

Adults Quick Guide

Uploading Documents

External documents should be scanned, saved and **uploaded** (attached) to a person's record.

When uploaded they will save to the **Attachments** tab within the **Documents** section in the sidebar menu.

Please note: Forms and letters generated in Mosaic do not need to be uploaded as they will be automatically saved in the system. These can be viewed in the **Forms and letters** tab within the **Documents** section.

You can save any type of document to a person's record by uploading it in its original file format, i.e. Word documents (docx), PDF documents (PDF) and e-mails (msg).

You should use the naming convention of 'Document Title – Date' when uploading documents

In line with the General Data Protection Regulation (GDPR) you should be aware of the content of any documents before uploading them to a person's record and ensure that details of other people are not referenced. If the document does contain details of other people, these should be redacted before uploading the document (see the **Redacting Information** user guide for details on how to do this).

Financial information e.g. bank statements, must not be recorded or uploaded to Mosaic. Instead, you should evidence within **Case notes** that this documentation has been received and store any copies in the person's paper file.

Uploading Documents

Documents can be uploaded either within workflow steps or within the Documents section of a person's record.

Uploading in a Workflow Step

From within the workflow step window;

- Click the **View documents** icon  (located at the top of the screen)

A mini menu will display:

- Click **Attach a document**

The **Attach document** window displays:

- Click the **Choose file** button

This will open up a window called "**Open**" containing your computer's hard drive.

- Locate the file (document) on your computer then double click to select it, or single click to highlight the file and then click the **Open** button


The **Open** window will close and the **Attach document** window will re-display.

- **File** = Populated with the document you have chosen to upload
- **File As** = Prepopulates with the name the file is saved with on your computer – this should be updated with an appropriate file name (This will display in the **Document** column in the **Attachments** tab)
- **Main category** = Select from dropdown list as appropriate


Please note: Adult file categories are prefixed with **AC**. (Select the area of business to which this file belongs e.g. Assessment, Finance etc. Please see [Appendix 1: Available Categories](#) for a list of categories and document types)

- **Sub-category** = Select from dropdown list as appropriate – this list filters depending on the main category chosen


When uploading a document in a workflow step, make sure you record the 'file as' name, main category and sub-category correctly as you cannot edit them in the **Documents** screen later.


These documents will display with the **Step summary** icon  in the **Actions** column

- Click the **Add** button

A message will display reminding you the attachment upload will only be completed once you next save the step (click the **Save** icon )

- Click the **OK** button to close this popup window.

The **View documents** icon  will update to show how many items have been attached - you can also view any attached documents by clicking the icon and then clicking the document you wish to view

- Click the **Save** icon  to ensure your document is saved to the record

Uploading Outside of Workflow (in the Documents section)

- Click **Documents** in the sidebar menu

The **Filed documents** screen will display

- Click the **Attachments** tab
- Click the **Upload** button (located towards the bottom right of the screen)

The **Add document** window displays.

- Click the **Choose file** button

This will open up a window called "**Open**" containing your computer's hard drive.

- Locate the file (document) on your computer then double click to select it, or single click to highlight the file and then click the **Open** button

The **Open** window will close and the **Attach document** window will re-display.

- **File** = Populated with the document you have chosen to upload
- **File As** = Prepopulates with the name the file is saved with on your computer – this should be updated with an appropriate file name (This will display in the **Document** column in the **Attachments** tab)
- **Main category** = Select from dropdown list as appropriate


Please note: Adult file categories are prefixed with **AC**. (Select the area of business to which this file belongs e.g. Assessment, Finance etc. Please see [Appendix 1: Available Categories](#) for a list of categories and document types)

- **Sub-category** = Select from dropdown list as appropriate – this list filters depending on the main category chosen
- Either click the **Upload** button if you are uploading multiple documents (to upload and repeat the process), or click the **Upload and close** button if you are uploading only one document, or once multiple documents have been uploaded

An '**Upload complete**' message will display:

- Click the **OK** button to close this window


The **Filed Documents** screen will re-display and the uploaded document(s) will appear in the list on the **Attachments** tab.

When uploading outside of workflow steps (in the Documents section) the 'file as' name, main category and sub-category can be edited using the **Edit Pencil icon**  in the **Actions** column

Editing Details of an Uploaded Document

Remember, only the details of a document uploaded in the Documents section can be edited.

Details of documents uploaded in a workflow step cannot be edited.

The **Edit Pencil** icon  enables the Name, Category and/or Sub-category of an uploaded document to be amended.

These details should only be amended if recorded incorrectly during the uploading process.

To edit;

- Click the **Edit Pencil** icon .

