

**Mosaic for Adult Social Care**

**Guidance and Tips**  
**Front line Staff and Managers**

Praksha Mistry (ATM Lead Reviews Project 2022 )

Sarah Coupar (Mosaic Trainer )

Steph Diffey ( Interim Head of Service Adult Social Care)

June 2022

# List of Contents

## 1. Introduction to Mosaic Front Page / Person Summary

## 2. Cases and Allocations

2.1 Allocations

2.2 Current work Folder

## 3. Workstep / Pieces of Work

3.1 List of worksteps

3.2 People who can authorise worksteps

3.3 Worksteps Explained

3.4 Case closures

## 4. Other worksteps

4.1 Safeguarding

4.2 Deprivation of Liberty(DOLS)

4.3 Occupational Therapy referrals(OT)

4.4 Admiral Nurse Referrals

## 5. Carer Checklist

## 6. For Managers ONLY

### 6.1 How to Re-assign a case

### 6.2 Allocating cases

6.2.1 For services users who are already known to LBS and have an existing workflow

6.2.2 For service users who are new or who don't have a workflow or Future work on the front screen

6.2.3 Types of Worksteps

6.2.4 How to create a carers assessment if there isn't one

### 6.3 Case Closures

6.3.1 From a worker

6.3.2 As part of data cleansing

### 6.4 Carer Case Closures

6.4.1 Some reasons for carers being closed

6.4.2 How to close a carer work step down

### 6.5 Authorisation Checklist

# 1.Introduction to Mosaic Front Page / Person Summary

*What to know about the Front Page (also known as Person Summary)*

**The information listed below needs to be kept updated and your responsibility is to always check this when a case is allocated to you or you are working on it.**

<b>Current work</b>	Has all the work steps open to that service user/carer	Link
<b>Address</b>	Check that this is updated and that all contact information is also updated.	<a href="#">Mosaic Guidance on addresses</a>
<b>Service User Groups</b>	Please update when service user/carer contacted	<a href="#">Mosaic guidance on PSR Reasons</a>
<b>Current Communication needs</b>	Please add if an interpreter is required or the person has specific communication needs	
<b>Health conditions and/or Disabilities</b>	Please ensure you add Health Condition and or Disabilities	<a href="#">Mosaic Guidance on Health Conditions</a> <a href="#">How to view records on Mosaic's HIE integration</a>
<b>Classes</b>	Tick list for example if someone is a service user , carer, next of kin	
<b>Personal relationships</b>	Needs to be updated and main/informal carers recorded. This is crucial as carers status needs to be updated here as well.	<a href="#">Mosaic guidance on Personal Relationships</a> <a href="#">Mosaic Guidance on adding carers in Personal</a>

		<a href="#">Relationships</a>
<b>Professional and Organisation relationships</b>	Worker Relationships – whenever a case is allocated to you ensure that you or the line manager adds your name to the case.	
<b>Care packages provided</b>	Has a breakdown of the care provisions and costs and schedules as well as the name of the current provider.	
<b>GP's Details</b>	Ensure that the GP Details are up to date. When a case is allocated the current worker should always check this.	<a href="#">Mosaic Guidance on GP recording</a>
<b>Person details</b>	Has sections where you update information as well as add the date of death if you have been given this information and it is not already completed.	<a href="#">Mosaic Recording 'Other' Names guidance</a>
<b>Reference Numbers</b>	If you have the NHS number or other reference numbers relevant to the service user add here.	<a href="#">Recording an NHS number in Mosaic</a>
<b>Start button</b>	Press new and you will find actions that as a worker you may need to use ( EG Appointeeship Referral- see 3.3 worksteps explained )	
<b>Case notes</b>	You need to record your contacts and also copy in emails here , closing summary, handovers and updated information on contacts/reviews. ALWAYS remember that when you copy an email ensure it is only related to that service user and also forward and then copy so your details are also in there.	<a href="#">Mosaic guidance on copying emails into Mosaic</a>
<b>Documents and where to find Consent to share form</b>	You will find all documents for the service user here as well as attached documents. This is also where you find the <b>Consent to Share Form</b> by scrolling down and clicking on create and then finding the Information Sharing and Declaration Form which you then have to print out and take to service user and or carer and then scan into documents once signed.	<a href="#">Mosaic Guidance on Uploading Documents</a> <a href="#">Mosaic Consent to share guidance</a>
<b>Financial assessment</b>	This has the recent financial assessment outcome and contributions - if you see 99999 - this means that the service user has been assessed as full cost and if you see 0 then service	

	user has been assessed as nil charge otherwise it will have what weekly financial contribution is to be paid.	
<b>Legal Status</b>	It's crucial that the status of people who are on legal orders such as Section 117 or supervision orders under the MHA, criminal justice orders etc, is recorded here.	

