

# Wokingham Borough Council Children's Services

## Mosaic Change Release Notes 01/05/2020

### Contents

Document Control.....	1
Background .....	1
1. New Case Note: Contact with Family (Covid-19) .....	2
1.1 When should this case note be used? .....	2
1.2 What does this mean for me? .....	2
2 Where can I get more information? .....	2

### Document Control

This document is correct to version 5.13.2.0 of Mosaic

### Version Control

Version	Author	Date	Comments
01	Jenna Piper	01/05/2020	Draft 1 Finalised

### Background

During the Coronavirus (Covid-19) pandemic, it's important we are able to capture contact with our most vulnerable families, which takes place outside of statutory visiting. Consequently, a new case note type has been created to record this.

This document outlines how to access the case note type and when it should be used.

## 1. New Case Note: Contact with Family (Covid-19)

When adding a new case note to a child's record, you are required to choose the Type of Note from a drop-down list. You will now see the new option **Contact with Family (Covid-19)** in the list as shown below:

**Add Case Note – Client Test (508286)**

<b>Add Case Note</b>	--Please Select-- Adoption Chronology Adoption Information Assistant Director Oversight CP Chair Oversight CP-IS Record Access Notification Case Audit Case Summary Changing Place - Key issued/Returned Children's Rights Service involvement
Title (max. 100 characters) *	
Type of Note *	Contact with Doctor <b>Contact with Family (Covid-19)</b> Direct work / Voice of the child
Date *	Early Help Worker Recording Email Finance case note Fostering Information Home Visit IRO Oversight LADO Information Letter Received Letter Sent
Time * (Enter as 24 hour clock e.g. 15:30)	

### 1.1 When should this case note be used?

You should record this case note for all meaningful contact made with the family in-between your statutory visits to the child. This includes telephone conversations, WhatsApp and text message exchanges and other means of checking-in with the family. Where families have multiple children subject to a CIN, CP or Care Plan, the case note should be recorded on each child's record.

You should **not** use this case note type if you have attempted to contact the family but have not had a response – for example if you called but had to leave a message as there was no answer. This should be captured under a different case note type such as 'Telephone call'. You must record all statutory visits within the Children's Social Work Visit / Virtual Visit steps and not within case notes.

### 1.2 What does this mean for me?

From now on, you must ensure you use the Case Note type: Contact with Family (Covid-19) to record all successful contact outside of visits. If you use other case note types, your contact with the family may not be identified and counted.

## 2 Where can I get more information?

For more information or if you have any questions, raise a call on the IT self-service portal using the Mosaic icon:

