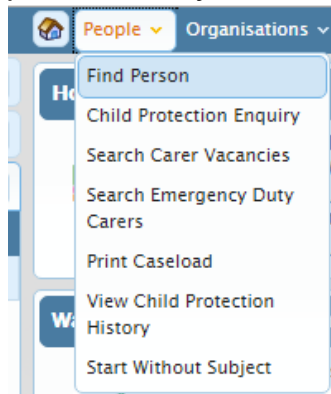


# Quick Guide: Finding Information in Children's Case Record

A handy guide to find information in MOSAIC/ESCR and Care First

## a. Using Mosaic to get an overview of a record

To log in – Your Mosaic user id is linked to your AD (Network) log in. Use the same id and password as you use to log into the pc



To find a person's record select People and then Find Person from the Home Page

In the Find Person screen enter the Mosaic Person Reference then click



The Find Person results lists all the addresses recorded on the person's record. Click on the id to select the record


## b. Person Summary:

General Information about the person is displayed.

The left hand pane contains biographical information, the right hand pane is workflow information.

Further information is available from the menu on the left hand side. > denotes sub menus.

Person Details	Basic Details, eg tel numbers, Relationships, Service User Groups
Case Notes	Day to Day/Ongoing recording
Chronologies	Chronologies started/finished for the person
Documents	Access to all forms within MOSIAC and ESCR is from here
LAC	LAC Episodes, Care Leavers
Legal Status	Non LAC Statues ( e.g. Asylum Seekers, SGO)
CP History	Enquiries, Plans, Register History
File Management	File Location, File Retention information
Groups	Groups eg Early Help use Family, Social Care use Sibling

Click  to close the screen down if you look at any of this information




Click home to return to the Home screen at any point.


## c. Workflow Information (eg assessments, plans, meetings/reviews):

Current Work displays work in progress.

To see completed workflow:

- you can use Documents/Forms and letters from the menu in the Person Summary screen or

- click  (view work history list) In Current Work.

The default for the list is 15 entries but this can be more  or all.

The order of the columns can also be changed if required using  in the required column

In the End Date column:

Incoming  
Incomplete

work not yet started/due in the future  
work currently being undertaken


To see the detail click on the Work title, this will show you the documents, requests, oversight.

To see the Documents:

Use the Documents pane to access the documents in the workflow.


This will be a read-only copy of the document.

A PDF icon is available if a PDF copy of the form is needed.

Use the red cross to close the document 

Select Work History to go back to the current work in progress.

#### d. Workflow Maps:

Workflow Maps are available in Current Work & Work History for each workflow using   
Within the workflow there is a Key and a View Workflows icon (if there is more than one workflow)



Closes the Workflow and



Closes the Work History screen, returning to the current work.

#### e. Care Packages:

##### Care Packages Provided

[Childrens Services](#)

[Internal Fostering \(Lapsed\)](#)

For WCC this is currently Foster Care or Residential Care for children. In Person Summary this on the bottom right hand side of the screen (you may need to scroll down to see it. Click on the blue link to get in to the details of the Service then [View Care Package](#) for the elements provided. Clicking on these shows you Summary and Authorisation

#### Groups:

Some Workflows are recorded under a Group context (child in need and child protection only)


- [Family](#) Early Help originally used the Family Group which includes adults (parents)
- [Sibling Group](#) Social Care use Sibling Group as all information is stored on the children.

To view the details of the required Group click on the blue link e.g. [test group](#)

The Sibling Group Details screen shows the group id, Group members, addresses and Current Work.

Use the View Group History to toggle between Current / History (just like for individuals) 

The Subjects column shows if it is for an individual child or if the work has been carried out under a group setting.

Where work is entered on a group  will appear. Hovering the mouse over this will show who. It is possible to see workflow related to more people by clicking on the "Show more people" button at the bottom of the screen, and then return by resetting.



