

## Mosaic Bulletin #15

### Adult Top-Up Waiver Form

The Adult Top-Up Waiver form is now available as an optional form within Mosaic in the following steps:

- Adult My Assessment: Area Team
- Adult My Assessment: Non-Area Team
- Adult My Transition Assessment
- Adult My Review
- Adult Hospital Discharge Request
- Adult Community Transfer of Care Case Monitoring
- Adult Purchase Service Request
- Adult Change in Care Package Delivery Request
- Adult Extension to Temporary Admission Request

You should use this form to record when a provider agrees to either Reduce or Waiver a Third or First Party Top-Up. Currently there is a requirement for a 'wet' signature of this form so once filled in on Mosaic you will need to output the form to PDF, print, obtain signatures and then upload into the attachments section in Documents on the persons record.

Please find below a link to the guidance for uploading attachments to a Mosaic record:

[Uploading documents - User Guides Adults – Professional resources \(lincolnshire.gov.uk\)](#)

### Process for returning Telecare Referral

In your current work, on the Telecare Referral click the icon next to the name and select update assignment.

Click Find next to the Pass to worker box.

In the First name box type in Adult LCES and then click Find



Last name #

First name #

Include only workers with a current role

You should have one option, click on this.

ID	Other workers	Job title	Role	Organisation
<a href="#">100207129</a>	<a href="#">Adult LCES - Inbox</a>		<a href="#">AC Virtual Worker</a>	<a href="#">Adult Lincolnshire Community Equipment and Telecare Service</a>

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

(Add any notes if required) and then OK.

### Reminder – Hospital Admission Avoidance (Acute Hospitals)

There is a specific workflow for hospital admission avoidance cases i.e. front door referrals where you deal with the person in A & E and prevent them being admitted into hospital. This must be recorded to ensure any intervention is evidenced and to allow for any necessary follow-up work to be completed by the Area team.

Record the appropriate **Adult Contact (New / Open Case)** from the Start > New ... sidebar menu with details of the situation and any intervention provided.

Where you have arranged services, add a next action of **Adult Immediate Emergency Services Request** with a reason of Adult Hospital admission avoidance and assign to self. Complete this step with details of the service you have arranged.

You must also add a second next action from the contact and assign it to the relevant Area team - adding a note to highlight it is a hospital avoidance case and what service has been provided.

- For new cases add a next action of **Adult Conversation Record**
- For open cases add a next action of **Adult Bring Forward Scheduled Review (Assign to Area Team)** with a reason of Adult Hospital admission avoidance

Where no services have been arranged add the most appropriate next action(s) from the contact or assessment / review steps.

For full guidance please refer to the [Hospital Admission Avoidance](#) user guide and the [Acute Hospital](#) workflow map.

### **Care Portal/Shared Care Record – We are seeking your feedback!**

Adult Care Mosaic users have had access to view patient health records in the Care Portal/Shared Care Record platform since February 2021. We are seeking feedback about your experience of using the Care Portal tab in Mosaic, or via direct access for those in Hospital Social Work teams who input to shared care planning in the Care Portal, including examples of how it has supported/enhanced your day-to-day social care practice. We would also like to hear from any users who are still having access issues or experiencing error messages when attempting to view care portal records. Please send your feedback to Sam Francis in the Information and Systems Team via email at [samantha.francis@lincolnshire.gov.uk](mailto:samantha.francis@lincolnshire.gov.uk)

### **Selecting the right Approving Manager**

When completing your Freshservice request please ensure that when searching for the approving manager that you double check that you are selecting the right approving manager; the email address without apostrophes should also be selected if there are two options.

If approval requests are sent to the wrong manager this will delay the issue being resolved.

### **Checking Documents can be PDF'd before finishing**



We are receiving high numbers of requests to reopen steps due to not being able to pdf documents.

So here is a quick reminder on how to eliminate the need for **you** to submit a request to reopen worksteps where the form cannot be output to PDF due to a pasting error.

