

Managing your MOSAIC work folders- **Social Workers**



Double click on the MOSAIC icon on your DeskTop
After log in check the following folders under the heading 'Your Records'

Allocations Folder – Check Periodically

Contains the details of your allocated cases. There is a record for each child in the family you are working with and the number of records in the folder is displayed beside it in brackets: e.g. (17)

Other People Folder – Information Only

This folder holds a list of up to ten people, which the logged-in user has most recently worked on or viewed. Click the yellow folder to the left of Other People to open/close the list. Click on the name of the person to open their Personal Summary Screen and access the record to work on it e.g. enter a case note

Meetings Folder – Check Daily

Contains the details of any meeting to which you have been added to the invitation list, for example Strategy Meetings, Conferences etc and the number of meetings in the folder is displayed beside it in brackets: e.g. (4) A meeting will disappear from the folder when it has taken place

Visits Folder – Check Daily

This folder is used to record visits to the children you work with and can be used to record the visit, the case note for that visit and to forward plan the next visit. When the visit has taken place it disappears from the folder

Tasks Folder – Check Frequently

Contains details of authorisations on the system with subfolders showing tasks that have been sent and awaiting reply and replies received from your manager/supervisor etc

Future Work Folder – Check Regularly

This folder holds details of all your future work (typically reviews) in separate subfolders for each month and work will automatically move to your Incoming Work Folder in advance of the planned date

Incoming Work Folder – Check Frequently

This folder holds the details of all the episodes (piece of work) that have been assigned (allocated) to you and you have not yet started. The number of records in the folder is displayed beside it in brackets: e.g. (3)

- To open a folder, single click on it.
- To close a folder, single click on it.
- Work comes into the Incoming Work folder when it is assigned to you by your manager/supervisor. Once you start work on an episode it will then be stored in the Completed Work folder if you finish all the recording in one go or in the Uncompleted Work folder so that you can continue to work on it later.

Uncompleted Work Folder - Check Daily

The Uncompleted Work folder holds the details of any episodes you have started but not yet finished.

This may occur if you start recording an assessment and entering information over a period of time, perhaps as a result of a series of telephone calls, network checks or visits.

When an episode is being recorded there is an option to 'Save' the details at any stage without completing an outcome and in these circumstances the episode will be stored in your Uncompleted Work folder.

To resume work on the episode from within the 'Uncompleted Work' folder

- Right click on the episode
- Click on Continue Work in the shortcut menu which appears

Completed Work Folder – Information Only

Contains details of your completed work. You can empty the folder yourself by going to 'Other' on the Top Menu and selecting 'Empty Completed Work Folder'

Returned Work Folder – Information Only

This folder contains a copy of work which has been wrongly assigned (allocated) to you and which you have returned to your manager/supervisor

General Information Is this still relevant/correct

In MOSAIC most actions can be done with a single click.

Do not close windows by clicking 'X' as this will generate error messages and can lock records – a locked record can only be unlocked by the person responsible or the system administrator

Always follow the prompts in the screen you are working on, for example, Back (go to previous screen), Next (go forward to next screen), Cancel (leave without saving), Finish (complete the piece of work), Save & Close (saves the work in your Uncompleted Work Folder for you to continue work at a later stage), Save & Continue (ensures that the work you have entered is saved and allows you to continue working)

If you are away from your desk for a period of time remember to Save & Close the episode you are working on because the system could time you out before the information was saved in MOSAIC

Remember to Refresh Your Records Regularly

If you need help – contact your Expert User or Super User