

Adults Quick Guide

Historic Care Packages

All care packages (services) that a person has received will be recorded on Mosaic, even if those services have ended or have been migrated over from AIS (Adult Care's legacy data base system).

Viewing Migrated Care Package Details

On the **Person summary** screen, click **Documents** on the sidebar menu.

On the **Filed documents** screen, click in the 'Search' bar and type **MIG44**.

Click the **Service and Provision Snapshot / History (Mig44)** hyperlink and a separate window will open displaying the document.

This document will show the details of all historic (ended) services and services that were in place (current) when the case migrated over to Mosaic.

Viewing Non-Migrated Care Package Details

Details of historic (ended) services that have been recorded on Mosaic (since December 2016) can be viewed on the **Person summary** screen.

On the **Person summary** screen, scroll down to view the **Care packages provided** section on the right hand side of the screen.

Any services that have ended will have **(Lapsed)** displayed next to the name of the type of service.

You can click a **Service name** and then click on the **Service element** for that service to show further details about that service.

The **Service element details** screen shows details such as the Purchasing Team, the Supplier, the Start and End date and even a copy of the Purchase Order.

For further details please refer to the **Care Packages Provided** user guide.

Although most services have been recorded on Mosaic, the best resource for service information will be the Serco Provider Deferred and Direct Payments or Brokerage, as relevant.

If you are unsure about a person's current package of care then please contact these teams

- Serco Provider Deferred and Direct Payments = Fin_payments@lincolnshire.gov.uk
- Brokerage = Brokerage@lincolnshire.gov.uk

If you notice missing or incorrect services on Mosaic, please raise a 'How Do I' request

- Internal LCC staff should use Freshservice = Our Intranet > Mosaic Requests > How Do I
- External staff can call the Mosaic Service Desk = **01522 555555**