If you need to copy and paste into a form, please use the **Ctrl+Shift+V** method to paste text into rich text fields from now on.

**Please check that you are able to output your form to PDF before finishing the step (green ticking) to ensure there are no ongoing issues.**

### **Deactivating Mosaic Accounts**

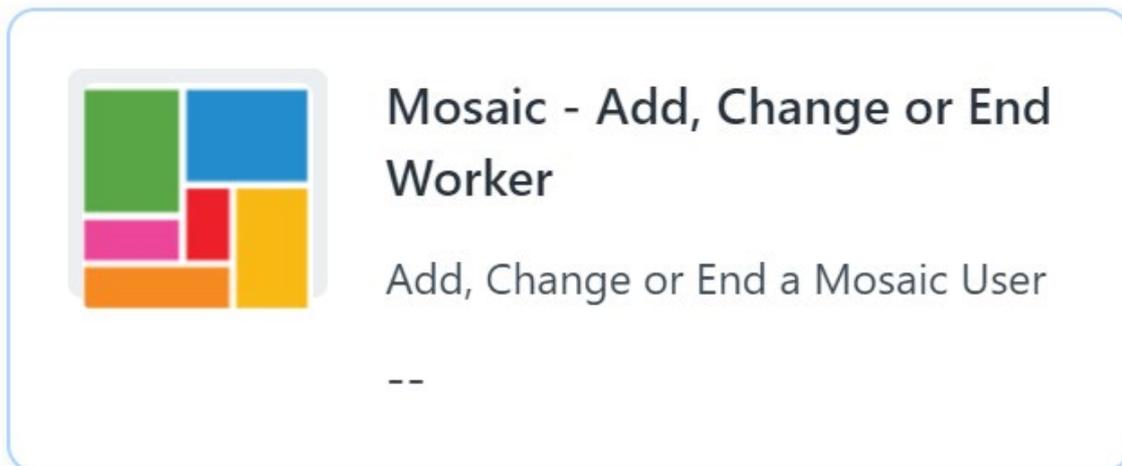
Despite Mosaic access being part of the movers and leavers process we are not being informed when a worker moves or leaves resulting in Mosaic users retaining access to the system when not required and has, at times, lead on to very serious data breaches.

On a quarterly basis all managers will receive a list of workers within their area in order for us to remain GDPR compliant and effectively manage user accounts. The manager will then be required to verify all active user accounts are valid (currently in work, listed within the correct team and have a role that requires Mosaic access) Any worker on long term sick leave, maternity leave or seconded to a role that does not require access must be ended. It is a very quick process to have inactive accounts reinstated when a worker returns, and access is again required.

This will ensure compliance in line with Information Assurance and appropriate access to the highly sensitive information the system holds in relation to vulnerable Adults and Children.

To aid with the above we have also implemented a process which sees inactive user account's being ended by the Mosaic Support Team should they be inactive for longer than 3 months. Any work or allocations in place at this time will be reassigned to their manager for action.

Where workers have either left LCC, or moved to a new role where they no longer require access to Mosaic, please raise a ticket via the portal to request their accounts are closed.



The process for reactivating worker accounts is straightforward and quick, so a deactivated account can just as easily be re-activated at any point in the future, should a worker require access again eg. returning from maternity/paternity leave inc. KiT days or long-term sick leave.

### **How you contact the Mosaic Training Team is changing**

To help streamline our service, the [MosaicAdultstraining@lincolnshire.gov.uk](mailto:MosaicAdultstraining@lincolnshire.gov.uk) and the [mosaicchildrenstraining@lincolnshire.gov.uk](mailto:mosaicchildrenstraining@lincolnshire.gov.uk) are being replaced with one email account.

From the 2nd April 2024 please use [Mosaictrainingsupport@lincolnshire.gov.uk](mailto:Mosaictrainingsupport@lincolnshire.gov.uk) to contact us.

You will still get the same level of support relating to all matters regarding training just using one email address.

