

Closing a Case

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Please note

This document is intended to support staff who have attended the Mosaic training course relevant to their role. If you have not attended a relevant course, please contact the [Mosaic Children's Training Team](#). Every effort has been made to ensure that screen shots included are current; there may be some minor differences in look and feel within the system. All data-examples included in this document are fictitious. Any resemblance to real persons, living or dead, is purely coincidental.

Introduction

When you wish to close a case, there are a number of things you must ensure that you have done before the case can be successfully closed. The aim of this guide is to provide you with a list of all of the items you may need to close and detail how to do it. Depending upon the status of your case, not everything on this checklist will need to be closed.

Checklist

- Adding a File Retention date
- Completing the Closure workstep
- Ending any Care Packages
- Cancelling outstanding worksteps
- Closing a Legal Status
- Ending a Placement Address
- Ending a Service User Group
- Ending a Registration
- Ending a Class
- Ending a Worker relationship
- Ending an Organisation relationship

Adding a File Retention date

A File retention date indicates how long the Mosaic record and any paper files associated with this person should be kept before being destroyed or deleted. If work has been completed with the child/young person or adult in the past, they may already have a file retention date recorded. All teams who produce a workflow on a person must ensure there is a File retention date added suitable for their service. This will be displayed on the Person summary screen for that person's record:



File retention

Retain until 12/05/2040

Please Note: Any pre-existing File retention recorded will need to be checked to ensure that the end date covers the retention requirements for your service. If they are not the existing File retention will need to be extended, a File retention cannot be decreased.

To add a Retention date, select **File management > File retention** from the left-hand menu on the Person summary Screen.

Click on **File retention criteria** and choose the most appropriate one for the case you are closing. The **File retention rule** for the criteria will display underneath.

Depending upon the option you have chosen, you may need to add a **Retention start date**. In these cases, this will be the date that the case is closing.

The screenshot shows a web form titled "File retention data - Miss Eloise Smith (3501779) born 12 May 2015 (6 years old)". The form contains the following fields and elements:

- File retention criteria**: A dropdown menu with the selected option "CS Children Education: Pupil in Lincolnshire". A red asterisk indicates this field is required.
- File retention rule**: A text field containing "File to be retained for 25 years from date of birth".
- Retention start date**: A date input field with "12/05/2015" and a calendar icon. A red asterisk indicates this field is required.
- Retain until date**: A date input field with "12/05/2040" and a calendar icon. A red asterisk indicates this field is required.
- Notes**: A large empty text area for additional information.
- Buttons**: "Save" and "Cancel" buttons located at the bottom right of the form.
- Header**: A blue bar at the top of the form area with the text "Fields marked with a * are required".

Upon completion, press **Save** to add the **Retention date** or press **Cancel** to close the form without saving.


The Retention date needs adding prior to completing the Case Closure workstep. In many of the Case Closures, the File retention date pulls through to a mandatory field and the workstep cannot be finished without this information being recorded.


Case Closure workstep

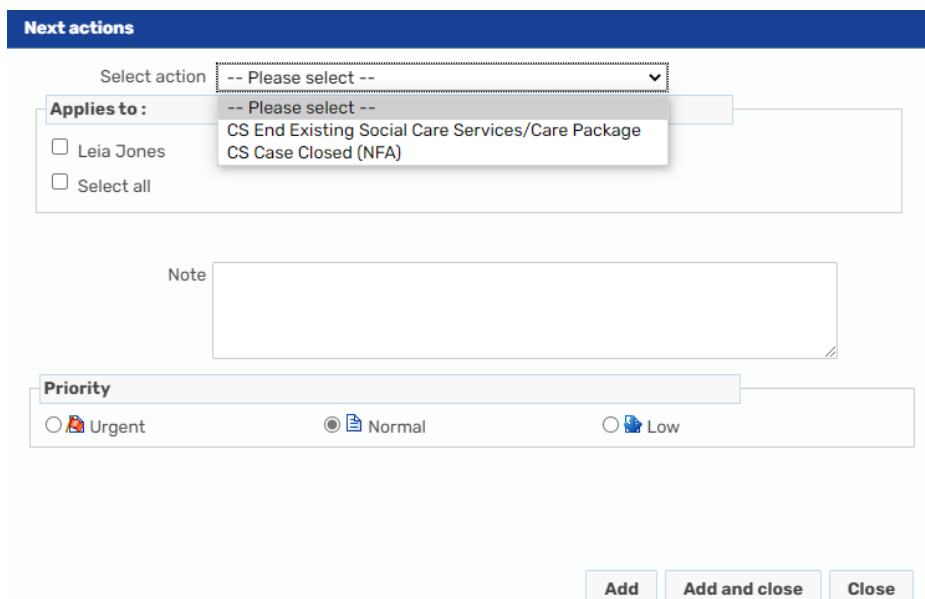
Most workflow processes end with a Case Closure workstep. This workstep is usually completed by the worker and, in some workflows, will contain a mandatory Request to the Manager to authorise the closure.