Click home to return to the Home screen at any point

#### Logging Out:

To log out of Mosaic always use the Log Out icon  then  to close the session. If Mosaic is not shut down correctly workflows/documents could be locked out to users.

## 1. `Electronic Social Care Record – Filing Guidance

### Naming guidance:-

Each document should have the child's name first, Surname and then first name.

Where there is a sibling group then surname or surnames.

This should be followed by a brief description of the document.

Finally, follow by the date, without any full stops included.

For example:-*Smith Jo Complaint to Service Manager 01 03 17*

### Admin & Finance

Level Two Category	Useful Notes/Information.
Direct Payment receipts	Care Leaver Pay Advice Slips
Equipment Sheet	Care Leavers setting up home checklist.
Invoices	
Resource forms	
Sessional work contracts	Sessional Workers Working Agreement/Contracts.
Tax Declaration	
Verification of Skill Payment Level	
Transport forms	Education Transport Form for LAC & internal forms for Taxi's etc.
Setting up home checklist	
Bursary application	

### Basic Information

Level Two Category	Useful Notes/Information
Adoption Registration of Interest	
Birth Certificate	This should be scanned copy of the original.
Contact plan	To include contact schedules, agreements and contact review meeting minutes.
Family tree	Genogram of the family.
Foster Carer Agreement	This includes the Foster Carer Agreement for Kinship Carers.
Foster Carer Charter	
Foster Carer ID Card	
Foster Carer Profile	
Foster Carer Training Profiles	
NI number	
Digital Images	There should be a photo of the child and any other photos taken or collated of the child and their family. To also include any video/DVD taken, such as to show adopters.
Social media	To include any appropriate copies of Social Media (such as from Facebook, Twitter but also can include Newspaper Articles). These items are best copied to Word, with a note which explains the issue demonstrated in the Social Media extract and the date this was accessed.
Retained Paper Files	
Passport	Application for a passport and copy of a passport is verifying ID, such as carers/adopters.

### Adopter's Record

	Useful Notes/Information
Adopter enquiry	
Adopter Stage 1	
Adopter Stage 2	
Post Adoption	
Foster to adopt	

## Adoption – Child’s Record

Level Two Category	Useful Notes/Information
Pre- Agency Decision	
Family finding/ Matching	
Adoption placement	
Adopter Information	
Foster to Adopt	

## Child In Placement

Level Two Category	Useful Notes/Information
Adoption Approval Letter	
Adoption Placement Report	
Adoption Support Plan	
Agency Decision Makers Report	
Carers Report	Carers report for adoption.
Child Permanency Report	
Court Reports Annex A and B	
Matching Matrix	For adoption and permanent fostering.
Minutes of Adoption Panel	

## Child Protection

Level Two Category	Useful Notes/Information
Conference/core group reports and minutes	All reports from other agencies, such as those shared at Conference or Core Groups. Social Worker Review Conference report. All Core Group Minutes.
Conference minutes	The minutes from all Initial and Review Child Protection Conferences. This includes RAG rating documents from Safeguarding for Child Protection cases.
Consent to medical/interviews	Consent forms for the child or young person to have a child protection medical and/or a police video/DVD interview.
Convening conference sheet SSCF15	The Conference Planning form SSCF188 completed for convening the Initial Child Protection Conference by Children’s Team and Conference Convening forms completed by the Safeguarding Team.
Outcome Report	The Plan agreed at Strategy Meetings that is normally written out. Outcome report from Initial and Review Conference.
Multi Agency Sexual Exploitation (MASE)	Minutes, associated reports and outcome plan for MASE Meetings.
Sctn 47 enquiry reports	This is where the PVP referral form and outcome are stored (these should be always marked as restricted). Child Protection Medical reports and other reports collated during a Child Protection investigation. Includes outcome of child protection “register” check.

## Client Consent form.

Level Two Category	Useful Notes/Information
Not applicable	Consent to an assessment and consent to complete agency checks. Private Fostering Application forms. Copy of LAC consent forms completed for school trips etc.

