

# 10 mins of MaST a day

A short guide to help you  
prioritise your caseload  
activities when you have  
limited time.

# STEP 1:

## Check that people discharged from inpatients are booked for follow up

### Review Service users that have recently come out of crisis services and arrange follow up

- Choose 'discharged from inpatient'
- Check whether there are any follow ups due or overdue
- Allocate a HCW to complete the follow up and record this correctly

The screenshot displays the MaST system interface. At the top, the navigation bar includes the MaST logo, a dropdown menu set to 'Discharged from inpatient', and a search bar for service users. Below this, a series of tabs allows filtering by service status: 'In assessment', 'In CMHT', 'In crisis services', 'Discharged from inpatient' (highlighted with a red circle), 'Re-engage', 'Consider for enhanced support?', 'Enhanced support', 'Ready to move on?', and 'Moved on'. Further filters for 'Complexity Factors', 'Contacts with services', 'GP', 'HCW Caseload', 'RoC & Complexity', 'Care Standards', 'Age', 'Gender', and 'Cluster' are also visible.

The main content area shows two service users sorted by 'Surname A-Z'. Each user's record includes a profile card with name, ID, and age; a bar chart of contacts with services; care team details; risk and complexity levels; a grid for healthcare workers; and a summary of follow-up dates and status.

Service User	Contacts with services	Healthcare workers	Risk of crisis	Complexity	Grid	Complexity factors	Discharged date	1st follow-up	7 day follow up																									
<b>Abdul X BYRNES</b> EPR 9210577 43 yo Male		Care team M. Calleja, S. Okuzawa	High	Complex	<table border="1"><tr><td></td><td>HC</td><td>C</td><td>LC</td><td>D</td></tr><tr><td>IC</td><td></td><td></td><td></td><td></td></tr><tr><td>HR</td><td></td><td></td><td></td><td></td></tr><tr><td>MR</td><td></td><td></td><td></td><td></td></tr><tr><td>LR</td><td></td><td></td><td></td><td></td></tr></table>		HC	C	LC	D	IC					HR					MR					LR					CPA, Substance, S117 PROMS Safety plan due ReQoT due	4 months ago 22 APR	FOLLOWED UP LATE ON 26 APR	✓
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IC																																		
HR																																		
MR																																		
LR																																		
<b>Elyn X SKROBECKI</b> EPR 9152758 34 yo Male		Care team D. Lewek, S. Okuzawa	High	Highly Complex	<table border="1"><tr><td></td><td>HC</td><td>C</td><td>LC</td><td>D</td></tr><tr><td>IC</td><td></td><td></td><td></td><td></td></tr><tr><td>HR</td><td></td><td></td><td></td><td></td></tr><tr><td>MR</td><td></td><td></td><td></td><td></td></tr><tr><td>LR</td><td></td><td></td><td></td><td></td></tr></table>		HC	C	LC	D	IC					HR					MR					LR					CPA, CTO, Substance S117 PROMS Safety plan due ReQoT due	4 months ago 19 APR	DEADLINE NOT MET 21 APR	⚠
	HC	C	LC	D																														
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HR																																		
MR																																		
LR																																		

## **STEP 2:**

**Choose one additional  
activity each day**

# Review people who have not been contacted for 4 weeks, 12 or 20 weeks who are more likely to use crisis services

## Choose the in CMHT page

- Select >4wks, >12wks or >20 wks
- Sort the page by risk of crisis
- Allocate a HCW to complete a follow up and record this correctly

The screenshot shows the MaST In CMHT interface. The top navigation bar includes tabs for 'In assessment', 'In CMHT', 'In crisis services', 'Discharged from inpatient', 'Re-engage', 'Consider for enhanced support?', 'Enhanced support', 'Ready to move on?', and 'Moved on'. The 'Complexity Factors' dropdown menu is highlighted with a red circle. Below the navigation, a search bar and a filter bar show 'Showing 112 service users tags of >20 weeks sorted by Highest risk'. The main content area displays a list of service users with their contact history, care team, and risk/complexity ratings. The 'Risk of crisis' and 'Complexity' columns are highlighted with a red box. The 'Complexity' column shows 'High' and 'Less Complex' ratings. The 'Risk of crisis' column shows 'High' and 'Complex' ratings. The 'Complexity Factors' column shows various tags such as '>20 weeks', '>18 weeks', '>12 weeks', '>4 weeks', 'Non CPA', 'PROMS', and 'Urgent 28'. The 'Care standards' column shows various tags such as 'Safety plan', 'DIALOG', 'ReQoL10', 'Clustering', and 'Phys review'. The 'Decision support nudges' column shows 'Consider for enhanced support'.