The content of the Case Closure workstep is similar across all services. Generally, the step will include:

- Mandatory fields such as Reason for closure
- Subsections to identify if a Closure Letter and/or Evaluation have been sent to involved parties
- Optional forms to record Closure Visits and/or Closure Letters

Please Note: Some services do not require Closure Visits, Closure Letters or Evaluation forms, but for those that do use them, the documents can be found using the Forms and letters icon  on the workstep. The fields regarding Closure Letters and Evaluation Forms are on most closure steps whether you use them or not.

- File retention information will have prepopulated from the information entered onto the Person summary screen
- If Authorisation is required, the Request icon  will be highlighted yellow. The mandatory Request will have the word **Required** next to it which can be sent to the appropriate manager.
- A Manager's Authorisation section will be available where Final Closure Checks and Authorisation can be recorded. Next actions section will contain a 'No Further Action' option which is usually entitled 'Case Closed'. This option will end the current workflow



Next actions

Select action: -- Please select --

Applies to:

- Leia Jones
- Select all

Note

Priority

Urgent Normal Low

Add Add and close Close

If any purchases are still in place, these can be ended by selecting the next action of **CS End Existing Social Care Services / Care Package**, **CS End Purchased Service Request**, **SEND Purchase Request** or **CS End Existing Services / Care Package**. These actions have the option of **Send Immediately** allowing the purchase to be ended while the Case Closure step is still open and can be assigned to the appropriate purchasing team / business support. To complete the Case Closure workstep, another next action will need to be selected alongside this, such as **Case Closed**.

Ending Existing Care Packages

If there are any ongoing payments at the time of closure, the worker will need to end these from the Case Closure step. Whilst the Case Closure step is open, a next action such as **CS End Existing Services / Care Package** must be added using **Send Immediately** and assigned to you as the key worker. Once the Closure step is saved, a **CS End Purchased Services Request** will become available in your Incoming work. (**CS End Existing Social Care Services / Care Package** and **CS End Existing Services / Care Package** are both aliases and will show as **CS End Purchased Services Request**). The worker must then complete the **End Purchased Service Request** detailing the service that needs to end as opposed to creating a new one.

Section 1 is used to record the specific service that needs to be ended and the end date, as well as any additional details relating to the purchase.

CS End Purchased Service Request : Thomas Turner 3549728

CS End Purchased Service Request C1338

Sections

- 1. End Services Detail
- 2. Next actions

indicates completed section

1. End Services Detail

Subject's Details


ID	Name	Date of Birth
3549728	Thomas Turner	28/11/2016

Please provide details in the table below of services previously supplied that are no longer required.

Type of Service	End Date of Service	Additional Comments
Add		

Please complete the table

Section completed

The Request will need authorising by your manager using the Request icon . The **CS End Purchase Service Admin** next action would be assigned to the relevant Business Support or Serco team.


Canceling outstanding worksteps

When you wish to close a case, the record may have worksteps that have been scheduled to take place at some point in the future, such as scheduled visits or reviews. As part of closing the case, you will need to ensure that these outstanding worksteps have been cancelled. You will be able to see any outstanding worksteps by looking at the **Current work** section on the **Person summary** screen.






Some worksteps have a no further action (NFA) next action that will end the workflow once recording is up to date. For those that do not, the workstep will need to be cancelled. In some circumstances, a future step may have been assigned such as for a visit and the case has closed before the step is needed. This too will need to be cancelled.

Worksteps can only be cancelled by Managers and will need to be done from within the Current work of the team member who the workstep is assigned to.

Once you're in the worklist of the team member whose workstep you wish to cancel, the workstep will have a type of **Incoming work** or **Future work**. You will not be able to cancel any other type of work.

Hover your cursor over the symbol on the far left of the workstep you wish to cancel and it will turn into Open actions menu (cog) icon . Click this symbol to display a list of options, with **Cancel work** at the bottom. Selecting **Cancel work** displays the Cancel window.