## 2. Cases and Allocations

*Cases and Allocations can also be viewed on the front page on the left hand side.*

*This will show Allocations and Current Work.*






*Current work is broken into Incoming work and Incomplete work*

### 2.1 Allocations

<b>Allocations</b>	For work to show in your allocations folder, you will need to add a worker relationship when a case is allocated to you.	
<b>How to add worker relationship</b>	You go to the front page, then place a cursor on person details and you will see the worker relationship, you click on this and press add. Find your name and your relationship and add a start date ie.when you were given the case.	<a href="#">Mosaic Guidance on Worker Relationships</a>
<b>How to end a worker relationship</b>	Once you finish your involvement and assessment/SON/Care and support plan or review is authorised and your involvement is ending, you must remember to send out the SON and Care and support plan or review to the service user and case note this and then end your worker relationship and add the end date.	<a href="#">Mosaic Guidance on Worker Relationships</a>
<b>REMEMBER</b>	When a case is authorised, the work will disappear from your current work and this could result in you forgetting to send out the above to the service user/ care home and/or carer.	

## 2.2 Current Work Folder Your **current work folder** has incoming and Incomplete work and future work

### [Mosaic Guidance on Working from your Workview and Workload Folders](#)

<b>Incoming work</b>	These are the cases you will be allocated but work you have not started yet.
<b>Incomplete work</b>	This is work you have started i.e. When you press start it automatically will move into the incomplete folder.
<b>Future work</b>	This is work that is allocated to you ahead of schedule so the review date would still be in the future. The case has been brought forward for earlier involvement.
<b>Task to Manager for authorisation and what the icons above mean</b>	<p>Once you have completed a review, you will see the information below on the form</p> <p> - This means save – always save as you type so that you do not to lose your work</p> <p> - <b>THE ONLY TIME</b> you as a worker will use this is when you move from a review planning to either an assessment review or Planned short review. The Green tick is otherwise <b>ONLY</b> used by the manager.</p> <p> - This simply means to refresh the current form</p> <p> - This is when you want to print out a report, you first save it as a PDF and then send for print or you can save the document as a PDF as well.</p> <p> This is where you task the work to your manager for authorisation. You click on this and it should show</p>

**REQUIRED** Please review Assessment/Statement of Need/Review and confirm Outcomes or  
**REQUIRED** Please review information and confirm outcome or  
**REQUIRED** Please Authorise Support Plan

You click on this and then find the name of the person you sending this for authorisation to and then press



- save.

This will turn Yellow when you see it in your incomplete work like this –



**Supported Self  
Assessment**

**A B  
(Mosaic  
ID)**

If a Manager rejects your assessment/ review, etc then it will show in your incomplete work as



**Care and  
Support Plan**

**Nigel Adams  
(6940)**

Light pink with a red outline. You will need to read the return note by clicking on the workstep for example care and support plan and then add the information requested and re-task back to manager



This is where you find the optional forms and letters that you will need to complete the work assigned like eligibility assessment, care and support plan, mental capacity, etc.



(0)

This is where you can attach a document if you feel you need it within this piece of work.



This just takes you back to the front page.