## Correspondence

Level Two Category	Useful Notes/Information
Complaints and Compliments	Letters of complaint received and letters responding with the outcome of complaints. Feedback forms from initial assessments. Compliments received.
Emails	These can be saved from goggle mail and lotus notes directly to the ESCR. The actual document should be saved rather than copy it to case notes, as such case notes are not a original record and could be edited.

<b>Internal referral forms</b>	Referrals INTERNAL to the Council. Such as Family Group Conference, Family Support Practices, Interpreting and Translation Requests etc.
<b>Invites to Conference</b>	Only invitation letters sent for Initial and Review Child Protection Conferences.
<b>Letters</b>	All letters received and sent. (Excluding written referrals). Includes invites to meetings/appointments.
<b>Referral Proforma (other agencies)</b>	Referrals EXTERNAL to the council. Such as referral to Supported Housing applications and Domestic Abuse Services etc.
<b>Adopter's Initial Enquiry</b>	
<b>Adoption letter box agreement</b>	

## LAC / Leaving Care

Level Two Category	Useful Notes/Information
<b>Placement Plan</b>	All Placement Plans signed by all parties. Includes SIB's agreement and safe care plan.
<b>Assessment and Action Record</b>	All assessment and action documents. Includes reports from Residential Homes, including incident or restraining reports.
<b>Assessment of Relatives and Friends</b>	This is where Kinship Carer assessments (viability and full assessments) should be filed. This includes Special Guardianship Assessments and Support Plans. SGO and RO/Child Arrangement Order Financial Assessments.
<b>DOH papers</b>	
<b>LAC Care Plan</b>	All LAC Care Plans, signed by all parties.
<b>LAC Review Minutes</b>	The final minutes for the LAC review, that are completed by the IRO. This includes RAG rating documents from Safeguarding for LAC cases.
<b>LAC Reviews and consultation</b>	This is for the Social Worker and other agencies reports, as well as the carer, parent and child/yp consultation forms.
<b>Medical reports</b>	All medical information, HELAC Forms and Assessment Reports. Strengths and Difficulties Questionnaire. (results on carefirst)
<b>Personal Education Plans (PEP)</b>	All education plans, including school action, SEN Assessments and PEP's.
<b>Placement of Children with Parent Regs</b>	The Placement with Parents assessment signed off by a Service Manager.
<b>Placement referral form</b>	This is for when other agencies like Steps/Brics placements as internal fostering form on carefirst.
<b>Individual Placement Agreement (IPA)</b>	The IPA for external fostering agencies and residential care. Signed by all parties.
<b>Life Story Work</b>	A copy of the life story is to appear here with any additional work completed during this process. To include a copy of the later life letter.
<b>Variation Form</b>	The variation form and/or associated emails sent confirming change of placement or legal status for LAC
<b>Pathway Plan</b>	All copies of the Pathway Plan and reviews are filed in this section.
<b>Disruption report</b>	
<b>Arrangement suitability report</b>	
<b>Supported Lodgings</b>	

## Legal

Level Two Category	Useful Notes/Information
<b>Court orders</b>	All Court Orders, including copies of direction hearings. Includes Police Protection Paperwork. All Orders includes: ICO, CO, Placement Orders, SGO's, Child Arrangement Orders, Adoption Order etc. Includes the Judges/Courts decision and reasons statement.
<b>Criminal Injuries Compensation</b>	All documents regarding Criminal Injuries compensation.

