

Adults Quick Guide

Addresses

An address must be recorded when creating a person's record in Mosaic.

Any address or address details not recorded during the person creation, or recorded incorrectly, can be added or edited at a later date as required.

A person can have several open addresses recorded on their record. For example,

- a '**Primary address**' which is used for correspondence
- a '**Display address**' which is the address displayed on the Person summary screen
- other addresses – such as an 'Adult LTC placement', where someone is in a permanent residency (long term) residential or nursing placement.

A person can also have several historic addresses on their record. For example, if they have moved house multiple times.

Viewing Addresses

A person's **Display address** can be viewed in the **Address** section of **Demographic information** on the **Person summary** screen.

Any access information, including key safe number (recorded in the Access notes field) will also be visible against the person's address.

There is a '**Change**' hyperlink against **Address** which allows you to access the **Addresses** screen to amend address details or add a new address where necessary.

There are also two blue hyperlinks which may display:

- **'View map'** – When clicked opens a separate browser window showing the display address on Bing Maps.
- **'Person has other addresses...'** – When clicked takes you directly into the Addresses screen without having to use the sidebar menu. This hyperlink only displays when the person has more than one address recorded on the record. These can be current addresses, historic addresses or a mix.

You can also view the **Addresses** screen by clicking **Person details > Addresses** in the extended sidebar menu.

The **Addresses** screen displays a list of all current and historic (ended) addresses

Confidential Addresses are also viewed by accessing the **Addresses** screen.

Confidential Addresses will not be displayed in **Demographic information** on the **Person summary** screen (i.e. should not be marked as the display address) but there should be a **Warning** note type of **B: Confidential Address** recorded on the record to highlight the confidential address.

Recording Addresses

There are two methods of recording addresses on Mosaic:

1. **For new primary address and/or moving house** - This process is to be used if someone has moved home or their primary address has changed. Adding a new address via this method will automatically end the old address.
2. **For additional (multiple) addresses** - This process is to be used if recording additional addresses and leaving the previous address(es) on the record open.

Both of these methods also require the 'Other details' of the address to be recorded wherever possible.

To record any addresses on a person's record you will need to access the **Addresses** screen:

Click **Person details > Addresses** in the extended sidebar menu or click the '**Change**' hyperlink against **Address** in **Demographic information**

From the **Addresses** screen

- Click the **Removal Lorry** icon  - For a new primary address and/or where someone is moving

Or

- Click the **Add** button - For additional (multiple) addresses e.g. Correspondence Address, Temporary Address etc.

LCC funded permanent residency placement (LTC) –

If the person still owns their property the care home (placement) address should be recorded using the **Add** button with the address type '**Adult LTC Placement**'

- The care home address should be marked as the 'Display address'
- The person's home address should remain marked as the 'Main Address' and 'primary address'

If the person does not own their property the care home (placement) address should be added using the **Removal Lorry** icon  with the address type **Main Address**. The care home should also be marked as both the 'Display address' and 'Primary address'.

Self-Funded permanent residency placement (LTC) –

The care home (placement) address should be added using the **Removal Lorry** icon  with the address type '**Main Address**'. The care home should also be marked as both the 'Display address' and 'Primary address'.

The **Move/Add person address** screen displays - complete an address search.

If any personal relationships for the person are recorded as living at the same address, when you enter the **Move person address** screen you will be given the option to select all people you wish to amend the address for at the same time.

For example you can update the address for husband and wife at the same time by selecting both and clicking the **Confirm selection** button

There are three methods for searching for an address –

1. **Find address** button - Entering search criteria (e.g. post code or street name)

Enter your search criteria (at least one field marked # must be completed to carry out an address search.

The 'Search through all addresses in UK' checkbox should be selected if the address is outside of Lincolnshire and then click the **Find address** button.

Depending on the criteria used either the **Find street list** or **Find address list** screen displays. You can then select the appropriate address from the list.

2. **Last** button - The last address used (only displays if you have already searched for an address during this session – since logging in)

The last address used option allows you to automatically pull through the details of the last address you used in your current session.

It may pull through both the address and 'other details' for the address. If it does do this, you should review the 'other details' and remove or amend as necessary.

3. **Find person** button - Using the address of another person in Mosaic

The address for another person in Mosaic can be used by clicking the **Find person** button.

This allows you to search for another person in Mosaic who lives at the same address to add it to the record.

Click the **Find person** button and perform a person search. Please see the **Searching for a Person, Worker or Organisation user** guide for further details on completing a person search.

Click the **Find** button and select the person to pull through their address details.

All three methods can be used when adding a new primary address, the person is moving house or when adding additional addresses.

Once the address has been found, the **Move/Add person address** screen displays with the selected address in **Address details** (display only) section.

When adding an address to a person's record the **Other details** for the address should be completed with as much information as possible. This is not usually required for relatives, friends and family but is really important for the people we support.

If you have chosen to update the address for multiple people at once .i.e. husband and wife, you will be given the option to select all people you wish to amend the '**Other details**' for at the same time too.

You can update the '**Other details**' for each individual, if different details are needed for each person.

Or you can update the details for one person and click '**Apply to all**' if the details need to be the same for everyone – please be careful when using this function to ensure the details are correct for all.

Scroll down the screen to the **Other details** section and complete fields as appropriate.

Some information in this section may default in if the **Find person** or **Last** button options are used to find the address. This information can be removed or amended as necessary.

- **Display address** = Select checkbox if this address should display on the Person summary screen

There can be only one **Display address** on a record.

If there is no address marked as the **Display address** there will be no address displayed on the **Person summary** screen.

- **Primary address** = Select checkbox if this address is to be used for correspondence

Mosaic uses the **primary address** for things such as letters, forms, remittance advice, reporting and matching with other systems. As such, there must be a **primary address** recorded.