**DON'T FORGET TO ALWAYS SAVE YOUR WORK.**

## 3. Worksteps / Pieces of Work

3.1 List of worksteps

3.2 People who can authorise worksteps

3.3 Worksteps Explained

3.4 Case closures

### 3.1 List of Worksteps ( in order of work )

<b>Eligibility assessment - assessment review</b>	<b>Professional support</b>	<b>Referral for appointeeship or deputyship</b>
<b>Statement of need (SON)</b>	<b>Interim Support Plan(ISP)</b>	<b>Adult at Risk – Initial Enquiry</b>
<b>Care and support plan</b>	<b>Carers assessment/On-going care review</b>	<b>Adult at Risk – Further Enquiry and Plan</b>
<b>Initial Review</b>	<b>Statement of need - carer</b>	<b>Adult at Risk – Further Enquiry and Report</b>
<b>Review planning</b>	<b>Carer support plan</b>	<b>Adult at Risk – Safeguarding Plan Review</b>
<b>Planned short review</b>	<b>Carer Wellbeing via on-going carer review</b>	<b>DOLS Assessment/Dols Renewal/Review</b>
<b>Telephone wellbeing review (TWR)</b>	<b>Mental Capacity Assessment</b>	<b>Close Case</b>




### 3.2 People who can authorise worksteps



Team Manager – TM  
Assistant Team Manager – ATM  
Head of Service – HOS


If you are being supervised by a social worker then you will need to send your supervisor an email with service user Mosaic ID and they can quality assure your assessment before sending an email to the ATM or team manager letting them know they have quality assured it. They **are not able** to authorise work steps at the moment.


### 3.3 Worksteps Explained

Work step	What it means	Does it lead anywhere?	Next Actions	Who needs to sign off/authorise or also receive work steps
<b>Self Supported Assessment – Assess/ Review</b>	This is a full eligibility assessment – always ensure that the holistic assessment is completed in this form. Workers should always complete section one on carers correctly (see checklist - section 5)	<p>Yes - This leads to a statement of need.</p> <p>This should always lead to a statement of need. The only time this should not lead to a statement of need is if the assessment is no longer needed or service user has died before assessment is completed or you need to pause the assessment and then you can go to a professional support. This does not happen often and should be discussed</p>	<p>1. Statement of Need</p> <p>2. Financial assessment – choose Finance Team</p>	<p>To ATM or TM</p> <p>This document does not need to be sent to service users as it's too long. The statement of need and care and support plan has this all summarised and these are the documents that need to go out to service users and significant others as pre consent form.</p>

		with your line manager as they will need to authorise the assessment.		
<b>Statement of Need (SON)</b>	<p>This needs to be completed for all assessments.</p> <p>The costings here may differ from the care and support plan as these costing are pre populated</p>	<p>Yes - This should lead to a care and support plan.</p> <p>Yes - It also can end here with no further work if the person has declined services, is not eligible, died or there is no need for a personal budget.</p>	<p>If it leads to support plan then</p> <p>1 Care and Support plan</p> <p>2 Financial assessment Choose Finance team</p> <p>Or you can choose</p> <ul style="list-style-type: none"> <li>• No further action – other workflow continues</li> <li>• No further involvement required – close case</li> </ul>	<p>ATM or TM</p> <p>This is still sent to ATM/TM for authorisation of closure</p>
<b>Care and Support plan</b>	<p>This should be completed with correct budget costs for example £16.05 for domiciliary care or care provider via DP per hour or £12.20 per hour for pa support</p>	<p>Yes to Initial review or future work</p> <p>It can also lead to professional support/ no further involvement from the department -close case</p> <p>There is also a review monitoring form in . Please complete this if a service has stopped or there is a reduction in</p>	<p>Future work, initial review, no further involvement from the department -close case, professional support,</p> <p>Brokerage purchasing request Choose Brokerage team</p> <p>Direct payments Choose Direct Payments</p> <p>Telecare for when this is also put into the support plan. Choose</p>	<p><b>Only the TM or HOS can sign this workstep.</b></p>


		care – this form monitors savings. This should be completed even if the overall budget is now changed but a service has ended as part of your review/reassessment.	Adult purchasing processing team	
<b>Initial Review</b>	This needs to be completed between 4-6 weeks of new care or accommodation and <u>only</u> found as a next action in the care and support plan There is no budget attached to this review.	Yes Mainly Future work if the person is funded by LBS.  Otherwise it could lead to closure, assessment review, ISP, professional support.	Future work is the main outcome and sometimes ISP if a tweak is needed to the previous support plan.  Other reasons as mentioned	To ATM or TM  Will also be sent to TM or ATM
<b>Review Planning</b>	This is the first part of a work step where you evidence whether this service user should require a planned short review or full Eligibility assessment.  The reason why you would do a full assessment is for example if someone needs to change accommodation.	Yes - This is the only episode where the worker presses the green tick  to enable them to complete either a planned short review or full eligibility assessment	Planned short review  Asses Review	Back to yourself - - This is the only episode where the worker presses the green tick  So you can work on the planned short review or assessment review.
<b>Planned Short Review</b>	A quicker form for review. Please ensure that the Holistic summary is	Yes leads to Future work	Future work, no further involvement from the department -close case	ATM or TM

	<p>completed with a good overview of the review. Also correctly complete section 3 – refer to the carer checklist below in Section 5</p>	<p>Also Brokerage purchasing request, Direct payments, future work, no further involvement from the department -close case,, telecare for when this is added into the support plan.</p> <p>There is also a review monitoring form in . Please complete this if a service has stopped or there is a reduction in care – this form monitors savings. This should be completed even if the overall budget is now changed but a service has ended as part of your review/reassessment.</p>	<p><b>There is no professional support or initial review here.</b></p> <p>For Brokerage purchasing request Choose Brokerage team</p> <p>For Direct payments – choose Direct Payments</p> <p>For Telecare – choose Adult purchasing processing team</p>	<p>If you need to continue work after the review then you add a note when you send the case for authorisation asking the manager to give you professional support once they have authorised this case. The manager will then create this from the future work episode.</p>
<p><b>Telephone Wellbeing Review</b></p>	<p>This review does not have a budget and is a shorter format for review – just remember that as this tends to also be used as an annual review – please ensure that reviews are robust and not one liners that tell you nothing about the service user or carer and support they are in receipt of.</p>	<p>Yes Future work</p> <p>Or other workflow continues or close case as no further involvement</p>	<p>Future work</p>	<p>TM or TM</p>

	<p>If at the end of the review it is felt that a small increase may be needed then in discussion with the manager, an ISP can be completed.</p> <p>Please also remember to complete section 1 carer correctly – see carer checklist section 5</p>			
<p><b>Professional Support ( Given from Future Work)</b></p> <p>There are also times where cases are co-worked and one worker could have professional support while the main worker will have a planned short review or assessment review that will lead to a future work while the person who is completing a</p>	<p>This should be allocated by the manager when there is additional work needed.</p> <p>The manager <b>must</b> go to  and open up a professional support and goal led work document and then set goals with the worker with provisional timescales.</p> <p><b>This should be reviewed 4 weekly and renewed or closed to ensure it is still relevant.</b></p> <p>This can be used for example when awaiting for appointeeship application/ COP/ Deputyship/ change of accommodation like service user moving into extra care/ short term piece of work needed or</p>	<p>Yes Future work</p> <p>Yes – Ongoing Professional support</p> <p>If there are no services being provided and there is no requirement for review then it can be closed.</p>	<p>Future work – <b>date set for annual review should be the original set date so you will need to go back and check when the review was due.</b></p> <p>On-going professional support -this should for good practice reasons, be <b>renewed every 4 weeks</b> so these are monitored in supervision and then another one is given if more support is still needed or actions have as yet not been achieved.</p> <p>no further involvement from the department -close case</p>	<p>ATM/TM</p> <p>ATM/TM</p> <p>The manager should be opening this and adding goals to be achieved with the worker and then assigning the incomplete episode to the worker. This should be reviewed in supervision</p> <p>ATM/TM</p>

<p>short piece of work can then close the professional support once their involvement ends.</p> <p><b>ALWAYS MAKE SURE THAT ONE OF THE WORKFLOWS LEADS TO A FUTURE WORK AND NOT ALL CLOSED DOWN.</b></p>	<p>even when attending a DST meeting.</p> <p><b>The worker must complete the progress monitoring part of the document</b> to evidence the work being completed towards meeting the goals.</p>			
<p><b>Interim Support plans</b></p>	<p>This is generally for a small increase/reduction of the care package and then sent to the team manager or head of service for authorisation as there is a budget attached.</p>	<p>Yes Future work - <b>Remember to put the original review date as future date</b></p> <p>Yes - No further involvement from the department -close case</p>	<p>Future work</p> <p>Brokerage purchasing request Choose either Brokerage team or Direct payments</p> <p>Telecare for when this is also put into the support plan. Choose Adult purchasing processing team</p>	<p><b>Only the TM or HOS can sign this workstep</b></p>

