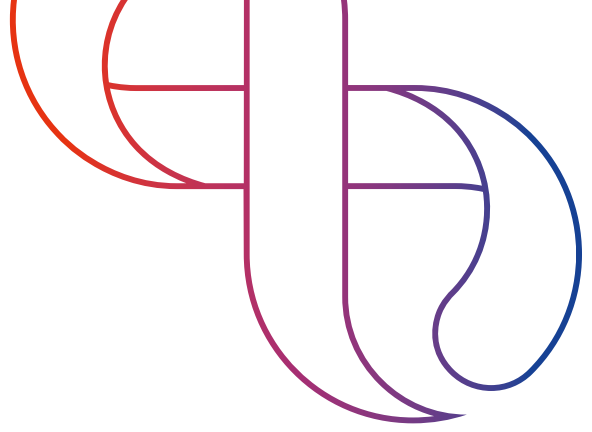




# Supporting social care transformation in Scotland





# Mosaic

Working with you to achieve positive outcomes  
by digitally enabling social care

At Servelec we have worked with  
Scottish local authorities for many years.

We work in collaboration with our Scottish customers to provide the only modern customisable case management system to incorporate information on a person, their immediate family and finances on one platform. We provide our customers with a single view of a person's situation and their environment.

Configurability is at the core of Mosaic, giving the ability to follow specific local practice and processes and ensuring ever-changing needs can be met. We simplify the way pathways are recorded and monitored, and by joining up data from healthcare, education and other organisations, we help our customers to do what they do best – care for others.

**“Our social workers can now focus on improving outcomes, as opposed to spending time searching for the correct information and making sure it is recorded correctly – they can now see all the information they need, at a glance.”**

**Jackie Hall**, IT Section Leader, IT Division,  
Dundee City Council.

## Key benefits

### For local authorities

- Improve decision-making and minimise risks
- Save time and costs by reducing paperwork
- Benefit from proven processes that meet Scottish statutory requirements
- Improve data quality and accuracy

### For practitioners

- Get a holistic view of every influential aspect of a person's life
- Have more time to focus on the person and improving their outcomes
- Make better decisions with accurate information at the point of care
- Respond to court requirements easily

### For service users

- More structured service based on their current needs providing a better experience
- Access to accurate information, reduces mistakes, significantly improving outcomes
- Empowered to have more choice, control and influence over their care



## Mosaic for Adult Social Care

Mosaic has been designed to support social care workers, helping them to focus on the person and their outcomes. Mosaic covers all Scottish statutory social care requirements to meet the needs for adult social care in Scotland. Self-directed Support processes, Adult Support and Protection procedures and Carer requirements are all fully embedded into Mosaic, making it a system which supports workers to give Scottish people, carers and families control over their care.

We work in partnership with our Scottish customers to help develop Mosaic functionality so that customers help drive the future direction of the product, ensuring that we are focused on solving real customer problems.



## Mosaic for Finance

Mosaic provides a fully integrated finance module which automates processes and provides user-friendly workflows and financial reporting. Recording all financial elements related to the delivery of adult and children's social care in one place. Mosaic finance helps streamline processes so social care professionals can efficiently source the right type of care, matched to the right person, at the right time, leading to better outcomes.



## Mosaic for Children's Services

Mosaic provides a 'single view' of a child. We help customers put practice excellence first and achieve the best possible outcomes for children, carers and families, throughout the Early Help and Social Care spectrum of need. All our forms are underpinned by Getting It Right For Every Child (GIRFEC) guidance and incorporate the SHANNARI wellbeing principles, supporting Scottish national guidance for Child Protection and Looked After processes.

We work with customers to align Mosaic with their preferred practice models. We can supply Signs of Safety and Family Safeguarding (for Scotland) as standard, and for different practice models, we can ensure any of these are fully embedded into Mosaic to enable practitioners to easily follow any chosen methodologies.



## Mosaic for Justice Services

At Servelec we understand that justice services are a big part of what Scottish local authorities have to do. Mosaic incorporates a full set of justice service processes so that as a local authority you can meet your Criminal Justice (Scotland) Act (2016) requirements, including managing court sentencing and disposals.



## Mosaic Mobilise

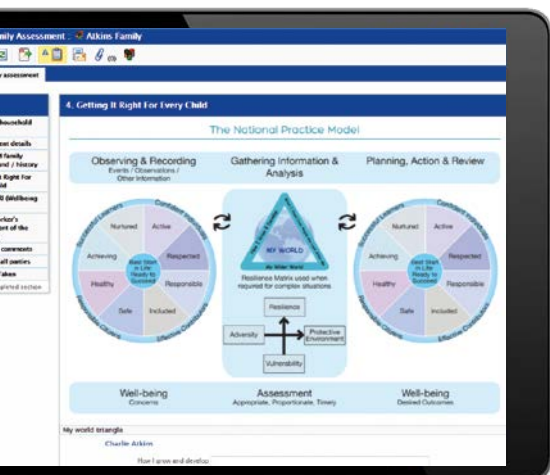
Together with our partners Totalmobile, we have created a modern app for social workers, Mosaic Mobilise links seamlessly to Mosaic, providing the right information to professionals at the point of care.

Mosaic Mobilise reduces duplication and effort, helping to increase efficiencies and improve practices. Flexible record keeping helps social workers plan their day effectively and eases financial strain by minimising unnecessary travel. Mosaic Mobilise allows information to be viewed both on and offline, providing a holistic and live view of a person. This enables social workers to make better more informed decisions, helping to improve the overall quality of care and outcomes for outcomes for the people they're supporting.



## Reporting

Mosaic includes all the Scottish statutory returns, fully supporting and complying with customer statutory reporting requirements. Mosaic reporting reduces the need for extra work, bringing together information from any area of the Mosaic system. It pulls relevant information from records and links them directly to outcomes and cost. This allows you to see the complete picture and easily analyse data.



## Interoperability

Servelec enables data sharing across care settings, providing a safe, secure environment to share and view multiple data sources in one place. Through Conexes, our interoperability platform, we can securely share information between our own systems and third-party solutions, allowing you as a local authority to work smarter and more efficiently.

Mosaic integrates with a range of third party solutions such as shared care records, providing information views and offering a more holistic view of a person across health and social care. Our aim is to give you access to all the information you need at the point of care and help you deliver better outcomes for people.

## Get in touch

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To find out how Servelec's solutions could help your local authority on the ambitions of Scotland's Digital Health and Care Strategy, please contact us at

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→ [socialcare@servelec.co.uk](mailto:socialcare@servelec.co.uk)

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or visit

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→ [www.servelec.co.uk](http://www.servelec.co.uk)