

### **Strengths Based Workflow and Forms:**

Prior to the launch of our new Strengths Based Forms on Monday 4<sup>th</sup> 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 1<sup>st</sup> 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 1<sup>st</sup> September**.
- Any Adult Needs Assessments that are left incomplete at 5.00PM on Friday 1<sup>st</sup> 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 4<sup>th</sup>.

#### **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 1<sup>st</sup> September**.
- All Adult Care & Support Plans that are left in the system at **5PM on Friday 1<sup>st</sup> 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 4<sup>th</sup>.

#### **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 1<sup>st</sup> 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.

## Reminder – Recording a Date of death

A person's date of death should be recorded in Mosaic by whoever has received the information. A case note should always be recorded with details of how the death notification was received and who reported this information to you. Tick the 'Significant Event' checkbox to ensure the case note is highlighted on the Case notes screen.

If the actual date of death is not known, you should record the date you became aware of the death or an approximate date of death (whichever is most appropriate) and detail this in the case note. If there is involvement from a Key Worker / Key Team, they should make every attempt to ensure the actual (confirmed) date of death is obtained and updated on the person's record as soon as possible e.g. by contacting the person's GP surgery.

For further guidance, please refer to the [Date of death](#) user guide.

## Finishing timed out case notes recorded while acting for others

Case notes - Peter Gleeson (3554472) born 08 Jun 1950 (73 years old)					
Title	Type	Contact date	Created by	Team	Appendices
<a href="#">Conversation Record (13.04.2023)</a>	AC Case Note	13/04/2023	Stephanie Edwards	Adult Care Sleaford	0
<a href="#">T/C to Peter to arrange assessment visit</a>	AC Case Note	13/04/2023	Miranda Bailey	Adult Care Sleaford	0

Please be aware that any unfinished case notes recorded when acting for another worker will not display in the 'Unfinished case notes' section on your Homepage. You will only be able to see them by accessing the person's record.

To finish the case note you will need to act for the worker you were acting as when you recorded it.

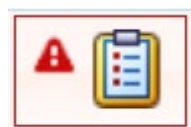
For further guidance please refer to the [Finishing timed out case notes](#) user guide.

## Required Clipboard Requests

If you are trying to close a workstep and a red triangle appears next to the clipboard, this means that there is a 'Required' request that hadn't been sent or accepted. This means the workstep won't be able to close.

These requests are generally requests which need to be authorised by your manager.

Please note that withdrawing a request will not clear the triangle it needs to be acknowledged by the receiving worker

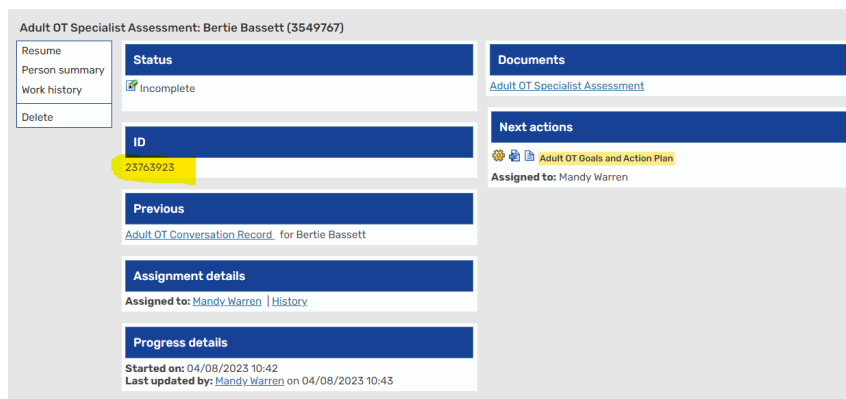


New request			
Select	Request type	Status (date)	Assigned to
<input type="radio"/>	<b>Required</b> Adult Please review information and authorise		

## Workflow step IDs

Providing a workstep ID helps us to identify which workstep you need to be reopened and reduces any delay in processing your request. Its really easy to find when you know how. Heres a guide on how to find it:

<https://professionals.lincolnshire.gov.uk/downloads/file/156/workflow-step-summary-screen>



Adult OT Specialist Assessment: Bertie Bassett (3549767)

Resume  
Person summary  
Work history  
Delete

**Status**  
Incomplete

**ID**  
23763923

**Previous**  
[Adult OT Conversation Record](#) for Bertie Bassett

**Assignment details**  
Assigned to: [Mandy Warren](#) | [History](#)

**Progress details**  
Started on: 04/08/2023 10:42  
Last updated by: [Mandy Warren](#) on 04/08/2023 10:43

**Documents**  
[Adult OT Specialist Assessment](#)

**Next actions**  
[Adult OT Goals and Action Plan](#)  
Assigned to: Mandy Warren

## If you need help?

1. Have you asked a colleague to see if they know the answer?
2. Does your team have a mosaic champion, if so, they may be able to help
3. Have you looked on the Mosaic Hub, there is lots of useful information, guidance and workflow maps to assist you – [Adults – Professional resources \(lincolnshire.gov.uk\)](#)
4. If you have tried all these avenues and are still unable to find the answer, then please log a 'How Do I? Mosaic request through the portal? There is a team of highly knowledge staff ready and able to assist you – [Helpdesk : . \(freshservice.com\)](#)

So, whilst we always like to help, contacting a member of the Mosaic team directly isn't always the best option and trying the options above may assist you in getting a quicker answer to your query or your issue resolved.