The Amend **document filing details** window will display

- Edit the **File as**, **Main category** and **Sub-category** fields as required
- Click the **Save** button to save the edits and exit to the **Amend document filing details** window

Or,

- Click the **Cancel** button to exit to the **Amend document filing details** window without saving the changes

Appendix 1: Available Categories

Main Category	Sub-Categories
AC Archive (pre Mosaic)*	Appropriate Adult Assessments and Reassessments Continuing Healthcare Correspondence / Case Notes / Visits / Contacts Direct Payments and Finance Equipment and Adaptations Hospital Mental Capacity Plans / Services Safeguarding

Main Category	Sub-Categories
AC Assessment	Adult Combined Assessment and Support Plan Adult Needs Assessment Alert Best Interest Decision Making Checklist Consent and Capacity Continuing Healthcare Conversation Record Correspondence DASH Risk Assessment Maximising Independence Service Mental Capacity Assessment Risk Assessment
AC Carer	Assessment Contact Conversation Record Correspondence Plan Review
AC Confidential	N/A
AC Contact	Alert Awaiting Response from Other Agency Contact Correspondence Internal Contact SARS

Main Category	Sub-Categories
AC Day Opportunities	<ul style="list-style-type: none"> Alert Correspondence Monitoring Planning and Review Referral and Assessment
AC Equipment and Adaptations	<ul style="list-style-type: none"> Adaptation Correspondence DFG Application Equipment (Scheme) Equipment Checklist Hoist Information Pack Request Telecare
AC Family Group Conference	<ul style="list-style-type: none"> Case Closure Case Supervision Contact Correspondence Planning

Main Category	Sub-Categories
AC Finance	Assessment Correspondence Complex Case Correspondence Deferred Payment Direct Payment Financial Assessment Purchasing Information Referral to Other Agency Waiver Request
AC General	Correspondence Monitoring
AC Hospital	Correspondence Discharge Planning
AC LF&R	Fire and Rescue Information
AC Legal	Corporate CoP / Appointeeship Referral Correspondence Court of Protection Court Proceedings CVI Legal Advice Mental Health Act Document Power of Attorney Protection of Property

Main Category	Sub-Categories
AC Occupational Therapy	<ul style="list-style-type: none"> Assessment Contact Conversation Record Correspondence Moving and Handling Plan Review
AC Person in Position of Trust	<ul style="list-style-type: none"> Correspondence Notification
AC Planning	<ul style="list-style-type: none"> Adult Care and Support Plan Care Programme Approach Carer Emergency Response Plan Correspondence Dementia Family Support Immediate Emergency Services Professional Support Referral to Other Agency Service Provision Request
AC Reablement	<ul style="list-style-type: none"> Referral Summary Triage
AC Review	<ul style="list-style-type: none"> Alert Care and Support Plan Review Case Closure Correspondence Equipment Review

Main Category	Sub-Categories
AC Safeguarding	Assessment Case Closure Case Conference Correspondence Deprivation of Liberty Meeting Private Referral Review Risk Assessment Safeguarding Enquiry
AC Safeguarding (Organisation)	Safeguarding Enquiry
AC/CS Adaptations	DFG Application
AC/CS Archive (pre Mosaic)*	Case Notes and Visits Involvements and Case Status Services and Provisions
AC/CS Assessment	Mental Health Act Assessment
AC/CS Community Support Living	Contact Plan
AC/CS Customer Relations	Feedback and Complaints
AC/CS Duplicate Record	Duplicate Record Details

Main Category	Sub-Categories
AC/CS Lincolnshire Sensory Service	Assessment Contact Correspondence Equipment Monitoring Plan Requests and Closures Review
AC/CS Transition	Transition Assessment
Wellbeing Service	Assessment Contact Screening Correspondence Monitoring Plan SADL

***Do not use** - These will display for documents that have been migrated from our legacy systems (AIS or ICS) only.

Appendix 2: Documents for Uploading

Some examples of documents which may require uploading are listed below under the relevant **Main Category Heading**:

AC Contact

- Transport Referral
- CMHT Referral
- Complaints

AC Assessment

Consent and Capacity Form
Continuing Care Screening Tool
Continuing Care Decision Support Tool
Continuing Care Fast Track Decision Tool
Continuing Care Completions Letter
Continuing Care Consent with Capacity
Continuing Care Consent without Capacity
Best Interest Check List
IMCA Referral Form
IMCA Report

AC Equipment and Adaptations

DFG Recommendation
Wheelchair Referral Form

AC Finance

Agreement for First Party Contribution
Agreement for Third Party Contribution
Information required for Creation of Legal Charge on Property
Direct Payments Agreement for Ongoing Payments
Direct Payments Agreement for Single Payments