▼ Current work

Type ↑	Subject	Title	Status
	Incoming work (31)		
	 Carer Carer (3492485)	CS Case Supervision	
	 Thomas Turner	CS Family Time Transport Purchase Request	
		EH Child and Family Assessment	
		EH Decision on Significant Information	

- Start work
- Update assignment
- Assignment history
- Add to calendar
- Cancel work**

Cancel: Thomas Turner - CS Family Time Transport Purchase Request

Reason* -- Please select -- ▼

Note

OK
Cancel

Select a **Reason** for cancelling the workstep from the options in the dropdown menu and, if appropriate, add a **Note** in the text field beneath. Pressing **OK** cancels the workstep and pressing **Cancel** closes the window without cancelling the workstep.

Once a workstep is cancelled it will no longer appear on the person's **Current work** section of their Person summary screen or on the worker's Worklist.


Worksteps that have already been started and are in the **Incomplete work** folder cannot be cancelled in this way. The workstep will need to be updated and finished with the appropriate Next Action added. If a NFA or No Further Action Next Action cannot be added, then any actions added will need to be cancelled by a Manager as outlined above. If the step is blank and not required as all information is up to date, a request can be put through on FreshService to have the step deleted.

Closing a Non-LAC Legal Status

To close a Non LAC legal status, click on **Legal status** on the left-hand menu of the **Person summary** screen. The **Non LAC legal statuses** screen displays.

Non LAC legal statuses - Miss Josie Smith (3549723) born 14 Jun 2015 (7 years old)

From	To	Status
17 Nov 2022		C: Section 17 Child in Need - Children Act 1989 S17 ✎

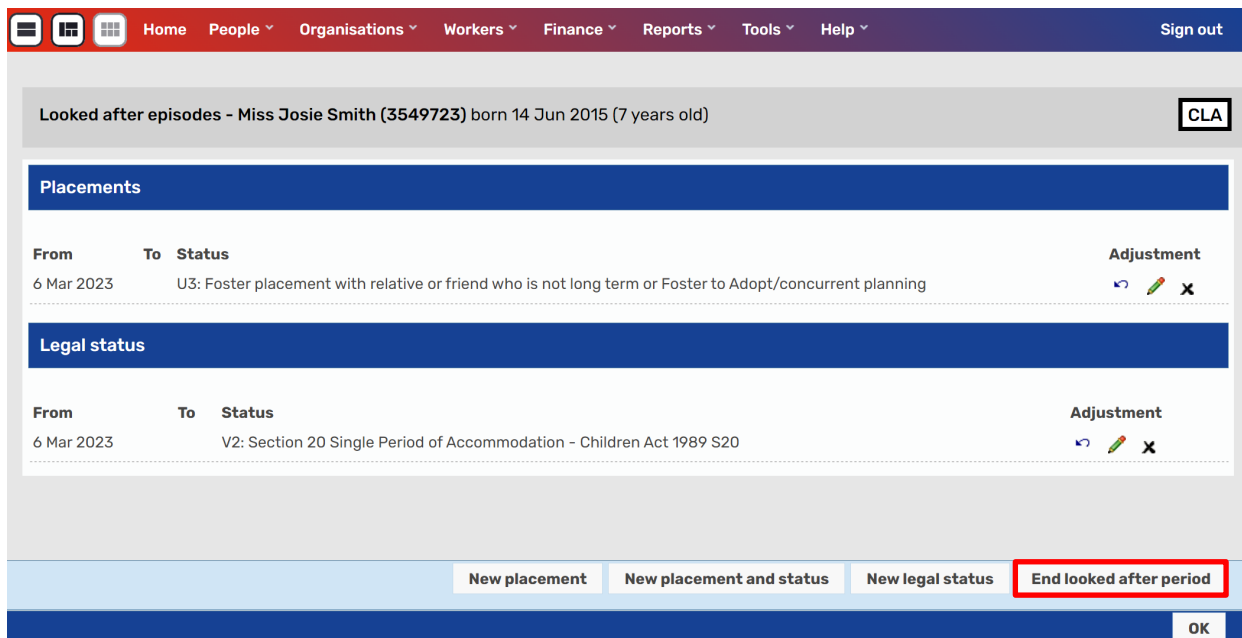
Any previously recorded Legal Statuses will show on this screen. Click on the  edit symbol next to edit the entry you wish to end.

The **From Date** and **Legal Status** fields will be already completed. Select the closure date in the **To Date** field and press **Save** to save the changes, ending the Legal Status.

Pressing **Cancel** will return you to the **Non-LAC Legal Statuses** screen without saving any changes.

Closing a Looked After Status

To end a Looked after status, click on **Looked after > Looked after episodes** on the left-hand menu of the **Person summary** screen. The **Looked after episodes** screen displays.



