

Mosaic Full Workview Note

When teams/practitioners are working from their Mosaic Trays, you have a list of customers. To support quickly understanding the nature of incoming cases on Trays such as the Allocation Tray, there is the section 'Note'.

🕙 mosai	🔊 mosaic - Google Chrome									
🗎 mos	mosaic-idev.warwickshire.gov.uk/mosaic/frameset.jsp?mainFrameHref=/mosaic/controller/subject/PER621447%3FnoWorkViewRefresh%3Dtrue&left									
🗖 🎭	S S W Vic Cole									
> Alloc	Allocations									
- Rece	ntly Viewed									
Туре	Title	Subject (ID)	<u>Assigned To</u>	Priority	<u>Date</u> •	Note				
2	Thomas Checking (621447) [2]									
i de la companya de l	My Initial Review	Thomas Checking (621447)	Steph Rowe	B	26/09/2019					
2	Adult Personal Budget Setup and Authorisation	Thomas Checking (621447)	Steph Rowe	B	12/09/2019					
2	Budget Susan Testing (621446) [1]									
i de la companya de l	My Initial Review	<u>Budget Susan Testing</u> (621446)	Vic Cole	B	26/09/2019					
2	Andrew Test Appleby (621006) [4]									
	<u>My Initial Review</u>	Andrew Test Appleby (621006)	<u>Vic Cole</u>	Ē	23/09/2019					

Reason for this: Currently Mosaic does not have the option for the notes added in the notes field to pull through (i.e. automatically populate when you reassign this step to another work tray), for example, to the Allocation tray, to Office Cover or to the Practitioner's own tray.

This means that when you reassign the step, the notes added previously are lost.

The E2E project will return to this after go live, but potentially this requires Corelogic/Servelec support.

What to do now:

- The person reassigning the step MUST copy and paste previous notes into the next notes field with their updates, **before** they reassign the step.
- This is the responsibility of the person reassigning.

How to do this:

🗎 mos	mosaic-idev.warvickshire.gov.uk/mosaic/fra=neset.jsp?mainFrameHref=/mosaic/controller/workflow/viewworkflowstep%3FstepId%3D1769299%26noWorkViewRefresh%3Dtrue&leftFrameHref=/mosaic/controlle									
🗖 🎭 (
- Alloca	 Allocations 									
Type	Title	<u>Subject (ID)</u> ▲	Assigned To	Priority	<u>Date</u>	Note				
Ø	Information Alert	Testing Closed (621407)		B	13/09/2019	TESTING - Notes Field - Urgent - being evicted today (13th September 2019) at Spm.				

• Copy the note.

When reassigning the work step you will:

- Use the cog
- Select Assign Work.

			10200721			
	Conversation Re	cord	Percy Pear (621266)	A state	05/09/2019	Request for an Assessment
Ĩ	Start Work					
	Assign Work	<u>a</u>				
	Assignment History	a				
Ľ	sourcing					

▲Important - You will notice that the information in the notes field has disappeared.

🕙 mo:	saic - Google Chrome					
i m	nosaic-idev.warwickshire.gov.uk/mosaic/frames	et.jsp?mainFrameHref=/mo	saic/controller/workflow/v	viewworkflowstep%3Fs	stepId%3D1769299%26noWorkViewRefresh%3Dtrue&left	FrameHref=/mosaic/control
- 4	Vic Cole					
→ All	ocations					🖙 🕰
→ Re	cently Viewed					2
→ Cu	rrent Work		Assian Work: Testing C	losed – Information Ale	set.	1 🗎 🖙 2
\$	Manager to quality assure:My Support Plan	Timmy Testing (621269)	Pengir Horic Texting e			
4	Practitioner to progress:My Support Plan	Andrew Test Appleby (621006)			Fields marked with a * are required At least one field marked with a # is required	
2	Manager to quality assure:Conversation Record	Timmy Testing (621269)	Team Worker#	Please Select 🔹	Show workers in sub-teams	
4	Practitioner to progress:My Support Plan	Budget Susan Testing (621446)	Pass to Worker#		Find Clear	
4	Practitioner to progress:My Support Plan	Budget Susan Testing (621446)			Cicca	
-1	Practitioner to progress:My Support Plan	Thomas Checking (621447)	Scheduled Start	12/00/2010		
2	Incoming Authorisations [1]		Date*	13/03/2013		
5	Financial Authorisation Level 5 or Above Reguired -: Adult Personal Budget Setup and Authorisation	Timmy Testing (621269)	Time*	10:40		
>	Incomplete Work [15]					
2	Admin: Provider Sourcing	Andrew Test Appleby (621006)			1	
2	Information Alert	NIGEL COOK (229538)				
2	Conversation Record	PAUL RUSSELL (471552)				
2	Conversation Record	John Norris (369843)				
2	My Carer Assessment	John Norris (369843)			OK Cancel	
B	My Carer Support Plan	John Norris (369843)				
2	My Assessment	Hilda Howes (289555)	B	30/08/2019		
2	Conversation Record	Hilda Howes (289555)	e	30/08/2019		
2	My Support Plan	Hilda Howes (289555)		30/08/2019		
	Adult Personal Budget Setup and Authorisation	Timmy Testing (621269)	A state	03/09/2019		
2	Adult Personal Budget Setup and Authorisation	Percy Pear (621266)	A state	04/09/2019		
2	Adult Personal Budget Setup and Authorisation	Barbara Wheeler (279587)	B	04/09/2019		
2	Occupational Therapy Outcomes and Savings	Timmy Testing (621269)	B	09/09/2019		
	Conversation Record	Testing Closed (621407)	Ē.	11/09/2019		
2	Information Alert	Testing Closed (621407)	B	13/09/2019	TESTING - Notes Field - Urgent - being evicted today 5pm.	(13th September 2019) at
2	Future Work [2]					

This is where you will paste the information and then add your updates before reassigning it.

