**West Sussex – Practice Guidance**

IROs are qualified social workers with at least five years’ experience, and who have acquired the right skills to carry out this role.

**Use of Mosaic in Children’s Homes**

* ‘Mosaic’ is the electronic case recording system used by Children’s Social Care staff. All children known to the Social Care team will have a file on Mosaic (sometimes abbreviated to MSC) where all known information about them, and all activity is recorded.
* Mosaic replaces the old style of recording where social workers used to write all records by hand, and place it on an ever expanding paper file. The move over to electronic files has been very positive and has improved the legibility and standard of case recording for children.
* WSCC children’s homes do not currently have an electronic recording system and mostly have not been contributors to a child’s Mosaic record (except in a few circumstances).
* Going forward, it is an expectation that Managers, Assistant Managers and Principal Residential Child Care Workers will contribute to the valuable information that is held on Mosaic for children in their care.

**Expectations on residential staff**

* ‘Read only’ and upload access will be permitted to Registered Managers, Assistant Managers and Principal Residential Child Care Workers for looked after children in their care.
* All other residential staff will have ‘read only’ access to a child’s record on Mosaic.
* Staff will undertake 9 training modules in the use of Mosaic during their Induction, or as soon as possible for existing staff. (‘Read only’ access will require the completion of 2 modules only).
* On successfully completing the Mosaic training, staff will be provided with individual login details to be able to input records onto a child’s file.
* All entries, enquiries and records viewed are digitally logged against each staff member’s account history and can be reviewed by management to ensure compliance with data protection legislation.
* All staff are expected to only access records for the children who they are working with directly within the children’s home. Any wider access will be reviewed by managers and may result in disciplinary action.
* All residential records should include the child’s Mosaic reference number.

**Recording requirements**

* Residential staff are expected to upload the most up to date versions of the following reports and documents for children they are supporting:
* Keyworker monthly reports
* Keyworker report for CLA reviews
* The following incident forms: Safeguarding; Missing; Physical Interventions; Significant Incidents; with body maps as needed
* Regulation 40 Notifications
* Support Plan
* Safety Plan
* Missing Plan
* Increases or changes in care packages
* Any other significant information held about the child that is important for the social worker to be aware of
* It cannot be assumed that Social Workers will upload documents sent to them via email so it is important that residential staff now take responsibility for adding these to the child’s Mosaic record.
* When adding a document to a child’s Mosaic record, the residential staff must check they have sent a notification to the child’s social worker informing them that a new document has been uploaded. Staff will be informed how to do this during the Mosaic training.
* Hard copies of the document held within the children‘s home that have been added to Mosaic must have a written note on them detailing when it was uploaded. This helps to evidence effective multi-agency working.

**Downloading documents from Mosaic**

* Residential staff should become familiar with the different areas of a child’s electronic record, and know how to extract or download information that is needed for the children’s homes records. However, there are strict expectations that documents will only be downloaded on a need-to-know basis.
* Downloads that are permitted may include the following:
* Referral Information
* Statutory social work assessments
* Child Looked After Care Plan
* Child Looked After Pathway Plan
* Child Looked After Review Report
* Child Looked After Delegated Authority form
* Initial or Review Health Assessment

* Other records should be discussed with the allocated social worker before being downloaded.
* All downloaded documents should be saved onto the shared drive following the home’s recording policy.

**Links to related resources:**

Case recording