Looked after episodes - Miss Josie Smith (3549723) born 14 Jun 2015 (7 years old) CLA

From	To	Status	Adjustment
6 Mar 2023		U3: Foster placement with relative or friend who is not long term or Foster to Adopt/concurrent planning	↶ ✎ ✕
6 Mar 2023		V2: Section 20 Single Period of Accommodation - Children Act 1989 S20	↶ ✎ ✕

[New placement](#) [New placement and status](#) [New legal status](#) **[End looked after period](#)** OK

Any previously recorded Placements and Legal status' will show on this screen. The Placement and Legal Status can be ended at the same time by clicking on the **End looked after period** button on the bottom right of the screen.

The **End placement** screen will display. The **Effective date of change** will prepopulate with today's date but it can be edited to reflect the correct date.


The **Local end reason** and **DOH end reason** must be completed using the drop down options. You can then press **Save** to confirm the changes and then **OK** or **Cancel** to return to the Looked after episodes screen and lose any amendments.

Ending a Placement Address

Every Child in Care will have two addresses recorded. One will be a Home address; the second will be the Primary Placement address. If the case is closing because the young person is no longer in care the **Primary Placement** address will need ending.



Display?	Address	From	To	Type
<input type="radio"/>	no display address			
<input checked="" type="radio"/>	17 Swaby Close Lincoln LN2 2AH	23 Feb 2023		Primary Placement (Primary Address)
<input type="radio"/>	105 Witham Wharf Brayford Street Lincoln LN5 7DH	22 Feb 2023		Home Address

The current address will need to be made Primary Address.



Click on the edit icon  next to the **Home Address** (or address the child is currently living), the **Amend person address** screen displays. If multiple people are recorded as living at the address, select those you wish to amend and click **Confirm selection**.

Other details Fields marked with * are required

Address settings

Display address  Primary address 

Address type* Home Address

From* 22/02/2023  To 

Household structure -- Please select --

Tenure type -- Please select --

Access notes



Click both **Display address** and **Primary address** if appropriate. Click **Finish**.

Now the Primary Placement is no longer the Primary address, it can be ended.



Click on the edit icon  next to the **Primary Placement** address, the **Amend person address** screen displays.

Other details Fields marked with * are required

Address settings

Display address  Primary address 

Address type* Primary Placement

From* 23/02/2023  To 01/06/2023 

Household structure -- Please select --



Tenure type -- Please select --


Access notes

Record an end date for the address in the **To** field. Click on **Save** to keep the changes or **Cancel** to exit the screen without saving. The Placement address will now be ended.

Ending a Service User Group

When you are closing a case, you must end any Service user groups that have been added specifically for your service and that are no longer relevant. To end a Service user group, click on **Person details > Service user groups** from left-hand side bar menu on the Person summary. The Service user group summary screen displays.

Service user groups					
Primary	Group	Sub-Group	Start Date	End Date	
	CS Abuse or Neglect	Neglect	4 Mar 2023		 

Click the  end button on the right-hand side of the Service user group you wish to end. The **End service user group** screen displays.

Fields marked with a * are required

End Date 

Save Cancel



Add the date of case closure or the date the User Group was no longer relevant into the **End Date** field. Press **Save** to add the changes you've made into the Service user group table and return you to the **Service user group** summary screen. You must press **Save** again on the summary page to lock in the changes and then you will return to the Person summary page. To return to the **Service user group** summary screen without saving any changes, press **Cancel** and **Cancel** again to take you to the Person summary.

Ending a Registration

Registrations are ended by clicking on **Registrations** on the Person summary screen. Clicking this option displays the Registrations summary screen.


Registrations - Miss Josie Smith (3549723) born 14 Jun 2015 (7 years old)

Show 15 entries Search:

Register	Category	From	To	End reason	Note	Actions
Sensory Impairment Register	Hard of hearing	7 Dec 2022				 

Showing 1 to 1 of 1 entries First Previous 1 Next Last

Add Ok

To end a Registration, click on the  edit symbol against the entry you wish to end. This will display the **Edit registration** screen.

Edit registration

Fields marked with a * are required

Register * Sensory Impairment Register

Category Hard of hearing

From date * 07/12/2022

To date 01/06/2023

End reason * -- Please select --

Please select one of the end reasons

Note

Save Cancel

Add the date of the case closure in the **To date** field. Once entered, select an **End reason** from the dropdown.

Press **Save** to save any changes and to return to the Registrations screen. Press **Cancel** to return to the **Registrations** screen without saving any changes.

Ending a Class

To end a Class, click on the **Change** button in the **Classes** section of the **Person summary** screen.

Classes Change

In Permanent Placement

The Amend person classes screen displays.

Any recorded Classes will display with a tick in the box next to them. To end this Class, simply untick the box next to the appropriate class.