<b>Final care plan</b>	Final Care Plan presented to Court, signed by Ops Manager and Service Manager.
<b>Record of hearing and Advocate Meetings</b>	Record of Court Hearings completed by legal and copies of Advocate Meeting Minutes
<b>Trust Fund</b>	All documents relating to LAC or Care Leavers who are entitled to family or individual Trust Funds.
<b>Witness statements</b>	All Court Statements by the Social Worker, Parents, Guardian and any other person. Includes letters to CAFCASS re information requests and letters to CAFCASS re relinquished children.
<b>Legal Advice</b>	Copies of all legal advice, whether this is in the form of an email from a Solicitor or minutes from a Legal Planning Meeting.
<b>Letter before Proceedings (PLO) Recording</b>	To include letter before proceedings and minutes from PLO meetings.
<b>Prohibition from Private Fostering</b>	

## Recording

Level Two Category	Useful Notes/Information
<b>Carer Supervision</b>	Fostering only
<b>Carer Supervision Agreement</b>	Fostering only
<b>CIN case Plan/Review</b>	All Child In Need Meeting Minutes and Plan.
<b>Contact recording</b>	All contact case recording for Sessional Workers.
<b>Working agreements</b>	
<b>Direct Work</b>	All pieces of direct work (not life story work), including SIBS.
<b>CAF</b>	Copies of previous CAF Meeting Minutes and Plans. Copies of CAF documents completed when cases are "stepped" down.
<b>Referral to Childrens Services</b>	Written confirmation of the referral – CP or CIN, that has been sent by other agencies to Children's Services
<b>SIBS recording</b>	

## Reports / Minutes

Level Two Category	Useful Notes/Information
<b>Adopter's Profile</b>	
<b>Allegation Report</b>	
<b>Annual Performance Report</b>	
<b>Appeals and IRM</b>	
<b>BAAF Foster Carer Assessment Report</b>	
<b>Cause for Concern Report</b>	
<b>CWDC Certificate</b>	
<b>Disruption Report</b>	
<b>Edge of Care</b>	Initial and review Edge of Care Meeting Minutes
<b>End of Placement Report</b>	
<b>Extension to Property</b>	
<b>Family Group Conferences</b>	The plan agreed at the Family Group Conference should be filed here.
<b>File Audit</b>	For children's, fostering and adoption file audits.
<b>Foster Application Form</b>	
<b>Foster Initial Visit Form</b>	
<b>Foster Panel</b>	
<b>Health &amp; Safety Report</b>	
<b>Insurance Claim</b>	
<b>MAPPA/MARAC Meeting Minutes</b>	All minutes from MAPPA and MARAC. These should always be marked as restricted.

<b>Ofsted Notification</b>	Fostering only
<b>Parenting and Specialist Assessments</b>	All parenting assessments and psychological assessments. Also Drug/Alcohol test results and Paternity (DNA) test results.
<b>Pathway (RAF)</b>	
<b>Pet Questionnaire</b>	This is for fostering and adoption only.
<b>Private Fostering Suitability Assessments</b>	All documents relating to Private Fostering.
<b>Prospective Adopters Report (BAAF)</b>	
<b>Race and Culture Assessment (RAF)</b>	
<b>Report From Home Visit</b>	This is for fostering and adoption only.
<b>Retirement and Resignation</b>	This is for fostering and adoption only.
<b>Safe Caring Report</b>	
<b>Violent Incident Report</b>	
<b>Extensions and Exemptions</b>	
<b>Adoption Review</b>	The minutes from adoption reviews should be filed here.
<b>Child in need review</b>	
<b>Conference Minutes</b>	
<b>SIBS closure report</b>	
<b>Other agency reports</b>	

***Completed on 15<sup>th</sup> March 2017. Agreed by Calvin Smith, Service Manager.***

### 3. Information within CareFirst (historical system pre 31/10/2016):

To log in - use **CAPITALS** for the User Name and the password you have created (it is not your current single login)

Use **Find Person** in the Team Desktop to find your first record (When you have looked at a record **Change** will replace this). Enter the person's CareFirst number into the Id Field and click

**Search**

**Use Selected**

will bring the record to the My Client screen

**On the My Client screen:** General Information about the person is displayed.

**Person Details**

for full personal details, Classifications (eg Child in Need codes)



opens the folders

**Network**

for Allocation, Personal and Professional Relationships. Also holds Contact details – e.g Parental Responsibility

