

Strengths Based Workflow and Forms

Prior to the launch of our new Strengths Based Forms on Monday 4th September the Mosaic Development and Support team will need to carry out work on the Live system the weekend before Go-Live (from 5pm on Friday 1st September).

This will mean we need to be aware of actions we need to make to minimise the impact. The following actions will be needed in relation to the current Adult Needs Assessment, Adult Care and Support Plan and Adult Review of Care and Support plan steps:

Needs Assessment:

- All Adult Needs Assessments that are in progress will need to be progressed through Adult Care and Support Plan which will also need to be completed / 'Green ticked' with a Review being scheduled.
- Adult Needs Assessments that are either not started or awaiting allocation should not be started unless they can be completed along with the Care and Support Plan and the subsequent Review scheduled **before 5PM on Friday 1st September**.
- Any Adult Needs Assessments that are left incomplete at 5.00PM on Friday 1st September will be 'Green Ticked' by MDaS and replaced with a new Strengths Based Assessment Tool. Any incomplete Needs Assessments will be available to view in the 'Documents' section of the person's record. You will then need to complete the SB Assessment and Care & Support Plan step that will be live from Monday 4th.

Care and Support Plans:

- All Adult Care & Support Plans that are in progress will need to be completed / 'Green ticked' with a Review being scheduled (if appropriate) by **5pm on Friday 1st September**.
- All Adult Care & Support Plans that are left in the system at **5PM on Friday 1st September** will be 'Green Ticked' by MDaS and replaced with a Strengths Based Assessment Tool. Any incomplete Care & Support Plans will be available to view in the 'Documents' section of the person's record. You will then need to complete the SB Assessment and Care & Support Plan step that will be live from Monday 4th.

Reviews:

- Adult Review of Care and Support Plan's that are in progress should be completed along with the next Review being scheduled (if appropriate) before **5pm on Friday 1st September**. This is because the current Review form will be replaced with a form that contains just one section with a verification check box and all next actions will be removed from the Review step apart from:
 - Adult My Assessment
 - Adult Proposed Case Closure

This is to ensure following Go-Live that any Review steps started are progressed straight through to the new Strengths Based Assessment Tool. This is because we currently have two versions of the Review in the system, which will be phased out over a period of one year whilst scheduled Reviews are picked up and progressed 'naturally' over the course of the one-year period.

The upcoming changes to Mosaic are the most significant since the system was launched in 2016. We are working to ensure these changes have a minimal impact on users, however there will be some unavoidable disruption. We recommend that as teams you have discussions about how this guidance will be managed and progress monitored in the coming weeks to ensure a smooth transition.

Mental Health conditions within Mental Capacity documents

Mixed dementia has been added as a mental health condition within the Mental Capacity Assessment and the Best Interest Checklist.

Case Note Alerts

Case note alerts should never be sent to a virtual worker inbox.

Virtual workers' names usually include the team's name, for instance:

- A case note alert shouldn't be sent to 'Shared Lives-Inbox' as the team wouldn't be able to acknowledge this.
- You can send a case note alert to worker 'Fred Smith' as he can acknowledge it.

If there is no involved worker but there is a team involved, the team needs to be made aware. The Additional Information contact should be used and sent to the team.

Please make sure that this advice is followed to ensure that alerts aren't missed.

Mosaic Step Directory

Due to popular demand, the step directory is back and available on the Mosaic Hub > Adults

<https://professionals.lincolnshire.gov.uk/adults>.

You can find out where next actions, requests, notifications, optional forms and letters are available and who they can be assigned to. You can also see which forms are available to create in Documents.

Identifiable names in FreshService tickets

Just a quick reminder that only a person's Mosaic ID and initials should be used for all Mosaic requests submitted in FreshService. This includes all fields on all tickets. Identifiable names must never be used, under any circumstances.

Difference between step name and form name on FreshService Requests

When submitting a Mosaic Request via FreshService you will be asked for the Step Name – this is not the Form name!

The screenshot shows a 'Type of Change' dropdown menu with 'Workflow step change' selected. Below it are three input fields: 'Workflow Step Name' (with a placeholder 'Please enter step name'), 'Workflow Step ID' (with a placeholder 'Enter step ID'), and 'Required Change to Workflow Step' (with a placeholder 'What would you like to change?').



A step name is

(Adult) Care and Support
Plan

A form name is