<b>Mental capacity Assessment (MCA)</b>	This can either be done as a standalone piece of work or via an assessment or review. If it's done as a standalone piece of work then the worker can allocate this to themselves via person summary, new and mental capacity assessment.	No as only one action for standalone MCA - assessment completed  If it comes via professional support then refer to Professional support work step	Task is sent to ATM/TM to authorise – then standalone MCA closes	ATM/TM
<b>Carers Assessment/On-going Carer Review</b>	Always check that relationships section on front page for both carer and cared for is recorded correctly and that the main carer is identified as a carer – see checklist and carer notes for more information	Yes Statement of need carer	Statement of need –carer	ATM or TM
<b>Statement of Need - carer</b>	This has to be completed if a full carers assessment has been completed	Yes – carer Support plan  No – Close case	Carer support plan  Close case	ATM or TM  ATM/TM
<b>Carer Support plan</b>	Has to be completed especially when one off Direct payment is given or an annual review is required	Yes – ongoing carer review And Purchase services for carer services like one off DP	On-going carer Review  Close case	<b>Only the TM or HOS</b>  <b>Only the TM or HOS</b>

		Yes – no further involvement needed- close case	Purchase services – Carer Services Choose either Brokerage Team or direct payments	
<b>Carer Wellbeing check Via on-going Carer Review</b>	You are asked to do wellbeing check for a carer – you choose carer wellbeing check via the carers assessment in 	Yes - Carer review delayed  Yes carers eligible needs met through care for cared for  Yes – no further action needed from department – close case	Carer Review delayed, carers eligible needs met through cared for <b>REMEMBER ON FRONT SCREEN WHEN AUTHORISED IT WILL SHOW AS ON-GOING CARER REVIEW</b>  No further action needed- close	ATM/TM    ATM/TM
<b>Referral for Appointeeship or Deputyship</b>	If you need to apply for an appointeeship or deputyship first thing is to get this agreed by the Head of Service then proceed.  When you have all the information and need to send a referral to the team	Worker creates via front page (person summary) and press start over person details and then new and scroll through the list for referral for appointeeship/deputyship and click on this and start work and save. Complete this and task to a head of service who will authorise this for it to go to the appointeeship team.	Appointeeship/deputyship referral – choose Appointeeship/deputyship team  Referral no longer needed	HOS   HOS and closure
<a href="#">Appointee/Deputyship referral guidance</a>				



<p><b>Close Case</b></p>	<p>When a case is to be closed the worker chooses a close case for a case to be closed. They have to put their name down when they are choosing no further involvement required by this department – close case and they will have to do the case closure form.</p>	<p>Yes Case closed</p>	<p>Case closed</p>	<p>ATM or TM</p>
--------------------------	---	------------------------	--------------------	------------------

**3.4 Case Closure**

**For all case closures** – workers will need to check all work steps/pieces of work are completed before closure. The worker will then complete the case closure form that ensures that all work steps and services are closed and then task it to their line manager to authorise once they have completed all the work for closure. This should only be done if there are **no other workflows** in current work open. Otherwise for example if there is another episode open like DOLS or sva then worker should choose “no further action needed (Other workflow continues) “to close the case. You will not need to complete a close case form for this.

## 4. Other Worksteps

4.1 Safeguarding

4.2 Deprivation of Liberty (DOLS)

4.3 Occupational Therapy Referrals (OT)

4.4 Admiral Nurse Referrals

### 4.1 Safeguarding

Follow guidelines provided by Vanitha Chandrasekharan  
Deputy Service Lead - Safeguarding and Social Work

[vanitha.chandran@sutton.gov.uk](mailto:vanitha.chandran@sutton.gov.uk)

[https://docs.google.com/document/d/1ZOke5GIJAPPoMdbaopA1YdCC-RQaWH\\_yOr5jh6q2gd0/edit](https://docs.google.com/document/d/1ZOke5GIJAPPoMdbaopA1YdCC-RQaWH_yOr5jh6q2gd0/edit)

These are a few of the episodes below that you will find in your incoming work/incomplete work folders -  
See the guidance - Safeguarding Workflow Map for more details.

