Mosaic Bulletin #14

Mandatory Requests

Mandatory requests are indicated by the word 'Required' these must be sent and completed before a workflow step can be finished.

You can still send other requests from the step where needed but remember the mandatory one is the one that cannot be withdrawn – or if it is withdrawn it must then be resent to allow the request to be completed and the step finished.

Workflow step IDs

Providing Mosaic Help Desk with a workstep ID helps to identify which workstep you need to be reopened and reduces any delay in processing your request. It's really easy to find when you know how.

Here's a guide on how to find it: Workflow step summary screen - adults quick guide (lincolnshire.gov.uk)

Identifiable names must not be used when completing 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. Please also refrain from documenting any other identifiable information within the request

Generic Email Addresses

Just a polite reminder that Mosaic request forms should not be submitted using a generic email address. This is for us to be able to action your request as promptly as we can. If we are unable to contact the worker the ticket has been logged by this can cause a delay to your request being actioned.

Documents > Create

Reminder that some forms are available in the Documents > Create so they can be accessed and completed even when not completing a workflow step.
Below are just a few :

- Adult Care Prescription Section 75
- Adult Mental Capacity Assessment
- Adult Person Details
- Adult Referral to MARAC
- Adult Referral to Shared Lives

Referring to Carers

From time to time you may need to refer a person to the Carers Service. This should be actioned by recording the appropriate contact on the carer's record. Please find more information in this guide Making a carers referral (lincolnshire.gov.uk)

Adding Next Actions

Following the introduction of the strength based workflows you are no longer prompted to add next actions when finishing a step. Please be mindful that you will need to add any next actions prior to finishing the step

Change of Form name in FreshService

The 'Request to Change a Person Record / Workflow' has been renamed to 'Change a Person Record / Workflow',

The form allows you to request steps to be reopened/deleted.

Case notes download issue

This is due to a known bug in Microsoft Edge Version 120.0.2210.61.
For case notes, it may be possible to workaround this by selecting 'Microsoft Print to PDF' from the print menu rather than 'Save as PDF'. Failing this, you could try locating the file in the download location (or similar) , copying and pasting the file into the same location and then opening the copied file.
This is due to it being a Microsoft Edge issue rather than a Mosaic fault.

Please refer to our guide on Printing or saving case notes - User Guides Adults – Professional resources (lincolnshire.gov.uk)

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 knowledgeable staff ready 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.