
CP-IS Notification Received

How CP-IS Notifications will work in Mosaic

When a child is known to social services and is a Child in Care or on a Child Protection Plan, basic information about that plan is shared securely with the NHS. If that child attends an NHS unscheduled care setting, such as an emergency department or a minor injury unit:

- The health team is alerted that they are on a plan and has access to the contact details for the social care team
- The social care team is automatically notified that the child has attended.

This means that health and social care staff have a more complete picture of a child's interactions with health and social care services. This enables them to provide better care and earlier interventions for children who are considered vulnerable and at risk.

Mosaic communicates with the NHS system via the Spine Portal; the Spine Portal allows information to be shared securely through national services such as the Electronic Prescription Service, Summary Care Record and the e-Referral Service.

As the NHS number is used to validate information between the two systems it is vital that all children within Mosaic have the correct NHS number recorded against their record.

The child's legal name should be recorded exactly as it appears on their birth certificate. If their name differs to the one associated with the NHS number, the system creates an error message and an alert will not be sent. Any other or alternative names should be added under Other Names within Person Details on the left hand side bar.

In the case of unborn babies, the mother's NHS number is used. Once the child reaches the expected date of delivery the system will require an NHS number to be added to the child's record.

Any queries made by Health professionals will be uploaded/downloaded to Mosaic 4 times a day. The CP-IS Notification will contain a brief comment detailing the name of the Health Professional who accessed the record and at what location.

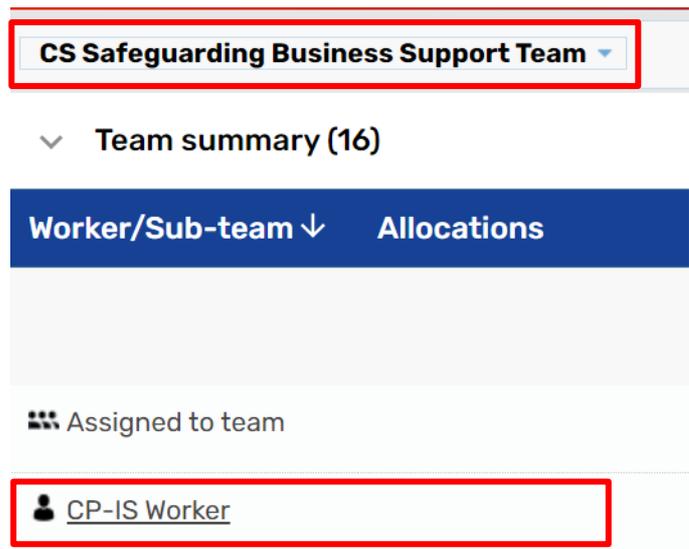
A CP-IS Notification will automatically trigger a step titled **CPIS Follow up** which will be sent to a Virtual worker called **CP-IS Worker**.

Safeguarding Admin will monitor the inbox and process the notifications at regular intervals between the hours of 9.30am – 4.30pm Monday – Friday.

These notifications will be managed by the Safeguarding Admin team who will open the step and send a Clipboard Notification to the Allocated worker to review the information.

How to action CP-IS Notifications

Go to the Team View by clicking on Show team workview icon  and click on the **CP-IS Worker**.

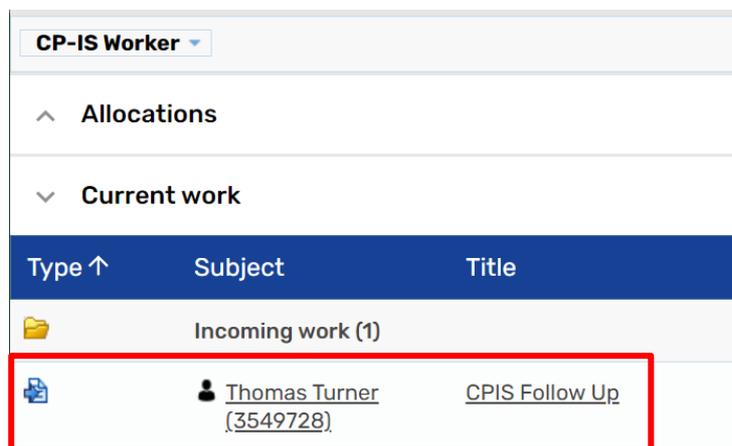


CS Safeguarding Business Support Team

Team summary (16)

Worker/Sub-team ↓	Allocations
Assigned to team	
 <u>CP-IS Worker</u>	

Any notifications will appear in **Incoming work**.