**Adult at Risk – Initial Enquiry**

**Adult at Risk – Further Enquiry and Plan**

**Adult at Risk – Further Enquiry and Report**

**Adult at Risk – Safeguarding Plan Review**

**ALWAYS REMEMBER WHEN YOU ARE ALLOCATED A SAFEGUARDING,**

**ADD WORKER RELATIONSHIP SO THAT IT SHOWS IN YOUR ALLOCATIONS AND END THE RELATIONSHIP WHEN THE SAFEGUARDING IS CLOSED WITH AN END DATE.  
THIS IS CRUCIAL.  
ESPECIALLY WHEN YOU SEND WORK OFF TO BE SIGNED AND WAITING FOR THE NEXT PART TO COME BACK TO YOU.**

#### **4.2 DOLS Assessments and DOLS Renewals / Reviews**

This is a workflow for BIAs and DoLs authorisations  
DOLS Lead is Jon Norris - [jon.norris1@sutton.gov.uk](mailto:jon.norris1@sutton.gov.uk) ( june 2022)

#### **4.3 OT Referrals**

If the outcome of the review or assessment is referral to Occupational therapy, then the worker just needs to send a referral to LBS Adult Day Service and state what support is needed, details etc.

#### **4.4 Admiral Nurse Referral**

There is a referral form – contact Admiral Nurse Service, London Borough of Sutton, Civic Offices, St Nicholas Way, Sutton, SM1 1EA, 020 8770 5327, [admiral.nurseteam@nhs.net](mailto:admiral.nurseteam@nhs.net), Monday to Friday 9am-5pm

## 5. Carer's Checklist

**This is found in section 1 of Eligibility Assessment and Telephone Wellbeing Review and section 3 of the Planned short Review  
Please ensure that these sections are completed correctly**

<b>Does this person have Informal Carers?</b>	<p>Yes No - if you say no then <b>don't</b> move on to other sections and add names as you have just said there is no carer. If you say yes then move on to</p> <p>Carer Details - 1 names and details of carer identified that should also show in the cared for relationships.</p> <p style="text-align: center;">Questions for Carer – 1</p> <p style="text-align: center;">Name of Care - details of the carer</p> <p>Role that the Carer provides - what support are they providing in brief. Provide more details when you have stated this is a joint carer's assessment.</p>
<b>Was Carers Assessment offered</b>	<b>Yes/ No</b> - this should always be yes if you have identified a carer.
<b>Was the offer accepted</b>	<b>Yes / No</b> - if no then don't move on but complete the tab below If no, reason for not accepting offer of Carers Assessment-- Please Select --Does not wish to go through the Assessment Process Has

	<p>previously been assessed and was not eligible, Does not see themselves as a carer Not stated Choose not to answer, Other</p>
<p><b>If yes, what type of Carers Assessment</b></p>	<p><b>Joint Carers Assessment with Cared For or Single Carers Assessment</b></p> <p>When ticking joint then all information should be recorded in the section above with details of carer and their role. If you tick single carers assessment then <b>there needs to be a separate carer's assessment on that carers Mosaic ID</b>. You should not tick this and then not complete a separate carer's assessment.</p>
<p><b>Is the identified carer a young carer Yes / No</b></p>	<p>If you tick <b>No</b> then <b>don't</b> move on. If you tick <b>Yes</b> then follow the next steps and also make a referral to Children's and young person's services if not already done.</p>

## **6. For Managers ONLY**

### **6.1 How to Re-assign a case**

### **6.2 Allocating Cases**

- 6.2.1 For services users who are already known to LBS and have an existing workflow
- 6.2.2 For service users who are new or who don't have a workflow or Future work on the front screen
- 6.2.3 Types of Worksteps
- 6.2.4 How to create a carers assessment if there isn't one

### **6.3 Case Closures**

- 6.3.1 From a worker
- 6.3.2 As part of data cleansing

### **6.4 Carer Case Closures**

- 6.4.1 Some reasons for carers being closed
- 6.4.2 How to close a carer work step down

### **6.5 Authorisation Checklist**

**As a manager you will need to know how to complete various tasks on Mosaic.**

**Please ensure that you have read the sections 1-5 above first and understood this before moving on to the next section.**

## 6.1 How to reassign a case



### **Future Work**

[Future Work](#) or SSA or on-going carers assessment -

You would click on the icon and you will see it

Start work, assign work and cancel work.

