

Mosaic: Key safe recording guidance

When recording a key safe code on Mosaic, it is vital that this information is as confidential as possible. The code is not to be stored in assessments, care plans etc. or on the front screen. The code should only be available to the necessary appropriate workers who would require this information.

Process of recording on Mosaic:

- 1. Add a warning note on the front screen that there is a key safe on site.**
- 2. Case note the key safe code securely, under the confidential 'Key safe code' case note category**

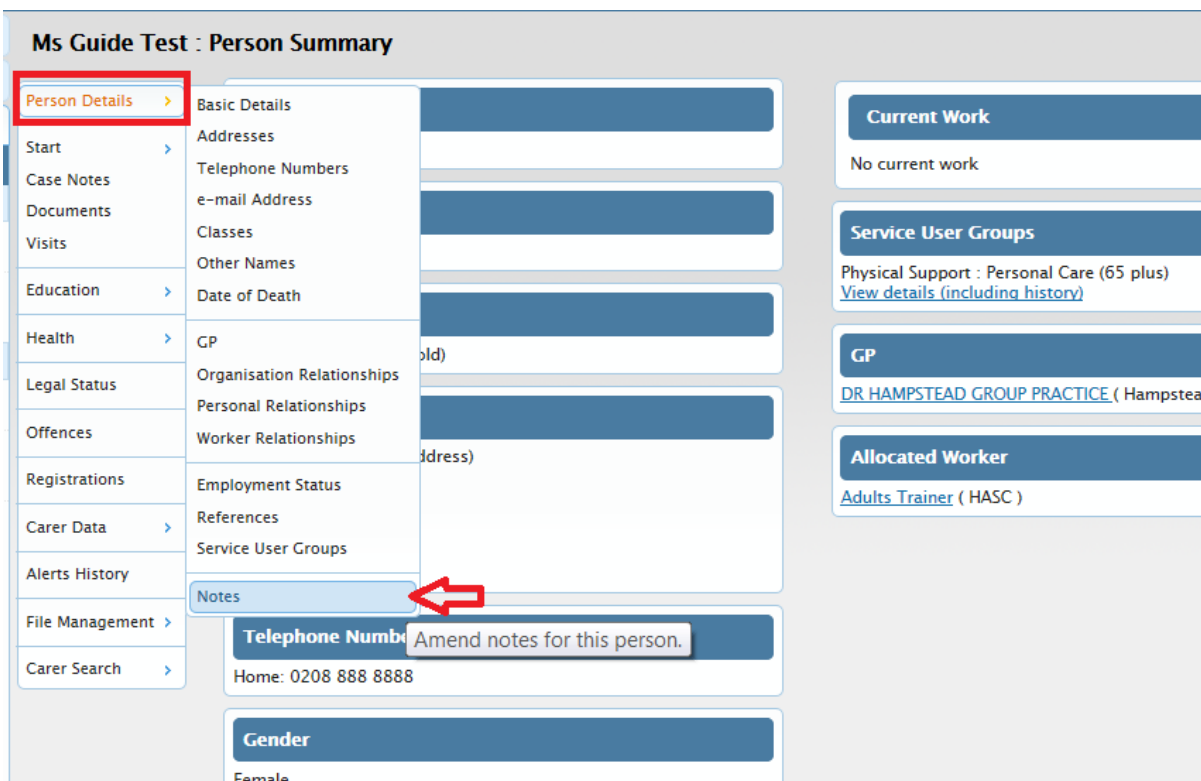
This way, workers will know from the front screen that there is a key safe on site, and will check case notes to find the code.

If you do not have the suitable Mosaic permissions to view key safe codes, then the corresponding case note will not be available to you.

1. Warning note on the front screen

Firstly, add a warning note, detailing there is a key safe on site.

- Go to 'Person details' on the individual's front screen, and select 'Notes'





- Select 'Add'

Person Notes History – Ms Guide Test (200149)

Note Type	Note Text	Created Date	Created By	Updated On	Updated By	End Date
Nothing found to display.						

Add OK

- Select 'Warning' out of the note categories, and add the note. Then select 'Save'.

