

CRIB SHEET – CHANGING AN ADDRESS

A person's change of address can be entered on the Addresses screen. Previous addresses must be retained for the historic record. If a person moves permanently into a care home their home address should be changed to that of the care home.

If any relatives living at the same address as the person are also moving to the new address, Swift will allow you to change the relatives address at the same time.

- Access Frontdesk
- Click on **F'sheet** (Frontsheet).
- Click on **Further Details**.
- In the Address Summary List click on the address the person has moved from.
- Click in the End Date field and enter the date the person moved. If not known use yesterday's date.

Frontsheet Further Details for Mr Tony Person (72776) 01670 622450 1 Apple Blossom Street,Ashington,Northum

Person's Details: Mr Tony Person (72776) 01670 622450 1 Apple Blossom Street,Ashington,Northum
Key Responsibility: No Current Key Worker

Address: 1 Apple Blossom Street,Ashington,N
Address Type: Home address
Start/End: 23-JUL-2012 20-JUL-2013
Disp Add: Text Add. Reason:
Household:
Tel. Type: Home
Tel. No.: 01670 622450 Ext. No.:
Current No.: Yes No Unknown
 Primary Contact No. Main This Address

Buttons: Print, < Back, Next >, Save

- Press **F6** to create a new address.

Frontsheet Further Details for Mr Tony Person (72776) 01670 622450 1 Apple Blossom Street,Ashington,Northum

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Key Responsibility: No Current Key Worker

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Disp Add: Text Add. Reason:
Household:
Tel. Type:
Tel. No.:
Ext. No.:
Current No.: Yes No Unknown
 Primary Contact No. Main This Address

Buttons: Print, < Back, Next >, Save

- Complete the following fields:

Address Type

Choose the type of address; usually **Home Address**.

Note: address type **Care Address** should be selected if the person is moving into a permanent care home placement.

Search Address

Click on **Search Address** and find and the new address.

The following screen will be displayed:

Note: information from a previous search may have been retained and will need to be cleared before beginning your search. If you do not clear all the fields, the search may be unsuccessful.

- To clear all fields press **Shift** and **F4** together.
- Any one of the following fields, or a combination of fields, can be used to carry out an address search, though it is usually quicker to use the Postcode field if

this information is known. Click into the relevant field(s) and enter the search criteria:

Note: where you are unsure of a spelling you can use a facility called the wildcard. The wildcard in Swift allows you to search for an unknown character or characters and is represented by a percent sign %. The wildcard represents any character and any number of characters.

Secondary Name

This field is usually used for identifying flat number and this may have been recorded in two ways e.g. “Flat 1a” or “1a”.

Name

Enter property name.

Property Number

Enter the property number.

Organisation

If the address is a care home address the name can be entered into this field e.g. Holly House Home for Older People.

Street

Enter the name of the street.

Note: do not use abbreviations such as Rd for Road, Cl. for Close etc. Punctuation should only be used where the street name is ‘saint’ and this should be entered as St. (with a full stop). For example St. Stephens Drive, St. Marys Close.

Locality

Enter the locality if applicable, i.e. the name of village or housing estate e.g. Alnmouth, Barrasford Park.

Town

Enter the postal town. If you have an address in Rothbury or Amble for example, Rothbury or Amble will be recorded in Locality and the Town will be recorded as Morpeth.

County

Enter the county.

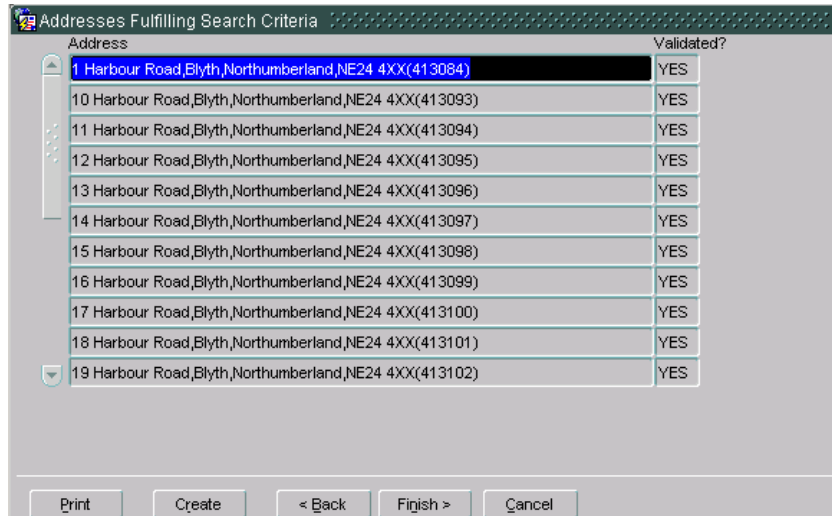
Postcode

Enter the postcode. The postcode is split into two fields; the outer code and the inner code. For example the postcode of NE61 2EF would be NE61 in the outer code (first field) and 2EF in the inner code (second field). If you are looking for an address of “No Fixed Abode” or “Unknown” enter **XXX** in the first or second field or both to find these types of address.

Note: you do not need to enter both parts of the postcode, but you will obtain better search results if you use both.

- Click on .

The following screen will be displayed:



- The list is not in numerical order as Swift only sorts by the first digit.

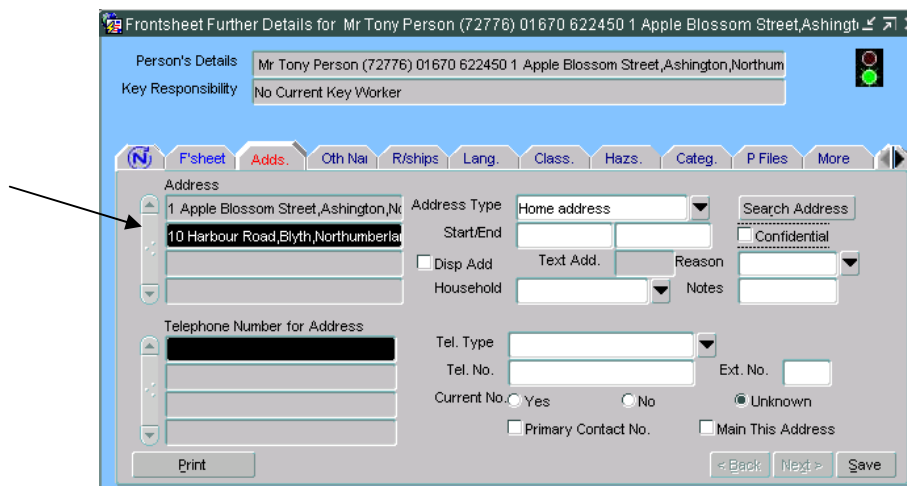
If the list is long and you cannot see the address you need, use the scroll bar on the left to move up/down the list.

Address not found

- If the address is not found contact the person in your office who is responsible for creating addresses on Swift or ring the Systems helpline.

Address found

- When the correct address is found, click on it and then click on **Finish >**.



Start Date

Enter the date the person moved to this address.

Display Address

Click in this box to display the address in the header detail.

Tel. Type


Choose the telephone type for this address.

Tel. No.

Enter the telephone number relating to the address.


Primary Contact No.

This box must be ticked in order for the telephone number to display in the header details.

- Click on .
- If there are household members living at the same address you will be prompted with the following checklist.

- Click in the **Change** box for any household members who are also moving to the new address.

Note: Swift will not update the relative's telephone number; you will need to go into the relative's record to update their telephone number

- Click on .