You assign from here to another team by searching for the team.

**[Mosaic Guidance on How to Allocate a staff member to a piece of Future Work](#)**

## 6.2 Allocating Cases

**[Mosaic Guidance on Allocating/reallocating work](#)**

### **Before allocating a case**

**check ordinary residence and then check locality team finder to ensure that service user falls under your team**

### 6.2.1 For services users who are already known to LBS and have an existing workflow

As a manager when you need to allocate pieces of work for services users who are already known to LBS and have an existing workflow. PLEASE ALWAYS CHECK FIRST on the front page if there is FUTURE WORK for that service user and always

allocate from this. Managers tend to start creating work steps like professional support but this ends up resulting in **duplicate episodes**.

**Always make sure when allocating a case to a worker that you add a worker relationship .  
Please see the section above on how to do this.**

<b>Future work</b> has the following work steps:
Assessment review
Interim Support plan
Professional support
Review planning
Telephone wellbeing review
No further action- other workflow continues
Financial assessment/ review
No further action- other workflow continues
No further involvement required from the department which leads to case closure
SAGOP - Hospital in-reach team(we don't use)


**Please remember NOT to allocate Future work to the worker but the actual piece of work they need to complete for example review planning – they will not be able to open future work.**



## 6.2.2 For service users who are new or who don't have a workflow or Future work on the front screen

The way to create an SSA(eligibility assessment)

Go to the start button, and then hover over the Adult Contact and click on this.

Once you have done this, you can either create a screening tool by going to  and creating an adult contact form within the adult contact work step. From an adult contact you can also create an Adult at Risk Initial Enquiry - S42 (1).

If you **only** want to create a SSA(Eligibility assessment), then you can by-pass this part and go straight to next action Pause and Go and give this to yourself.

From a pause and go you can create the following :-

Carers assessment as this person cares for someone  
Professional support  
SSA

## 6.2.3 Types of Worksteps

### **Assessment Review**

An assessment review is given when the needs of service users have changed, for example when they need a complete change in their current support plan and this is very different from what they have and/or a change of accommodation. All other times a review planning work step is given.

The assessment review is an eligibility assessment and will lead to a statement of need and care and support plan – refer to work steps in the first part of the document.

### **Review planning**

This should be the main review tool used in the team – it leads to a Planned Short Review as well an Assessment Review.

The planned short review is a shorter document. Please ensure that when you quality assure and prior to authorisation you make sure that the holistic assessment is completed.

This has a support plan.

### Telephone well-being Review(TWR)

Always check if there was a previous one. If there are already 2 TWR's back to back then a face to face review is needed and this would be a review planning given to the worker. **There should not be more than 2 TWR's** and the decision is made on a case by case basis to decide whether the person meets criteria for a TWR.

There is no support plan here within this review.

### Initial review


You can only allocate an initial review as an outcome from a care and support plan. This tends to happen when the worker has completed a new assessment for the service user or an assessment review is completed and you want to review the person in 4-6 weeks' time.

### Carers Assessments/on-going carer review

When a service user review is being allocated, always make sure you check if there is a carer and that you allocate the carers ongoing review at the same time. You go into relationships and check if there is a carer and then click on this and go into the carers profile and you will see if there is a separate carer's assessment and then allocate that piece of work to the worker.

There will also be standalone carer assessments that will need to be allocated where the cared for is not in receipt of services. This can be either allocated as carers wellbeing review or full carers assessments. If they need one off direct payments then a full carer assessment will need to be completed. For more information about the work steps refer to the first part of the guidance.

### Professional support

The manager **must** go to  and open up a professional support and goal led work document and then set goals with the worker with provisional timescales.

This should be reviewed 4 weekly and renewed or closed to ensure it is still relevant.

This can be used for example when waiting for an appointeeship application/ COP/ Deputyship/ DST meeting or change of accommodation like service user moving into extra care/ short term piece of work needed.

Please refer to guidance above in the first part of the document about professional support work steps. **The worker must complete the progress monitoring part of the document** to evidence the work being completed towards meeting the goals. The manager **must** check prior to authorising the professional support that the progress monitoring part of the document has been completed.

