Mosaic Bulletin #17

Adult Historic Residential Purchasing Request

There is now a new workflow in Mosaic that allows for periods of residential services that have been missed to be purchased outside of other workflows. This should help in instances where one or multiple nights have been missed, and a care home provider requires payment. However, it's important to note that this workflow cannot be used to purchase a new service; it can only be used in relation to existing or lapsed services.

The Adult Historic Residential Purchasing Request step can only be added to a record by the Mosaic Support team.
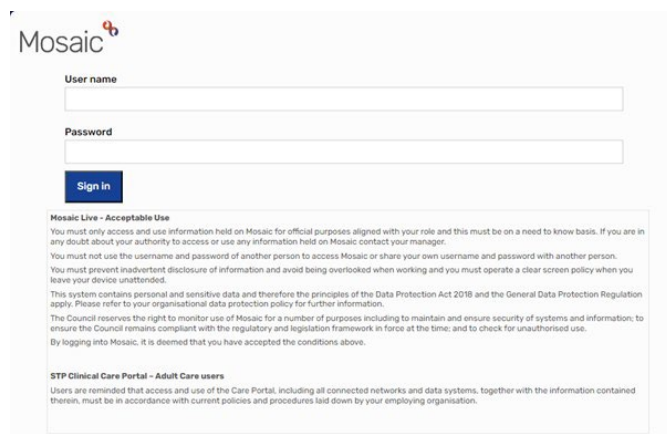
To request its addition to a record, please complete the 'How Do I…?' request from the Mosaic request page, as per the link below:

Mosaic - How Do I....? | . (freshservice.com)

Appropriate Access While Using Mosaic

Workers are reminded that they should only access Mosaic for official purposes aligned with their role, and this must be on a need-to-know basis. There is an acceptable use statement on the login screen for Mosaic. By accessing the system, you are agreeing to this statement. You must never access anything that is not part of your role. Mosaic Auditing reports are run regularly. Additionally, you will have signed a Mosaic Acceptable Use Agreement as part of your onboarding.

Unauthorised access could lead to disciplinary action.

Remember to Save Before Finish

Please ensure that you save your work before completing a workflow step. Some forms, particularly those involving calculations, may not correctly transfer information to another form if it isn't saved before the workflow step is finished.
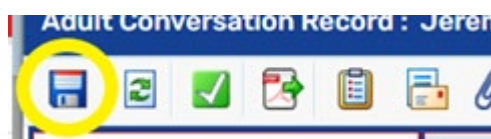
Key / Involved Teams – Key / Involved Worker

Key Team / Involved Team(s):

All people with open services must have a valid Key Team recorded on their record – this will display in the Professional and Organisation widget on the Person Summary screen.

The Key Team should be an Area (Adult Care), LPFT or Learning Disabilities team if the person is already in receipt of long term support services.

An Occupational Therapy, Hospital or Community Hospital and Transfer of Care team can be Key Team but only if the person has no open long term support. These teams should be opened as Involved Team when involved and there is a Key Team already open on the record. Where a Hospital team is being recorded as Key Team or Involved Team you must select the correct team, e.g. West Lincoln County Hospital (the LCC organisation), not the actual hospital.

Review Teams should never be recorded as Key Team but again should be recorded as Involved Team when involved with the case.

Key Worker / Involved Worker(s):

The Key Worker is an individual directly associated with the Key Team. They have a central role in coordinating and delivering services to the person. Key Workers often interact directly with the individual, ensuring their needs are met effectively.

An Involved Worker is any other worker who is part of the person's support network. While not identified as the Key Worker, they still play a valuable role in aiding and contributing to the person's overall care.

Assignment Notes

Please be mindful what you record in assignment notes when assigning steps or in clipboard Requests and responses to clipboard Requests. We have seen an increasing number of inappropriate text recorded lately.

You should not add any lengthy text in these fields. If you have information that you need to record that is longer than a brief sentence, please add a Case Note and then record in the assignment note or clipboard Request to refer to this Case Note instead.

Also please do not add text such as "Mosaic advised me to do it" as this is not appropriate either.

Your note should always relate to why you are assigning a step, sending a clipboard Request rather than who advised you to do it.

Worker Name Changes

If your name is changing please contact SERCO IT so they can amended the details of your AD account, once actioned and SERCO have confirmed the change please submit a Mosaic – Change Workers Details form.

Please Note: Please do not submit the Mosaic request until SERCO have confirmed your name change

Fresh Service Mosaic Requests

Information on Tickets

Workers are reminded that we require sufficient information to be recorded on Mosaic requests, which are logged via Fresh Service. This is necessary to ensure that accurate advice and guidance are provided, and to maintain a clear audit trail for justifying the reopening or deletion of any steps. Additionally, this practice helps prevent unnecessary additional work for workers and ensures a swift response to your request.

Delays caused by insufficient information or a delayed response from yourself can further impact our ability to assist.

Approving Managers

Please keep an eye on your emails for requests coming through from your colleagues and authorise them as soon as you can. This will ensure that the tickets are processed in a timely manner.

When you receive a request, you'll be provided with full information within the ticket. Additionally, at the bottom of the email, there are two important links to assist you:

- One link will enable you to approve the request.

- The other link will show you the complete request along with all the details.

We kindly ask that you thoroughly read the details in the request to ensure that the required information is added before approving it. This guarantees that you are fully aware of what your colleague is asking you to authorise. If any pertinent information is missing, you can now add a note or send an email directly within the ticket. Doing so will prevent delays in processing and aid us in completing the request.

New Starters and Role Changes in Mosaic

New Starters:

If you have a new starter in your team, ensure they are aware of the Mosaic Hub.

The Guidance section in the Adults area provides User Guides and Workflow Maps, offering assistance with basic system navigation, processes, and essential information for using Mosaic.

Additionally, make sure new starters understand the Guidance Bubbles within Mosaic forms. These bubbles contain important details related to recording requirements when completing case activity in Mosaic.

Role Changes:

When a team member transitions to a new team or role, please notify us by completing the appropriate form:

- Add/Change/End Worker Request – **All Personnel**

Keep in mind that we cannot modify workers' roles or end their profiles until all their work and case notes are either completed or reassigned.

Worker Leaver Process

Has a member of your team recently left? It's crucial to ensure that workers who have left are not active on Mosaic. Any information sent to them in error could cause significant issues.

Action Steps:

- All managers should complete the [Mosaic - Add, Change or End Worker | . (freshservice.com)](freshservice.com) request. This process is separate from notifying IT about the worker's departure and is handled by a different team.

Thank you for your attention to these important processes.