



Transforming Social Care



Mosaic_

We work with you to implement best practice, and ensure you meet the latest statutory requirements.

As the only modern customisable case management system to incorporate information on an individual, their immediate family and finances in a single database, we can provide you with a single view of a person's situation and their environment.

We simplify the way you record and monitor pathways, and by aligning your data with healthcare, education and other organisations, we can help you save time, reduce paperwork and minimise risks.

This is what it means to work together for Digital Care.

Powerful and Efficient

Modern, innovative and fully-integrated, Mosaic has been specifically designed for adult's, children's and finance services case management.

Mosaic is proven to cost less, and require fewer resources to run, cutting out waste and seamlessly replacing older, complex systems and databases.

Mosaic's intuitive, sophisticated user interface helps you navigate the customer journey, quickly, cost-effectively and efficiently. Case workers can see the progress of any case at any time.

🗨️ The transparency of information across the services is improving with the use of Mosaic; workers see quite quickly what is going on with an individual. We can access more information in one place; this is changing the way that people work. 🏠 **Dundee City Council**

Mosaic for Adult Social Care

We understand that adult social care teams are required to capture and record large amounts of data. Reviewing the prioritisation to meet increasing case-loads is a growing challenge.

Legacy case management systems present many challenges for local authorities. There are significant data quality issues and many systems do not support collaborative working internally across services, and externally with partners.

Mosaic has been designed to support social workers and associated professional partners. It helps you to focus on the individual and their outcomes. The very flexible nature of Mosaic means that the configuration is fit for them, and they have access to a solution that truly supports what happens at the point of care.

Mosaic for Children's Services

Mosaic provides a 'single view' of a child. We help you put practice excellence first and achieve the best possible outcomes for children and their families throughout the early help and social care spectrum of need.

Sharing information between Mosaic and Servelec's Synergy education management solution gives Children's Services a clear and reliable way of managing critical information around the education, safeguarding and care of children and young people.

Mosaic for Finance

Mosaic provides a fully integrated and flexible finance module to support end-to-end case management for Adults and Children's services and partner organisations including health and education.

Mosaic supports finance teams in commissioning, paying and charging and can be used to manage providers and contracts, authorisation and schemes of delegations, budgets and charts of account structures, as well as control all financial elements related to the delivery of social care.



Enabling Digital Care



REPORTING

Clear, concise reporting can bring together information from any area of the Mosaic system to pull together relevant information from records and link them directly to outcomes and cost.



BEST PRACTICE

Our Best Practice Configuration (BPC) provides an 'out of the box' solution that includes all the standardised workflows and forms you need to meet legislation and all statutory reporting requirements.



SECURE

Mosaic uses granular security permissions based upon worker roles, which provides a streamlined and accurate system without creating numerous verification rules or complicated user profiles.



JOINING UP SOCIAL PRACTICE WITH IT

Our collaboration with the Munro, Turnell and Murphy partnership, to deliver the first fully compliant Signs of Safety IT recording tool, provides local authorities with a system that is aligned to their practice model.

We continuously work in partnership with our local authority customers to develop the functionality in Mosaic to support initiatives, including the Reclaiming Social Work model, the Family Safeguarding Workbook and the Three Conversations model.



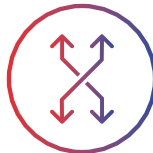
GENOGRAMS

Mosaic uses genograms to provide the widest possible view of relevant relationships. This functionality is essential in providing practitioners with a comprehensive understanding of a family - vital in areas such as safeguarding.



CLEAR AND TRANSPARENT

Mosaic's Team Workload View promotes transparent ways of working. Having an overarching view of the whole business allows management teams to plan and assign resource where it is needed, particularly in struggling areas or unallocated cases.



GROUP WORKING

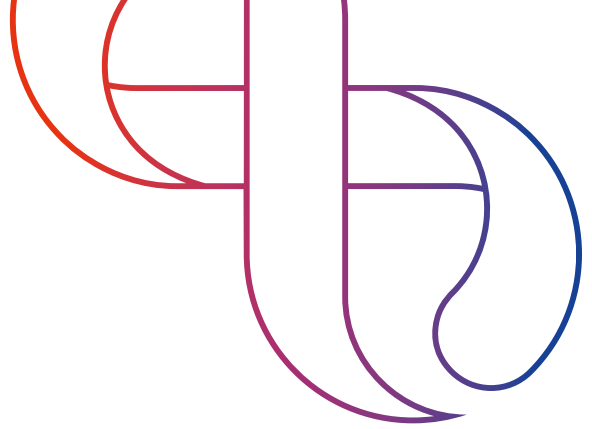
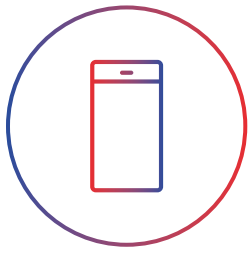
Group working enables practitioners to link family groups within Mosaic so that case notes and relationships update automatically. Users can update multiple records with just one action and also upload group attachments.



SIMPLE

All case management information is presented in easy to navigate, concise screens for a seamless user experience.

**We call this
Digital Care,
and we're by
your side.**



Mobile working__

Using Mosaic's mobile web interface, practitioners are not restricted to working in an office environment. Unlike other solutions on the market, there is nothing to download, Mosaic's mobile solution will run on any device with a modern browser and is designed for speed and use whilst on the move.

All the functionality in your mobile browser

The responsive touch-screen-compatible user interface adapts to the screen size of the device being used.

Work offline, on the go

Mosaic offers seamless working for record-taking in any location regardless of available connection. You can 'check out' forms providing the important features of Mosaic for use offline, so you can focus on the needs of the service user in any situation. When you are back in a connected environment, you can simply import the captured information at the click of a button.

Feature-rich apps

Offering specific slices of Mosaic's functionality, our apps are designed to ensure information is available at the point of care, improving the experience for the patient and making life easier for the practitioner.



Professional implementation

The social care team at Servelec has worked with local authorities for many years to develop a robust, tried and tested implementation process. We know that successful implementation starts with a partnership, so we work in collaboration with you during the initial phase to help your teams understand the powerful, insightful tools and features within Mosaic.

Person-centered

Our Spine Mini Service interface solution creates a link between Mosaic and the NHS Spine, a digital central point that allows the exchange of patient information across local and national NHS systems.

Fully connected

We support the seamless integration of health and social care data by providing a number of interfaces including CP-IS, the NHS Spine Mini Service and the Health Information Exchange.

Seamless Integration

By providing seamless workflow from assessments to delivery of care, Mosaic gives you a single view of organisations and providers. This allows your social care teams to actively monitor and review provision against actual outcomes achieved by individual, service user cohorts or contracts.

Responsive service

Our service and support teams cover all areas including hardware, platform, database, application and delivery services. We are dedicated to ensuring that all issues are proactively managed and resolved in an efficient and timely process.

Mosaic - Configured for Scotland

We understand the specific social care requirements in Scotland, and Scottish legislation and Criminal Justice functionality is an integral part of Mosaic. We provide you with the Mosaic Scottish Standard Practice Configuration with a set of fully developed workflows and forms to cover the requirements for adults, children's, young people social work and criminal justice legislation.

Carry on the conversation around Digital Care

To discover the clarity, the connectivity and the mobile working opportunity of Mosaic, simply call us on

→ 020 7354 8000

or email

→ socialcare@servelec.co.uk