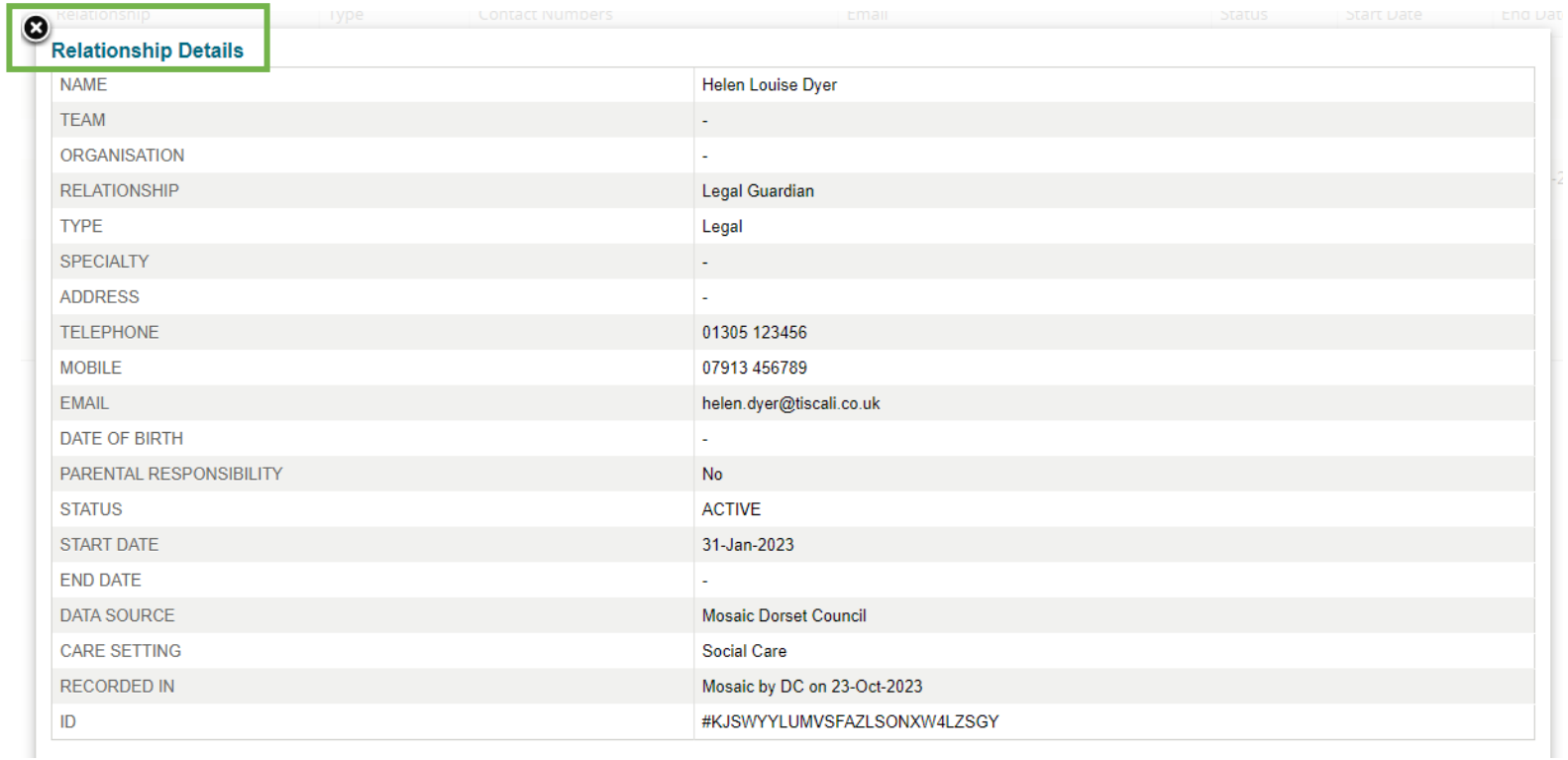
Summary | Problem List | Patient Task List | Medications Viewer | my Dorset Care Record | Social Care

Relationships (All)

Name	Team/Organisation	Relationship	Type	Contact Numbers	Email	Status	Start Date	End Date	Recorded In
Frederick Booker	-	Occuptational Therapist	Professional	t:0121 748 1234 m:07967 123456	F.T.Booker@nhs.net.uk	INACTIVE	-	-	Mosaic by DC on 18-Oct-2023
William Champion	-	Daughter	Family	t:01202 623344 m:07976 09876	Will.A.Champion@BTinternet.com	INACTIVE	31-Mar-2023	-	Mosaic by DC on 16-Oct-2023
William Champion	-	Son	Family	t:01202 623344 m:07976 09876	Will.A.Champion@BTinternet.com	ACTIVE	31-Mar-2023	-	Mosaic by DC on 16-Oct-2023
Bill	DC OCC PAT	Occupational Therapist	Professional	t:01929 421234 m:07912 456789	Bill.turnbull@tiscali.co.uk	INACTIVE	31-Jan-2023	18-Oct-2023	Mosaic by DC on 23-Oct-2023
Helen Dyer	-	Legal Guardian	Legal	t:01305 123456 m:07913 456789	helen.dyer@tiscali.co.uk	ACTIVE	31-Jan-2023	-	Mosaic by DC on 23-Oct-2023
Nosey Neighbour	-	Key Holder	Personal	t:01305 654321 m:07913 456789	nosey.neighbour@tiscali.co.uk	INACTIVE	31-Jan-2023	-	Mosaic by DC on 23-Oct-2023
Janice Jones	-	Daughter	Family	t:0121 613 3256 m:07123 456789	jmjones@tiscali.co.uk	ACTIVE	31-Jan-2023	-	Mosaic by DC on 17-Oct-2023
Janey Jones	-	Daughter	Family	t:0121 613 3256 m:07123 456789	j.m.jones@btinternet.com	ACTIVE	31-Jan-2023	-	Mosaic by DC on 17-Oct-2023

Relationship Information – Lightbox Detailed View

Click anywhere on a **relationship line** in either the summary or expanded view to see all information available for that relationship from the social care setting.



Relationship Details

NAME	Helen Louise Dyer
TEAM	-
ORGANISATION	-
RELATIONSHIP	Legal Guardian
TYPE	Legal
SPECIALTY	-
ADDRESS	-
TELEPHONE	01305 123456
MOBILE	07913 456789
EMAIL	helen.dyer@tiscali.co.uk
DATE OF BIRTH	-
PARENTAL RESPONSIBILITY	No
STATUS	ACTIVE
START DATE	31-Jan-2023
END DATE	-
DATA SOURCE	Mosaic Dorset Council
CARE SETTING	Social Care
RECORDED IN	Mosaic by DC on 23-Oct-2023
ID	#KJSWYYLUMVSFAZLSONXW4LZSGY

Click on the **X** in the top left corner to close the lightbox view and return to previous view.

Note Click on the Social Care tab at the top to return to the front-page summary view of the Social Care tab.

Access further **support and information** from
https://news.dorsetcouncil.gov.uk/dcr-staff-area/learning-resources/

Disclaimer

The screenshots in this training guide are taken from a test system and as such may vary slightly to the live DCR system.

Screenshots in this training guide do not contain any real patient data.

Data provided by source systems is read-only in DCR. There are various level of restrictions and sensitivities being applied within the Partner's systems, and the DCR respects and displays the data as provided by the Partners.

The information contained within the NHS Dorset system (the Spine) is the overriding system for updating demographics.