Only one **primary address** can be recorded on a record.

The 'Display' and 'Primary' options cannot be amended if you are updating the addresses for multiple people who are moving house.

If the address should not be marked as 'Display address' you will need to amend this in each record separately.

- **Address type** = Select from dropdown menu as appropriate

There are several different address types in Mosaic:

Address Type	When it should be used
Main Address	Where the person normally lives.
Adult LTC Placement	The address of the home where the person is in a permanent residency (long term residential or nursing care - LTC) placement.
Bills to this Address	Where bills should be sent and should only be used if this differs from the primary address.
Carers Address	The address of the person's Main Carer.
Correspondence Address	The address for all correspondence to be sent to and would be used if this differs from the primary address.
Home Address	The person's home address.
Hospital	The hospital address if the person is currently in hospital.

Address Type	When it should be used
No Fixed Abode	If the person has no fixed address. No Fixed Abode is recorded using the Post Code XXX XXX and ticking the ' <i>Search through all addresses in the UK</i> ' checkbox.
Other Local Authority Child Placement	Used by Children's Services to record a child from another authority who has been placed in Lincolnshire.
Payments to this Address	Where payments should be sent and should be used if this differs from the primary address.
Primary Placement	Used by Children's Services to record the primary placement of where a Looked After Child is placed.
Prison	The prison address if the person is currently in prison.
Private Fostering Address	Used by Children's Services to record a child's private fostering address.
Respite Placement	Used by Adults and Children's Services to record the address of a regular respite placement.
Supported Living	Used if someone has supported living.
Temporary Address	If someone is living at a temporary address this can be used to record the address on their record.
Unknown Address	Used if the person's address is unknown. Unknown Address is recorded using the Post Code XXX XXX and ticking the ' <i>Search through all addresses in the UK</i> ' checkbox.

- **From** = Defaults in – if required can be updated using the **date picker** icon 
- **To** = Ignore – used when ending an address only

- **Household structure** = Select from dropdown menu as appropriate – for more information on which category to select please refer to the **Tenure Type and Household Structure** user guide
- **Tenure type** = Select from dropdown menu as appropriate – note this information is mandatory in a number of Adult Care workflow steps – for more information on which category to select please refer to the **Tenure Type and Household Structure** user guide
- **Access notes** = Enter important access information

The **Access notes** text box is the only place on the record that the **Key Safe number** will be recorded.

This box should also contain any other access information e.g. which door to use.

This information will display against the **Address** in **Demographic information** on the **Person summary** screen

- Click the **Save** button

If the person has moved home or a new **primary address** has been recorded the previous (primary) address will automatically be ended using the start date of the new address.

If an additional address has been added there will be multiple open addresses displayed in the **Addresses** screen.

Recording a Confidential Address

A **confidential address** is recorded in exactly the same way as recording a new primary address, if the person is moving house or when recording multiple addresses.

Confidential addresses should **not** be displayed on the **Person summary** screen.

A Warning note type of "**B: Confidential Address**" should be recorded to highlight that the person has a confidential address. See the **Notes** user guide for details on how to record a note.

To ensure a confidential address is not displayed on the **Person summary** screen, do not select (or deselect) the **'Display address'** checkbox within the **Other details** section of the **Add/Move person address** screen.

Recording No Fixed Abode or Unknown Addresses

An address of **'No Fixed Abode'** or an **'Unknown Address'** is recorded in a similar way to recording a new primary address, if the person is moving house or when recording multiple addresses.

A **'No Fixed Abode'** or **'Unknown Address'** can be searched for by entering **XXX XXX** in the **Post code** field.

The **'Search through all addresses in the UK'** checkbox must also be ticked before clicking the **Find address** button.

The **Find address list** window will display and either **'Unknown Address'** or **'No Fixed Abode'** should be selected as appropriate.

The address displayed on the **Person summary** screen will either state **'Unknown Address'** or **'No Fixed Abode'**.

Within the **Other details** section of the **Addresses** screen:

- For 'No Fixed Abode' an 'Address type' of **No Fixed Abode** should be selected
- For an 'Unknown Address' an 'Address type' of **Main Address** should be selected

Addresses recorded as **'Unknown Address'** should be updated with actual address information as soon as possible.

Editing Address Details

It is not possible to edit an address itself, but it is possible to change the 'Other details' relating to the address e.g. Address type, Household structure, Tenure type and Access notes.

If an address has been recorded incorrectly, please contact the Mosaic Service Desk to request deletion.

If it is the primary address, a new address will need to be recorded, or an existing address updated, to ensure there is a primary address recorded before the old one is deleted.

To edit address details click **Person details > Addresses** in the extended sidebar menu or click the '**Change**' hyperlink against **Address** in **Demographic information**

The **Addresses** screen displays

- Click the **Edit Pencil** icon  against the entry which needs to be amended

The **Amend person address** screen displays

- Scroll down the screen to the **Other details** section. These fields are all fully editable and should be amended as necessary

For more information on which category to select please refer to the **Tenure Type and Household Structure** user guide

- Click the **Save** button

Ending Addresses

Only additional addresses should be ended e.g. a placement address.

Remember if a person is moving home or their primary address is changing, it will automatically be ended when a new address is added.

To end an address click **Person details > Addresses** in the extended sidebar menu or click the **'Change'** hyperlink against **Address** in the **Demographic information**

The **Addresses** screen displays

- Click the **Edit Pencil** icon  against the address that needs ending.

The **Amend person address** screen displays

- Scroll down the screen to the **Other details** section and enter an end date in the 'To' field using the **date picker** icon 
- Click the **Save** button

As all records need a 'primary address' Mosaic will prevent you from just ending the primary address.

You must add a new 'primary address' before ending the current one.