Press **Save** to save any changes you have made and return you to the Person summary screen. Press **Cancel** to return to the Person summary screen without saving any changes.

Ending a Worker Relationship

When you are closing a case, you must end any Worker relationships that are no longer relevant to the person's record. This can be done from either the **Group summary** screen or **Person summary** screen. The advantage of doing it within the Group summary screen is that multiple Worker relationships can be added or ended at once. If a group record exists it will display under the **Family** heading.

Groups	
Family	
Family Smith	Johnny Smith, Josie Smith, Joy Smith

Click on the hyperlink to open the **Group summary** screen.

Group Summary - Family - Family Smith (3492471)
No group description

Summary **Professional relationships** Case notes Documents

Show 15 entries Search:

Worker/Organisation	Relationship	Telephone number	Action
Amy Brooke	Key Worker (Childrens Social Care)		
CS Childrens Social Care Team (Lincoln)	Key Team (Childrens Social Care)		

Showing 1 to 2 of 2 entries


First Previous 1 Next Last

Add

All Worker and Organisational relationships display here. Clicking on the open icon will expand the list to display the group members that are allocated to the worker or organisation. If all those listed are being closed, click on the End icon to open the End relationship screen.

End relationship - all subjects

Ending relationship with Amy Brooke(Key Worker (Childrens Social Care)) for all current subjects of the relationship.

End date * 


End reason *


Record an **End date** and **End reason**. Click **OK** to save the changes, click **Cancel** to exit the screen without saving.

The above steps can be repeated to end the **Organisational relationship** for the team.

If not all group members are closing, please follow the steps below for ending relationships within the **Person summary** screen.

To end a Worker relationship, click on **Person details > Worker relationships** from left-hand side bar menu on the Person summary screen. The Worker relationships summary screen displays.

Worker relationships - Miss Josie Smith (3549723) born 14 Jun 2015 (7 years old)			
Worker Relationships	Telephone	From Date	To Date
Key Worker (Childrens Social Care) : Mrs Amy Brooke		4 Oct 2022	

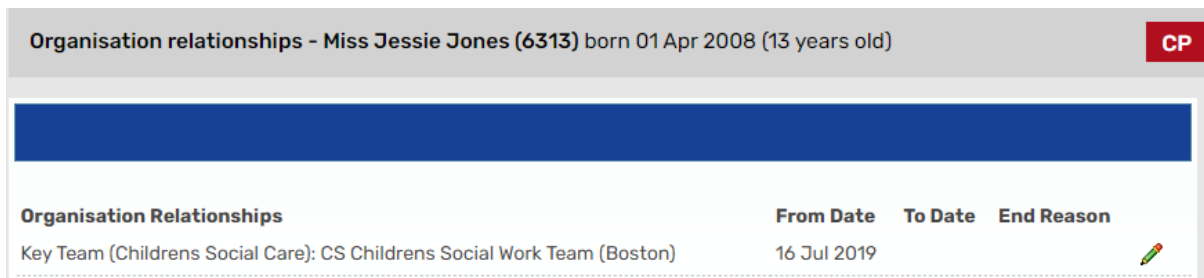
Click the  edit button at the end of the row of the relationship you need to end. The **Amend worker relationship** screen displays.


Add the date the relationship ended in the **To date** field and then select an appropriate reason from the **End reason** menu. Press **Save** to save the changes you've made and return you to the **Worker relationship** summary screen. To return to the **Worker relationship** summary screen without saving changes, press **Cancel**.


Please Note: all Worker relationships for all work taking place with this person will display in the Worker relationships summary screen. You must only end the Worker relationships that are relevant to the case you are closing. You MUST NOT end any GP relationships as they need to remain open on the person's record.

Ending an Organisation Relationship

When you are closing a case, you must end any Organisation relationships created for a case that is no longer relevant to the person's record i.e. your Team's relationship. To end an Organisation relationship, click on **Person details > Organisation relationships** from the left-hand side bar menu on the Person summary screen. The Organisation relationships summary screen displays.



Organisation Relationships	From Date	To Date	End Reason
Key Team (Childrens Social Care): CS Childrens Social Work Team (Boston)	16 Jul 2019		

Click the  edit button at the end of the row of the relationship you need to end. The **Amend organisation relationship** screen displays.

Enter the date of Case Closure in the **To** field and press **Save** to save any changes and return you to the **Organisation relationships** summary screen. Press **Cancel** to return to the **Organisation relationships** summary screen without saving any changes.

Please note: you must only end any Organisation relationships that you have set up as part of the case you are closing. You MUST NOT end any Organisational relationships with a School, Place of Education or a GP Surgery.