## 6.2.4 How to create a Carer's Assessment if there isn't one

You go to the front page and go to the START button and go to adult contact.  
You click on this and open the adult contact and can go straight to next actions taken and give yourself a pause and go.  
From a pause and go you can create - Carers assessment as this person cares for someone and allocate it to the worker who required this work step.  
If it is a new assessment then they will need to complete a full carer's assessment.

## 6.3 Case Closures

- 6.3.1 From a worker
- 6.3.2 As part of data cleansing

### [Mosaic Case Closure Guidance](#)

#### 6.3.1 From a Worker

1. If a worker sends a close case as part of next actions – then their name needs to be on this. Once you agree and authorise, the worker will need to complete case closure forms and task it to you for authorisation. Go through the case closure documents and authorise closure.
2. Always make sure there is no other work step in the front page for that service user/carer ie. No DOLS assessment/ safeguarding, OT work, etc. You cannot do a case closure if there is another open work step in the current work on the front page.
3. The alternative to closing a case where there is another work step is to choose No further action – other workflow continues.
4. Please always ensure that reviews are sent out/ case notes updated.
5. At this point is when the worker relationship for that worker ends.

#### 6.3.2. As part of Data Cleansing

If you have a notification that someone has died and there is a Future Work for that person, please go to Future Work START and then say yes to the assign step and then go to Next Actions and press add and then choose either No Further Action – other workflow continues or No Further action required from the department if there are no other pieces of work open to that person. Give reasons why you are closing the case in the notes section.

## 6.4 Carer Closures




6.4.1 Some reasons for carers being closed

6.4.2 How to close a carer work step down

### 6.4.1 Some reasons for Carers being closed

Cared for has died or moved to a care home or no longer wants a carer's assessment or is not eligible

### 6.4.2 How to close a Carer Work Step down

1. If you need to close a carer down:-  
Find the carer and go to start and add. The only choice you have is No Further action required from the department. Make sure that there are no other worksteps open to the carer. You will also need to go to  and choose your name then press  and then complete the piece of work and save then  before the workstep can be closed down.


2. If there is another piece of work open to the carer then you will need to instead go to cancel and close this way for now.

The Mosaic team is aware of the fact that there is no choice here for other workflow continues and will add this choice soon.  
Choose a reason to cancel as a change of circumstances or other reason – see notes.

**Cancel should only be used when there is no other option**

## 6.5 Authorisation Checklist

- Please check that the service user information is all recorded correctly and all the carer information is correctly captured.
- If there is a support plan attached to the review or care and support plan, that the budget is correct. If there is day centre or respite ensure that the costing is worked as less 52 weeks, for example, if someone is getting 7 days a week x52 weeks but they also have respite for 6 weeks in the year then it should be for 46 weeks.
- Please ensure that reviews are holistic and person centred and have a good quality, in depth and not copied from previous review but is relevant and current.
- Is the next action recorded correctly - **is there is future work with the correct date and one that matches a carer review date if there is a carer. ALWAYS check what the future date is before sign off.**
- If there is a change in the support plan make sure there is either an action for brokerage or direct payments or if the case is to be closed, then either case closure or other work continues to close if no further support services are required.
- If there is another workflow like OT assessment or DOLS, etc. then use no further action - other workflow continues to close the workflow.

- Also make sure that when there are reductions in services and savings made that the Review Monitoring form is completed. This can be found in the Interim Support plans, Planned Short Review and Care and support plans  here. Make sure that the worker has completed this.
- As part of data cleansing, if there is a duplicate episode close this down. Make sure there is not more than one Future Work showing on the front page for that service user or carer.
- When a case is being closed, always make sure you have checked relationships, case notes, and seen that it's all up to date and there is a closing summary or handover summary where this is required.
- **AVOID** creating duplicate worksteps at all times.
- There are also times where cases are co-worked and one worker could have professional support while the main worker will have a planned short review or assessment review that will lead to a future work while the person who is completing a short piece of work can then close the professional support once their involvement ends.

**ALWAYS MAKE SURE THAT ONE OF THE WORKFLOWS LEADS  
TO A FUTURE WORK AND NOT ALL CLOSED DOWN**