AC Hospital

Hospital Notification/Referral

AC Legal

Lasting Power Of Attorney Documents

AC Planning

DCM1-Temporary Changes – Care Services Ceased
Poor Practice Concerns Form

AC Safeguarding

Adult Safeguarding Body Map
Adult Safeguarding Interview Transcript
Adult Safeguarding Consent to Share Information

Adult Safeguarding Strategy and Conference Minutes
Adult Safeguarding Protection Plan
Adult Safeguarding QAD Action Plan Template
Deprivation of Liberty Forms (DoLS) 1-32

Appendix 3: Good Practice Recommendations and Reminders

Document Titles

Documents should not be uploaded with ambiguous titles.

For documents with ambiguous titles, it can often be impossible to determine their content without downloading and viewing them first.

Searching for a particular document in a record with a long list of attachments can become incredibly difficult if it's not been given a title that reflects its contents. For example, ' AC Contact 24-09-2019' is a clear document title, whereas '24-09-2019' is not.

When you upload a document to Mosaic (either within a workflow step or directly in the Documents section) the document's filename will default into the 'File As' field. This then appears as the name in the 'Document' column within the Attachments tab.

Please ensure the 'File As' description is indicative of the document's general contents. Where a filename doesn't reflect a document's contents, amend text within the 'File As' field so that it does.

Categories and Sub-categories

Always select the most appropriate Main Category and Sub-category when uploading each document, as it will assist others when searching for documents of particular types that have been uploaded to a person's record.

Password Protected Files

Please do not password protect documents before uploading them to Mosaic, and avoid uploading any documents that have already been protected with passwords.

Mail Merge Documents

Please do not upload mail merged documents where a Mail Merge process is still active within a file.

If a Mail Merge process is still active, when someone downloads and attempts to open the document, an error message will be displayed, as the file won't be able to link to the original source used for the Mail Merge.

For any files that have been subject to a Mail Merge, before uploading them to Mosaic, you need to ensure that the Mail Merge functionality is not still active.

Empty Files

When saving files within any applications (eg. Word; Excel), they can sometimes become corrupt for a variety of reasons. This can result in a saved file being empty (ie. it will be 0 bytes in size so will have no content). Before uploading a file to Mosaic, please ensure that it's not an empty file.

File Extensions

Please ensure that all documents you upload to Mosaic have valid file extensions.

When downloading a file from Mosaic that has an invalid extension, it cannot be opened without ascertaining its native application and manually adding a file extension. This won't always be possible to achieve.

For example, a Word document uploaded with a file extension of ".docx" will download and open fine, whereas a file with an extension of ".Adult" will not. However, it won't necessarily be evident whether the ".Adult" extension should be changed to ".docx", ".pdf", ".jpg", etc, to be able to open the file within its native application.

Duplicate Documents

Please try to avoid duplication when uploading files to Mosaic.

If you're unsure whether an upload has been successful or not then, in the first instance, see if the document appears in the Attachments tab within the Documents section and is downloadable.

Also, where a document has been uploaded within a workflow step, the exact same document shouldn't also be uploaded within the Documents section.

The document uploaded to the step will also appear in the list on the Attachments tab so will already be accessible from here, too, as well as from the associated Workflow Step Summary screen.

Where the exact same documents have been uploaded both within a step and in the Documents section, they'll appear twice within the Attachments tab.

Document Dates

When uploading a document to Mosaic, it is date/time stamped with the date/time the document has been uploaded.

As such, please be aware that when uploading documents retrospectively (eg. a document from 15th January 2019 is uploaded on 15th November 2019), the date that will appear against the document within the Attachments tab will be 15th November 2019.

This could potentially be misleading so, for retrospective document uploading, you might want to consider including a reference to the document's originally created date within the document title, so that it's made clearer to others when the document is from.

Editing Document Attributes

After uploading a document, if you realise you've made a mistake with either the title or the categorisation (i.e. Main Category and/or Sub-category), these are attributes that can be edited. For documents uploaded within the Attachments tab, this can be done at any time by clicking on the edit pencil icon in the Actions column against the relevant document.

For documents uploaded within a workflow step, their attributes can be edited if the step is still open, by clicking on the View documents (paperclip) icon within the step window, selecting the relevant document and clicking on the Edit button.

GDPR Considerations

As a matter of compliance with the GDPR, it's vital to ensure you're always uploading the correct documents to the correct person's record.

Uploading incorrect information to a person's record, or uploading information to a person's record that relates to another person, where they have no affiliation/involvement with their case, would constitute a breach of the GDPR.