Mosaic Bulletin #16

Reminder – Cases Transferring from Hospital to Area Team

For cases transferring from a hospital to an area team the correct process is as follows:

1. **Hospital practitioner** assigns an **Adult My Review** to area team.

When adding the next action from the assessment (for new cases) or review (for open cases) –

The **scheduled date** should be changed to **2 weeks.**

A **note** should be added to explain discharge arrangements i.e. type of service and indicating it is a hospital discharge.

For example:
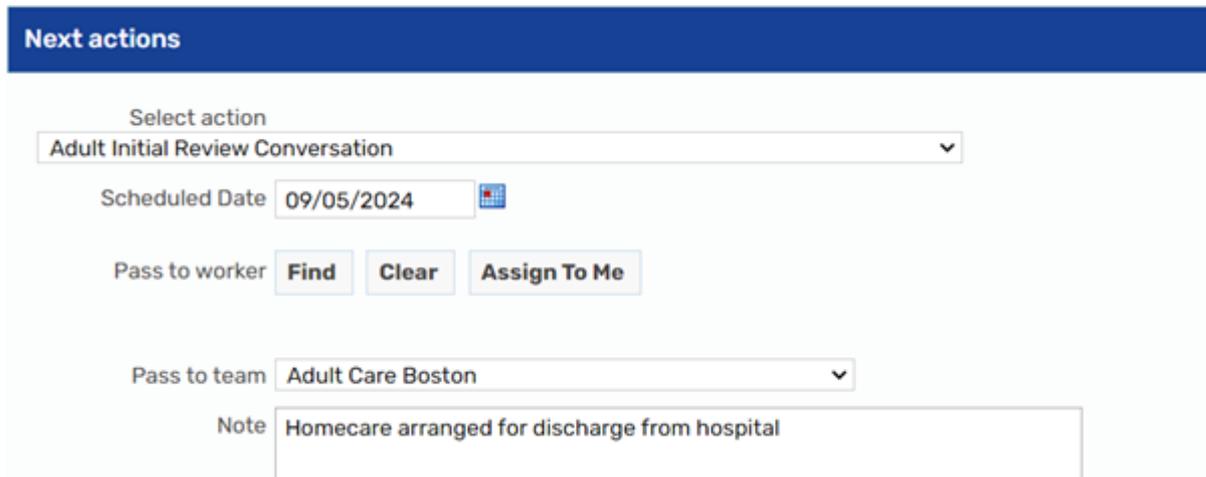
2. When the person has been discharged, the **hospital practitioner** must send the **Adult Hospital discharge confirmation** notification to the area team.

This notification is sent from the Hospital Discharge Request / Community Transfer of Care Case Monitoring step:

A **note** should be added to confirm the date of discharge and any discharge arrangements e.g. discharged home today (date) with a package of personal care.

Acute Hospital practitioners should be prompted to send this notification when you record the **Confirmed date of discharge / hospital involvement ended** within section 2.

Confirmed date of discharge / hospital involvement ended 02/04/2024

If the case is transferring to an Area Team, please make sure you send the 'Adult Hospital discharge confirmation' notification to inform them of the actual discharge date.

For more information practitioners should refer to the **Hospital Discharge Request** (for acute hospital practitioners) or **Community Transfer of Care Case Monitoring** (for community hospital practitioners) user guide.

Area practitioners - please be aware any notes added to the **Adult My Review** may not be accurate as the person's situation and discharge plan may change between the review being sent and the person being discharged.

Area practitioners should therefore wait until the **Adult Hospital discharge confirmation** notification is received before trying to contact the person to arrange the review and should refer to the note added against this notification for the most recent discharge information, rather than referring to the note added to the review.

The notification should appear in the team's Incoming requests folder, for example:
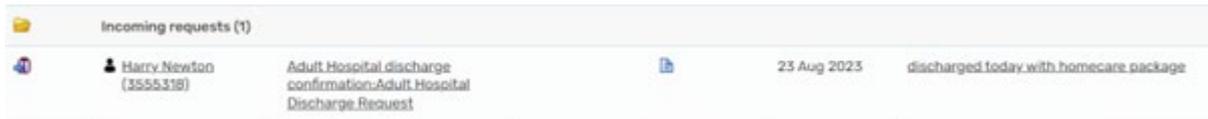
	Incoming requests (1)				
	Harry Newton (3555318)	Adult Hospital discharge confirmation-Adult Hospital Discharge Request		23 Aug 2023	discharged today with homecare package

Deferred Payment Changes

You will notice that there are some additional questions added to the **Financial Assessment Request** when you select that a **Deferred Payment Application** is to be sent. This is to remind you to carryout preliminary checks of the person's eligibility to apply for a deferred payment, reducing the risk of unnecessary administration for either the customer or the finance team.