**Show History**

for Relationships/Contacts which have been ended

**MyClient**

In the left hand column takes you back to the My Client desktop

#### **Short cut icons for assessment information**



##### **Observations – day to day recording (Case Notes)**

In Notified select  **All records** and click **Search** to see the Observations  
When the Observations are displayed hover the mouse over the Text/Keywords to see the information. For further information e.g. Source/Relationship click

**Details**



##### **Find Assessment (also known as Assessment Questionnaires)**

**Assessment information.** Also has day to day recording from 2008-2010  
Different Contexts which each have different types –see table  
Select the relevant Context and Type – or leave blank to see all Assessments

Tick  **Show History?** and click **Search** to see all assessment reports

To read the information select required Assessment and click **Details**

There will be different versions of forms as any changes to a form resulted in a new version being created – e.g Strategy Discussion V2, V3 or V4

**Client Chronology**

Enables you to see Children Looked After and Child Protection information




Select options as in the screen below

### Chronology Filter and Key

Last 4 weeks    Last 12 weeks    Last 6 months    Last 12 months    All records

From Date:       To Date:

















Show All Types       Show History

Show Significant Records Only 

Use saved Chronology Record:

Display:    By Type    Chronology


Workflow:    Linked to Workflow    Not Linked to Workflow    All

<input type="checkbox"/>  Events	<input checked="" type="checkbox"/>  CP Conferences
<input checked="" type="checkbox"/>  CLA Main Placements	<input checked="" type="checkbox"/>  CP Registrations
<input checked="" type="checkbox"/>  CLA Legal Statuses	<input checked="" type="checkbox"/>  CP Enquiries
<input type="checkbox"/>  Activities	<input type="checkbox"/>  Life Events
<input type="checkbox"/>  Qualifications	<input type="checkbox"/>  Classifications
<input type="checkbox"/>  Assessments	<input type="checkbox"/>  Observations
<input type="checkbox"/>  Initial Contacts	<input type="checkbox"/>  Care Plans
<input type="checkbox"/>  Allocations	<input type="checkbox"/>  Comments

Click  and all information recorded will be displayed in the Chronology

### Useful reports:

Sometimes reports can be used to get information – for example a chronology of key events

To access reports click on Main Menu Icon 

Open Reports

For the **Children's Chronology** report open Children's Reports

Select Observations Report –Action -Key Events

Enter parameters. – Customer Id, Start Date (use 01-APR-1994 for the first search and narrow dates down if too many records are returned) End Date 31-Oct-2016. Click . Please note the results are dependants on the Print? Flag being selected in the Observations screen

**NB Court Chronology** is a word document in ESCR.

**All ESCR documents are accessed in Mosaic**

### **For Foster Carer Finance Reports use:**

Children's Finance Reports/Foster Care Reports where you will find History of Placement Allowances and Authorisation reports

### **CareAssess/Assessment Questionnaires:**

<b>Questionnaire Context</b>	<b>Assessment Type</b>	<b>Area</b>	<b>Activities</b>
Adoption	Adoption Birth Records Counselling Adoption Enquiry and Approval Form Adoption Initial Contact Form Adoption Support Non Agency Adoption	Adoption	Operational record Application, Approval, Carer Checks, Reviews Counselling Support
Case Recording	Allocation (Management Oversight) Key Decisions relating to a child (Management Oversight) Supervision notes (Management Oversight) Recording Checklist – Case files (Management Oversight) Children in Need Details form Statutory Visit (different Types depending on situation – LAC,CP, Private Fostering) Children's Panel Progress Report HELAC Assessment/Review Day to Day recording	Management Oversight  Children In Need Children in Care  Ongoing record 2008-10	General documents
EDT	EDT Referral	EDT	Details of referral and notification to teams
ICS	Contact Record Referral Record Initial Assessment/Core Assessment Single Assessment Strategy Discussion S47 Lateral Checks Form Section 47 Outcome Transfer Summary Closure Record Managing Allegations of Abuse Strategy Discussion Strategy Meeting - Position of Trust  Pathway Plan Assessment and Progress record L.A.C. Care Plan Part 1 L.A.C. Review Social Workers Report L.A.C. Review Chairs Report Fostering Placement Request Fostering Record of Telephone Contact Foster Carer Enquiry and Approval Form Placement Information Record Foster Carer Matching Matrix - Carer Record  Private Fostering Arrangement Referral and Asmnt	General forms  Children In Need  Child Protection   Children in Care   Foster Carers   Private Fostering	Operational record  Operational record  Operational record historical investigations  Operational record  Operational record historical Enquires, Approval, Training, Carer Checks and Reviews  Operational: record historical Private