Add Note – Ms Guide Test (200149)

Type of Note * Fields marked with a * are required

- Richard
- Carer Involved
- General
- Warning**

Note *

Key safe on site

- If you select another type of note category, the note will appear lower on the individual's front screen- and will be less noticeable.

Ms Guide Test : Person Summary

Person Details >

- Start >
- Case Notes
- Documents
- Visits
- Education >
- Health >
- Legal Status
- Offences
- Registrations
- Carer Data >
- Alerts History
- File Management >
- Carer Search >

Warnings

⚠ Key safe on site ← **When warning note is selected**

Person Id

200149

Context

Adult

Date of Birth

14/06/1934 (84 years old)

Address

(Address Type : Main Address)
CAMDEN CENTRE
BIDBOROUGH STREET
LONDON
WC1H 9AU ([View Map](#))
Authority: Camden
Ward: King's Cross

Current Work

No current work

Service User Groups

Physical Support : Personal Care (65 plus)
[View details \(including history\)](#)

GP

[DR HAMPSTEAD GROUP PRACTICE](#) (Hampstead Group Practice)

Allocated Worker

[Adults Trainer](#) (HASC)

Notes

(General) [Key safe on site](#) ← **When another note category is selected**



2. Case note the key safe code, securely

Secondly, add a case note detailing the key safe code.

- Go to case notes, and 'Add'.
- Then ensure you select the correct *type of note* in the case note- '**Key Safe Code**' shown below:

Add Case Note – Guide Test (2163435)

Add Case Note Fields mark

Title (max. 100 characters) *

Type of Note *

Date *

Time * (Enter as 24 hour clock e.g. 15:30)

Significant Event (will be included in Chronologies)

Note *

Key safe on site.
Code: 1234Z

[Add Alert Recipients for this Case Note?](#)

It is essential that this case note category is selected, to ensure the note is confidential and restricted to only those workers with the appropriate access.

- You can also tick 'significant event', which will make the case note bold, among the case note list, shown below.

Title	Type	Contact Date	Created By	Team	
Key safe code	Key Safe Code	17/08/2018	Nicola Antoni	HASC	
Home visit completed 17/8/18	Home Visit	17/08/2018	Nicola Antoni	HASC	
Discussion with manager	Discussion / Consultation	17/08/2018	Nicola Antoni	HASC	
T/c to Ms Test	Telephone Contact	17/08/2018	Nicola Antoni	HASC	
T/c to Ms Test	Telephone Contact	17/08/2018	Nicola Antoni	HASC	

- For those workers with less extensive access to Mosaic, they will view case notes in this way:











Title	Type	Contact Date	Created By	Team	
Home visit completed 17/8/18	Home Visit	17/08/2018	Nicola Antoni	HASC	
Discussion with manager	Discussion / Consultation	17/08/2018	Nicola Antoni	HASC	
T/c to Ms Test	Telephone Contact	17/08/2018	Nicola Antoni	HASC	
T/c to Ms Test	Telephone Contact	17/08/2018	Nicola Antoni	HASC	

Some restricted case notes are not shown. Please contact the system administrator for more details.

You will notice here that the Key Safe Code case note is hidden, and that they have been notified that some case notes are restricted to them, in the red warning.





- Presented with a long list of case notes, you can easily find the key safe code case note. Select 'Find Case Note'



Title	Type	Contact Date	Created By	Team	
Key safe code	Key Safe Code	17/08/2018	Nicola Antoni	HASC	 
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Print Multiple Case Notes **Find Case Note** Show Related People View Add OK

- Either type in a keyword, or select key safe code under the 'type' drop down:

Find Case Notes

Keyword(s) in title  

Case Note Date Range
From Date  To Date 

Type
Entered By


--Please Select--

Discussion / Consultation

Home Visit

Key Safe Code

Telephone Contact



Include Case Notes of related people

- It will then isolate the relevant case note, so the code can be quickly obtained:

Title	Type	Contact Date	Created By	Team	Find Keyword(s): key safe in title Excluding Related People
Key safe code	Key Safe Code	17/08/2018	Nicola Antoni	HASC	