CP-IS Worker

Allocations

Current work

Type ↑	Subject	Title
	Incoming work (1)	
	 <u>Thomas Turner</u> (3549728)	<u>CPIS Follow Up</u>

Select the **Subject name** and make a note of the **current Key Worker** as you will need to send a **Notification** to this worker.

Click on the  Incoming work icon showed to **Start work**.

▼ **Current work**

Type ↑	Subject	Title
	Incoming work (1)	
	 Thomas Turner	CPIS Follow Up

- Start work
- Update assignment
- Cancel work

Read the **Comments** to know what information needs to be included in the **Notification** to be sent to the current Involved Key Worker.

CPIS Follow Up : Thomas Turner 3549728

CS CPIS Follow Up

Sections

- 1. CPIS Follow Up
- 2. Next actions

indicates completed section

1. CPIS Follow Up

Child's Details

Child's Name	Gender	Date of Birth	Age
Thomas Turner	Male	28/11/2016	6

Comments

Access to service notification received, service accessed by Amy Brooke, a Systems Support Access Role at NHS CONNECTING FOR HEALTH on 26/07/2023 9:25AM

Section completed

Click the  **Request** icon on the tool bar as shown.

CPIS Follow Up : Thomas Turner 3549728



Select the button **CS Notification to Allocated Worker – CPIS Follow Up**.

New request

Select	Request type	Status (date)	Assigned to
<input checked="" type="radio"/>	CS Notification to Allocated Worker - CPIS Follow Up		

Note

Pass to worker* **Find**

This request will be sent when you next save.

OK Cancel

In the **Note** section, add one of the following text depending on the information in **Section 1**. There are two options to choose from are shown below:

- Option 1:** For DHU Notifications (111 calls) add the comment as follows:
A CP-IS notification of service access request has been triggered by DHU who provide a 111 telephone service. Please acknowledge notification of this request. No further action required unless you have concerns. If so please use a 'CP-IS Follow Up' case note to record action taken
- Option 2:** For A&E Notifications add the comment as follows:
Please acknowledge notification of service access request. Information has been received today that a health professional has accessed CP-IS. Please create a CP-IS case note re action taken.

Select **Find** button next to Pass to Worker and find the name of the Key Worker currently involved. Click on their name from the search results and then click **OK**.

Select **Section 2. Next actions** and click **Add**.

CS CPIS Follow Up

Sections

- 1. CPIS Follow Up
- 2. Actions Taken**

indicates completed section

2. Actions Taken

Next Actions

Next actions						
Next action	Assigned to	Reason	Note	Priority	Status	
						

Select **CS No Further Action** if you are sending a notification to a Key Worker. You will also need to select a **Reason**.

Next actions

Select action

Reason*

Note

Priority

Urgent Normal Low

Click on **Add and Close**.

Click the finish icon  to **Finish** the step.

CPIS Follow Up :

CP-IS Notifications received by Key Workers

If the notification has been sent because of the child's Child Protection or Child in Care status, the following will appear in the **Incoming requests** folder in the Key Worker's **workview**:

Incoming requests (5)				
	 Thomas Turner (3549728)	CS Notification to Allocated Worker - CPIS Follow Up:CPIS Follow Up		26 Jul 2023

There will be a **note** alongside the request that will read:

Please acknowledge notification of service access request. Information has been received today that a health professional has accessed CP-IS. Please create a CP-IS case note re action taken.

The worker must click on the **request hyperlink** to access the summary page for the CP-IS workstep and read the information in the workstep by clicking on the document.



Once the worker has read its content, the notification can be **acknowledged**.



As instructed by the notification, the worker must now add a **CP-IS case note** to the record and state what actions were taken as a result.

CP-IS Notifications received by Key Workers – Derbyshire Health United

If a service access request has been triggered by **DHU** (Derbyshire Health United), who provide a 111 telephone service, the above request will appear in the **Incoming requests** folder in the Key Worker's **workview** as above, but in this case the following note alongside the request will read;

A CP-IS notification of service access request has been triggered by DHU who provide a 111 telephone service. Please acknowledge notification of this request. No further action required unless you have concerns. If so please use a 'CP-IS Follow Up' case note to record action taken

The worker must click on the **request hyperlink** to access the summary page for the CP-IS workstep and read the information in the workstep by clicking on the document.

Once the worker has read its content, the notification can be acknowledged.

As instructed by the notification, if no further action is required, the work stops here. If action is required following the receipt of the CP-IS notification, the worker must add a CP-IS case note to the record and state what actions were taken.