	Private Fostering Arrangement Assessment Record Private Fostering Reg 8 Visit Record		Fostering arrangements
Virtual School	PEP Assessment Review	Virtual School	Operational: record historical PEP

Please note whilst they appear in the list there are some assessments that have been saved to the C-ESCR record and not in CareFirst – though some historical documents may be found.

#### Examples

C.I.N. Review Social Workers Report

C.I.N. Review Chairs Report

Initial C.P. Conference Proposed Plan Initial C.P. Conference Chairs Report

Initial CP Conference - Outcome Report

Chairs Report Minutes

CP Review SW Report

C.P. Review Conference Chairs Report

Pathway Plan

Assessment and Progress record

L.A.C. Care Plan Part 1

L.A.C. Review Social Workers Report L.A.C. Review Chairs Report

Adoption, EDT, Foster Carer Application/Approval and Private Fostering Assessment Questionnaires were not included in the original suite of Assessment Questionnaires so older information will be found in other screens, usually Observations.

# My Client Desktop

The screenshot shows the CareFirst My Client Desktop interface. The top navigation bar includes the CareFirst logo, the text 'Desktop: MyClient', and a 'Chronology' link. A session timer shows 'Session Time Remaining: 01:59'. The main content area is divided into several sections: Client Information, Key Classifications, New Messages, Open Assignments, and a Network section. A left sidebar contains navigation icons for various functions. Callout boxes provide detailed descriptions for these elements.

**Client's name and P number**

**Team ID**  
-----

**Main Menu**

**Assessment Questionnaires**

**Favourites**

**Find Relationships**

**"My Client" name, P number (visible in tooltip), NHS Number (if recorded).**

**Client Messages**  
(Not used presently)

**Chronology**  
Links to a chronological view of the

**My Client Desktop**  
Returns to the client desktop from any of the other screens in this

**Network**  
Links to a screen displaying all a client's relationships (all three types), contacts and

**Open Assignments**  
Open activities / assessments etc.

**Client Information:**  
Team: Commissioning Support Services (Wcc)  
Manager: Mr Ben Norwood  
Client: Mr Warren Charles Cooper (P598861) or Change

**Mr Warren Charles Cooper (P598861)**  
Allocated Team: Nth Warks Older People Phys Disability  
Allocated Worker: Mr Andrew Worker  
Gender, Age, Birth Date: Male, 64, 28/07/1947  
Address: Flat 55, Testing Court, Ansell Way, WARW  
Main Telephone: 01926123456  
Mobility Badge: No  
CLA Status: Never

**Key Classifications** - 0 records  
No records found

**New Messages** - 0 records  
No records found

**Open Assignments** - 2 records

	Responsible	Description	Date	Select
	Mr Ben Norwood	Carer - Adult Carer's Support Plan	23/12/2011	
	Mr Ben Norwood	Carer - Adult Carer's Assessment Form	14/11/2011	

**Navigation Buttons:** Client Desktop, Client Chronology, Client Messages, Person Details, Write Message, Messages, Network, Chronology, Reassign, Assignee History, Details