Required Clipboard Requests
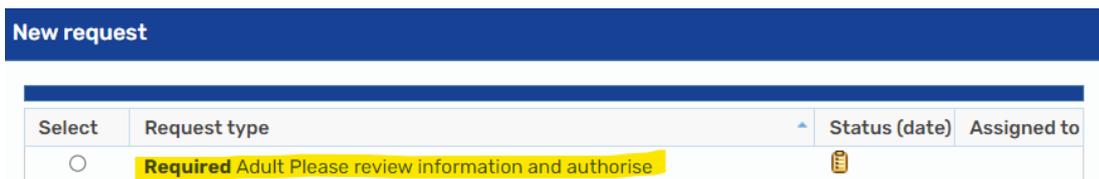
Select	Request type		Status (date)	Assigned to
○	**Required** Adult Please review information and authorise			

If you are trying to finish a workstep and a red triangle appears next to the Requests (clipboard), this means that there is a 'Required' request that hasn't been sent or accepted. This means the workstep won't be able to be finished.
These requests are generally authorisation requests which need to be completed by your manager.

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

Using Mosaic How Do I?
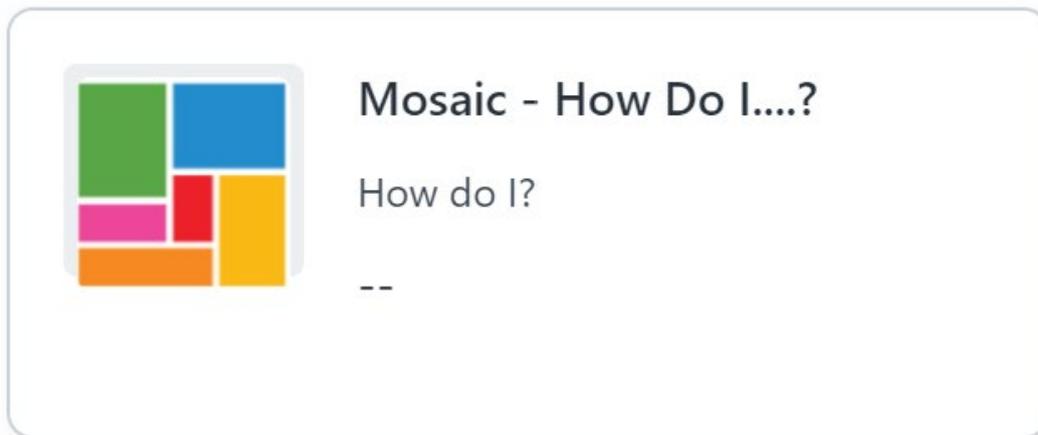
You should only use this form if you have a query that you are unable to find in guidance Professionals hub or are not sure how to proceed with any recording and need advice.

This form should not be used where a manager's authorisation is required, e.g. where steps need reopening or deleting.

When completing any of the Mosaic Forms in Freshservice, please do not include any personally identifiable information or sensitive information in any of the fields including any screen shots added to the ticket.

User satisfaction feedback

We are introducing a user satisfaction feedback form for all Mosaic FreshService tickets.

This will help us to identify when problems have arisen so that we can try to put measures in place to improve the service we offer.

It can also be used for positive feedback to recognise when one of our team has been particularly helpful in resolving your issue.

If you raise a FreshService request you will receive an email when the ticket has been closed.

Dear ███████

Your ticket - Request for ██████████: Mosaic - Change Person Record / Workflow - has been closed.

We hope that the ticket was resolved to your satisfaction. If you feel that the ticket should not be closed or if the ticket has not been resolved, please reply to this email.

Sincerely,
Lincolnshire County Council - Service Support
https://lincolnshirecc.freshservice.com/helpdesk/tickets/████

<<< We appreciate you taking this survey to help us improve our service >>>

This gives you the opportunity to rate the service received based on speed of response, communication and overall experience by the use of happy to not so happy face emojis.

- 😡 Not at all good
- 🙁 Not good
- 😐 Adequate
- 😊 Good
- 😃 Very good

as well as a comments text box should you wish to add anything else.

4. Do you have any comments you would like to add, as to how we could improve our service?

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Authorising Freshservice Tickets

Do you know why you are asked to authorise tickets?
As an authoriser there is an expectation that the request will be checked to ensure it is appropriate as the system holds information belonging to Adult Services, any changes to that information needs to be handled with care.

We have the scheme of authorisation in place to protect that data and the worker making the request; this is why any authoriser needs to have the appropriate level of access to enable checks to be carried out.

When you receive an email requesting for authorisation, please review the request by clicking on the 'To see the complete request' option, and then either approve / reject the request by clicking on the 'For the Approval Link' click here so we are able to complete the actions required.

For Approval Link **click here**
To see the complete request **click here**