

Caroline is here

Spending more time with the people in her care as a result of time-saving mobile solutions.



Mosaic represents an important enabler of cultural change at Wigan Council – how interoperability and close collaboration drives better citizen services

This project saw Servelec working together with the staff of Adults' Services and Finance teams at Wigan Council to create the right view of service users, at the right time, on one single Mosaic platform.

→ Introduction

Servelec's Mosaic software has underpinned Wigan Council's transformational vision of improving life, opportunities and independence, enabling a single case view of Adult Services clients and bringing them Together for Digital Care. Wigan aspires to be a confident place for confident people, and Mosaic has enabled a safer, more supported environment.

Wigan Council's Adults and Finance teams were aware that the legacy technology solution they were relying on wasn't fit for purpose. The team had an overarching goal – that the solution they chose as a team needed to be truly embedded into their case management processes, delivering efficiencies, tackling financial challenges, and improving management reporting. Wigan also wanted its solution to work beyond the office, so that social workers could be more present with service users and have access to key information whilst on site with them.

→ How Servelec helped

Wigan Council staff across Adult Services and Finance can now access a service user's record and see a full-case history, through one single application. The Servelec team kicked off the development of Wigan's bespoke Mosaic solution with the Best Practice Configuration. Modelled on a best practice approach with feedback from customers, the Best Practice Configuration gave Wigan's team all the forms and case management workflows it needed, in line with current legislation. To support Wigan's mobile working ambition for its team, Servelec designed the forms to be easy to complete using Mosaic mobile on the Microsoft Surface Pro tablets that frontline workers use. Handwritten information on the tablets is uploaded straight into Mosaic in real time. In the financial services team, Mosaic has replaced three separate systems used for bill processing and payments across Adult social care, putting the improved functionality onto one platform.

🗨️ We were looking for a win-win and that's what we got – everyone is benefitting and Mosaic has added value to the business. 🗨️

Wigan County Council

→ The result

- > Wigan's mission is to create an attractive, accessible and lively borough – Servelec's Mosaic software has helped bring the strands of this together and create a more personal, digitally available environment for citizens
- > The functionality of Mosaic has enabled users to maintain a good system for regulatory requirements, introducing prescribed coding and realigning structures with the statutory framework
- > Wigan set up systems using Mosaic to automatically email their suppliers with remittances when they undertook a payment cycle, which has been rolled out to over 80 service providers, saving time and ensuring payment efficiencies
- > Mosaic's mobile functionality has transformed the way the team spends time with service users – they can now support them in the most appropriate setting and make notes as they work
- > Using Mosaic has helped eradicate data quality and data collection issues, ensuring that service users receive a clearer care pathway which is more digitally available

→ Inspiring others

The next phase for Wigan Council is the integration of Mosaic with public health. Share to Care in Wigan aims to have an integrated health and care record and Wigan Council is confident about the benefits that will be gained from sharing information. Servelec's electronic patient record system, Rio is being rolled out to the health services in Wigan, with a view to create greater interoperability between health and social care. The close engagement between Wigan's staff and the Mosaic project team has ensured that further transformation will have a solid starting base.



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