

Wokingham Borough Council Children's Services

Mosaic Change Release Notes 01/05/2020

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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

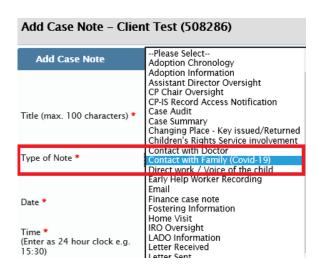
During the Coronavirus (Covid-19) pandemic, it's important we are able to capture contact with our most vulnerable families, which takes place outside of statutory visiting. Consequently, a new case note type has been created to record this.

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:



1.1 When should this case note be used?

You should record this case note for all meaningful contact made with the family inbetween 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:

