

Adults Quick Guide

Referring to Safeguarding

To initiate Safeguarding processes in Mosaic you must complete an **Adult Safeguarding Concern** workflow step.

The **Adult Safeguarding Concern** is available as a next action from most Adult Care workflow steps within Mosaic.

This next action should be assigned to self for completion using the **Assign to Me** button and you should remember to select the **Send immediately?** checkbox to allow you to complete the **Adult Safeguarding Concern** before finishing your current workflow step.

The **Adult Safeguarding Concern** is also available from the **Start > New ...** sidebar menu so you can raise any concerns even if you are not currently recording another workflow step.

Starting the Adult Safeguarding Concern

If recorded as a next action, from within the person's record:

- Click the **Incoming work** icon  within **Current work** on the **Person summary** screen
- Click **Start work** from the menu

Or if selecting from the **Start > New ...** sidebar menu:

- Click **Start > New ...** in the sidebar menu
- Click **Adult Safeguarding Concern** hyperlink

The **Adult Safeguarding Concern** will open in a separate window

Recording the Adult Safeguarding Concern


For detailed guidance on completing a workflow step or form, including the function of buttons, icons etc refer to the **Working with Workflow Steps or Forms** user guide.

When completing the safeguarding concern each section of the form should be completed as thoroughly as possible with the information you have gathered.

Depending on your response to each question you may see additional fields appear asking for more information.

Mandatory fields will be highlighted in red and must be completed before the step can be finished.

Click the **Section completed** checkbox at the end of each section to put a tick in the sections menu on the left. This will show you which sections you have completed and if you have missed anything, but will not lock the section down or save the section or form. There is also an option to select 'completed section only' when printing the form.

Click the **Save** icon  throughout your recording in the form. It is recommended that you save your work at least at the end of each section, but the more often the better. Once you click save, any mandatory fields will be highlighted in red.

Section 5. Details of the Incident / Concern

If searching for a **supplier / provider** to add to the **Details of alleged person(s) posing a risk** sub section (using the **Find** button > **Find organisation** tab), note that the organisation names for all LCC's contracted suppliers are suffixed to reflect the relevant contract type.

Ensure you select the supplier name listed with the suffix e.g. **Tanglewood Care Home (Horncastle) RC and NC**.


For further information refer to the **Searching for Teams and Organisations – Hints and Tips** user guide.


Section 7. Next actions


To record the next action to refer to the Safeguarding Team:


- Click the **Add** button
- Select action = Select **Adult Safeguarding Triage**
- Pass to team = Select **Adult Safeguarding Team** (*during normal working hours*) or **Approved Mental Health Professionals (AMHP)** (*outside of normal working hours*)
- Notes = Record any necessary information e.g. type of abuse and/or reason for urgent referral
- Priority = Select 'Urgent' radio button if required – ensure you state why in the Notes field
- Click the **Add and close** button

The expectation is that prior to completing this step you will have discussed the case with your manager or directly with the Safeguarding Team to agree the need to initiate Safeguarding procedures.

If that is not possible, the **Adult Please review information and authorise** request found in the **Requests** icon  can be sent to your manager.

You should use the **View documents** icon  to attach relevant supporting documents created outside of Mosaic.

The **Forms and letters** icon  should be used to record optional forms and letter templates, for example the DASH Risk Assessment or Referral to MARAC.

To send the case to Safeguarding, once you have completed the concern step, you must click the **Finish** icon .

Remember you cannot click 'Finish' if you have sent a request. Your manager will click 'Finish' once they complete the request.