Mosaic Bulletin #13

Restricted Records and Financial Assessments

If you need to make a Financial Assessment Referral on a restricted record you must submit a Mosaic request for access to the record to be granted to the virtual worker "FA Referral – Inbox" ID 1000181 as this is where all FA referrals are sent.

Adult Conversation Record

In line with the other new Strengths Based forms in Mosaic, the person data questions have been moved from the Adult Conversation record to the Record of Information Gathering Form. Questions moved to the Record of Information Gathering Form are:

- Pet Contingency tick box
- Prisma 7 Frailty Checklist questions
- TEC Questions
- Carers questions

This will mean when you send out a copy of the Adult Conversation record, when the person's contact with us has been resolved through the Adult Conversation, they will not receive data information that is not required by them.

Mosaic Champions

Mosaic champions are service-based and business support colleagues who have a good understanding of how practice should be reflected in recording systems.

As a champion, you will:
- attend bi-monthly Mosaic Forums
- act as a link between your colleagues and the Mosaic Development and Support (MDaS) team.
- ensure that your team is up to date with all information relating to Mosaic that is communicated out via Mosaic Bulletins, etc.
- work with MDaS to develop mosaic function and related support systems
- have knowledge of where to go for support, such as Mosaic bulletin, Professionals Hub or Mosaic Champions teams' chat and be available to support colleagues with mosaic-based queries
- where you feel confident to, support other Champions where with any queries they may have.

Mosaic forums
Forums are bi-monthly meetings where champions, practitioners and MDaS colleagues can:
- share concerns and experiences of using mosaic
- actively participate in discussions to find resolutions for common issues
- discuss and provide feedback on proposed requests for change and future system developments
- obtain updates from MDaS Colleagues
- network with other Mosaic Champions

"I can't stress enough how beneficial it is to be a Mosaic Champion and to have a Mosaic Champion in the team" – Mosaic Champion direct feedback
If your team does not yet have a Mosaic Champion, please contact Mariessa Hill or Mandy Warren in the MDaS Team who will be able to support with setting up a champion.

Requesting access for a new member of staff (change worker or end worker)

All new worker requests MUST be submitted and APPROVED via FreshService. These requests then come to the Mosaic Training team to action.
This also applies to workers changing roles and ending workers.
In order for the Mosaic Training team to action new worker requests there are a number of things that need to be completed prior to requesting access.
Please check the new user has:

- Access to Laptop or Desk Top PC
- A live active directory account (this needs to be requested from SERCO IT)
- Have been able to log in successfully and access Outlook and Teams?
- Has availability to complete mandatory E-learning

Once the E-learning has been completed and a signed AUA received, the new user will be provided with a log in to Mosaic and they can start using the system.
If relevant, they will then be invited to complete system training via Teams for their area of work, which will give them an overview of system functions and will assist them in their role. There is no need for you to contact us or the trainers directly.

New Users - TEAMS training

Our training is still delivered via TEAMS (so no travel involved), by our experienced trainers and includes key information on developing your skills when using Mosaic and how to use Mosaic effectively within your role.
Once you have completed your e-learning you may be contacted by the training support team with details of future course and how to book onto these. Please do not book on to TEAMS training, before being advised to do so.

Prior to taking part in your TEAMS training you will be given access to our TRAIN environment. You may then be contacted via email asking you to complete some basic tasks using your knowledge from the e-learning you have recently completed; **these tasks must be completed at least 24hours prior to your TEAMS training course**. The outcomes will allow our trainers to deliver a more targeted training course in those areas that you may not feel as confident in.

Throughout your TEAMS training course as part of your Independent Learning you will be asked to complete additional tasks. Our trainers will be available via the Teams Chat if you need any assistance during these periods of independent learning.
All managers are asked to support their workers to enable them to complete this training and encourage you to fully engage with the trainer to get the most from the session.

Approving Mosaic FreshService requests

If you raise a FreshService request, your approving manager, will then receive an email requesting approval, they need to acknowledge this email by clicking on the approval link, highlighted in the image, as soon as possible so we are able to complete the actions required for your workers, add new workers, change worker roles etc.
Managers you are able to add yourself as the authoriser so no need to add a senior manager details to the form, just add your own details and approve by clicking the link in the email you receive.

Find Person / Worker

Just a quick reminder if you need to search for a person or worker please use the Find Person or Find Worker facility in forms rather than using Manual Input. This means that form will show the most up to date information for that person or worker and reduces the risk of any typos whven manually inputting.

Appropriate Warnings

Just a gentle reminder to regularly check the Person Summary screen on your cases and to ensure that the warning actually relates to that person i.e. not a sibling or other family member and that any warnings that are no longer required are updated / deleted.

If you have information that relates to health, legal status etc. then the information should be recorded there and not recorded as a warning.

Be aware of who sees the person summary screen, if the information you have is sensitive or private add a warning to ask workers to refer to case notes, but remember the more warnings that are listed the less impactful they are.

If you do need to add a warning to a record as there is nowhere else suitable to record the information on the personal summary screen; then please ensure the warning is worded 'appropriate' and if the end date is known, such as MARAC warnings that this is added at the time so it will no longer visible when that date is reached.

Confidential Addresses

Is the 'Confidential addresses' still relevant to the persons current address? If not please update the details.
If you do record a warning of 'confidential address', please check that the address is set up correctly to be confidential, if you are unsure what you need to do please refer to our guide **Recording-confidential-unknown-or-no-fixed-abode-addresses**

Case notes

If you think it is unlikely that you will need to add any further information to your case note within 24 hrs, always click Finish rather than Save. If Saved, the case note will be automatically timed out and you will need to go back into it to Finish again.

Don't worry if you Finish a Case Note and then find that you have something else you would like to add as you should have the option to Append your case note which means that you can add additional related notes to your original case note.