- Use 'Find' to assign to where you want to send the step,
- Paste the previous notes and add your note (if applicable) into the note filed
- Click 'OK'.

▲Important - The first 80 characters of this information will show in the workstep once you have reassigned it.



To read the full Note information you must

- Left Click the cog
- Click Assignment History

Information Alert	Testing Closed	(<u>521407</u>)	Kelly Nowell	1	13/09/2019	TESTINC - Notes Field - Urgent - being evicted tod Kelly please visi	ay (13th September 2019) at 5pm.
Assignment History S tup and Au	thorisation Testing Closed	(521407)	Sarah Blakely	1	11/09/2019		
			- se a - F	2			
- Google Chrome							
ic-idev.warwickshire.gov.uk/mosaic/frame:	set.jsp?mainFrameHref=/	mosaid	controller/subject/PER621	466%3Fnc	WorkViewRefresh%3D	true&leftFrameHref=/mosaic/controller/wo	orkview/%3FworkViewState%
Kelly Nowell							
tions (1)							S 40
tly Viewed							2
Title	Subject (ID)	As:	Assignment history: Testing	Closed – I	nformation Alert		
Testing James (621466) [2]			Assigned to Kelly Nowall (1)	100021711	by Vic Cole (110002067	on 12/09/2019 at 10:51	
My Initial Review	Testing James (621466)	Kel	Assignment note: TESTING -	- Notes Fie	Id - Urgent - being evict	ed today (13th September 2019) at 5pm.	
My Support Plan	Testing James (621466)	Kel	Assigned to Vic Cole (11000	03067) by	Vic Cole (110003067) on	13/09/2019 at 10:27	
Ha-Yun Jeong (620895) [5]			Assignment note: TESTING - Assigned to Vic Cole (11000	– Notes Fie 03067) by '	ld – Urgent – being evict Vic Cole (110003067) on	ed today (13th September 2019) at 5pm. 13/09/2019 at 10:23	
Conversation Record	<u>Ha-Yun Jeong (620895)</u>	<u>Vic</u>					telp workers check how the
My Initial Review	<u>Ha-Yun Jeong (620895)</u>	Adi					
Conversation Record	Ha-Yun Jeong (620895)	Wa					
Information Alert	<u>Ha-Yun Jeong (620895)</u>	PDS					
Adult Safeguarding Concern Decision Making	Ha-Yun Jeong (620895)	<u>SA5</u>					
Testing Closed (621407) [4]							
My Initial Review	Testing Closed (621407)	Sar					
Information Alert	Testing Closed (621407)	Kel					(13th September 2019) at 5pm.
Adult Personal Budget Setup and Authorisation	Testing Closed (621407)	Sar				OK	
Conversation Record	Testing Closed (621407)	Vic			, = =	Construction of the	
Thomas Checking (621447) [2]							
Budget Susan Testing (621446) [1]							
Andrew Test Appleby (621006) [4]							
		Information Alerr Saignment History Saignment History	Information Alert Subject Alloy Information Alert Information Alert	Information Alert Super and Authorisation Testing Closed (621407) Kelly Novel Super and Authorisation Testing Closed (621407) Super and Testing Closed	Information Alert Information Alert	Information Alert Testing Closed (521402) Kelly Howell 13/09/2019 Assignment History Impact Authorisation Testing Closed (521402) Strah Blakely 11/09/2019 See Source Impact Authorisation Testing Closed (521402) Strah Blakely 11/09/2019 Coordination Impact Authorisation Testing Closed (521402) Strah Blakely 11/09/2019 Coordination Impact Authorisation Testing Closed (521402) Impact Authorisation Impact Authorisation Coordination Subject 400 Impact Authorisation Impact Authorisation Impact Authorisation Impact Authorisation Coordination Subject 400 Impact Authorisation Impa	Information Aler Testing Closed (621402) Kdiv, Novell i 3/09/2019 TESTING - Notes Field - Ugent - being evicted tod Kdiv please (ddi) Assignment History is information Aler information Aler information Aler - Google Chrome

Alternatively you can check the Notes on Assignment History:

• Go to the Assignment Details and click the History button.

Conversation I	Record: Percy Pear (621266)
Start Person Summary Work History	Status
	ID 1768406
	Previous My Initial Review_ for Percy Pear
	Assignment Details Assigned To: <u>Warwick OP Allocation</u> Note: Request for an Assessment. Plac
	Progress Details Scheduled For: 05/09/2019 Last Updated By: <u>Karrie Ann Webb</u> on 05/09/2019 10:22

The history will then appear.

Conversation	Record: Percy Pear (621266)											
itart Person Summary	Status											
Vork History	Not Yet Started	History – ID:1768406										
	D	ID: 1768406 Type: Conversation Record										
	1768406		Assignment History									
	Previous	Date/Time	Worker/Team	Note								
	My Initial Review_ for Percy Pear	05/09/2019 11:07	Warwick OP Allocation by Karrie Ann Webb acting for Warwick OP Team Leader	Request for an Assessment. Placed on Allocation list.								
	Assignment Details	05/09/2019 10:22	Warwick OP Team Leader by Karrie Ann Webb	Request for an Assessment								
	Assigned To: <u>Warwick OP Allocation</u> <u>History</u> Note: Request for an Assessment. Placed on Allocation list											
	Progress Details											
	Scheduled For: 05/09/2019 Last Updated By: <u>Karrie Ann Webb</u> on 05/09/2019 10:22			OK								