Service User	Contacts with services	Healthcare workers	Risk of crisis	Complexity	Grid	Complexity factors	Care standards	Decision support nudges
<b>Bettine X SIFLING</b> EPR 9225071 43 yo Male (6)	Bar chart showing contacts from -24w to -4w. DNA tag.	Care team: J. Palamar	High	Less Complex	IC C LC D HR MR LR	>20 weeks >18 weeks >12 weeks >4 weeks Non CPA PROMS Urgent 28	Safety plan DIALOG ReQoL10 >7 more	Consider for enhanced support
<b>Chrissie X MATSUZAWA</b> EPR 9198733 35 yo Female (8)	Bar chart showing contacts from -24w to -4w. DNA tag.	Care team: J. Palamar	High	Complex	IC C LC D HR MR LR	Substance >20 weeks >18 weeks >12 weeks >4 weeks Non CPA PROMS Urgent 28	DIALOG ReQoL10 Clustering >4 more	Consider for enhanced support
<b>Sharia X CONNORS</b> EPR 9062895 59 yo Male (11)	Bar chart showing contacts from -24w to -4w. DNA tag.	Care team: J. Palamar	High	Complex	IC C LC D HR MR LR	Child Substance >20 weeks >18 weeks >12 weeks >4 weeks Non CPA PROMS	Care plan Phys review Safety plan >5 more	Consider for enhanced support
<b>Dorene X MOORE-VIGE</b> EPR 919442 58 yo Female	Bar chart showing contacts from -24w to -4w. DNA tag.	Care team: R. Moorcroft, C. Kokkat	High	Less Complex	IC C LC D HR MR LR	>20 weeks >18 weeks >12 weeks >4 weeks Non CPA PROMS	Care plan Clustering Phys review >4 more Initial DIALOG due	Consider for enhanced support
<b>Torey X TASPATCH</b> EPR 9166884 72 yo Male (12)	Bar chart showing contacts from -24w to -4w. DNA tag.	Care team: J. Palamar	High	Less Complex	IC C LC D HR MR LR	Clozapine >20 weeks >18 weeks >12 weeks >4 weeks Non CPA	Safety plan DIALOG ReQoL10 >8 more	



# Review service users who may have more complex support needs

## Choose In CMHT

Select complexity factors such as Housing & or CTO or No HCW

Select Care standards filter and select a care standard such as Care Plan and overdue

Identify who will conduct and record the care standards review

The screenshot shows the MaST In CMHT interface. At the top, there are navigation tabs: In assessment, In CMHT, In crisis services, Discharged from inpatient, Re-engage, Consider for enhanced support?, Enhanced support, Ready to move on?, and Moved on. Below these are filters for Complexity Factors, Contacts with services, GP, HCW Caseload, RoC & Complex, Care Standards, Age, Gender, Cluster, and Nudges. A search bar for 'Find a service user...' and a user profile icon are also present.

The main content area displays 'Showing 3 service users tags of Housing and with Incomplete or Overdue care standards of any type sorted by Highest risk'. Below this, there are three service user cards:

- Willabella X CUDDY**: EPR 9184492, NHS 4123456789, 32 yo Male. Care team: J. Palamar, I. Allard. Risk: High, Highly Complex. Complexity factors: Multi agency, Substance, Housing, >4 weeks, Non CPA, PROMS, Safety plan due. Care standards: DIALOG, ReQoL10, Phys review, +5 more. Decision support nudges: Consider for enhanced support.
- Ricca X VOSS**: EPR 9019373, NHS 4123456789, 20 yo Female. Care team: S. Okuzawa. Risk: High, Complex. Complexity factors: Substance, Housing, S117, >4 weeks, Non CPA, PROMS, Safety plan due. Care standards: Care plan, Phys review, DIALOG, +5 more. Decision support nudges: Consider for enhanced support.
- Gratia X ITAS**: EPR 9093220, NHS 4123456789, 28 yo Male. Care team: J. Palamar. Risk: Medium High, Complex. Complexity factors: Housing, >4 weeks, Non CPA, PROMS, Safety plan due, Risk Assessment Due. Care standards: Care plan, Clustering, Phys review, +8 more. Decision support nudges: Consider for enhanced support.

# Check that people who have used urgent care services have been followed up



Use the complexity factor Urgent 7 to check for people who have used urgent care service in the last 7 days

Check that everyone has been followed up and has had their safety or risk plan reviewed recently

The screenshot shows the MaST interface with the following details:

- Navigation:** In assessment | In CMHT | In crisis services | Discharged from inpatient | Re-engage | Consider for enhanced support? | Enhanced support | Ready to move on? | Moved on
- Filters:** Complexity Factors (highlighted), Contacts with services, GP, HCW Caseload, RoC & Complexity, Care Standards, Age, Gender, Cluster, Nudges
- Search:** Team: Team H, Find a service user...
- Results:** Showing 3 service users tags of Urgent 7 sorted by Surname A-Z. Reset all filters
- Service User 1:** Yoshiaki X ELLINGTON (3), 32 yo Female, NHS 4123456789. Risk of crisis: High. Complexity: Complex. Substances: >4 weeks. Urgent 28. Safety plan due. Decision support nudges: Consider for enhanced support.
- Service User 2:** Serene X POTTER (7), 57 yo Female, NHS 4123456789. Risk of crisis: High. Complexity: Less Complex. Substances: >4 weeks. Urgent 28. Safety plan due. Decision support nudges: Consider for enhanced support.
- Service User 3:** Bettine X SIELING (6), 43 yo Male, NHS 4123456789. Risk of crisis: High. Complexity: Less Complex. Substances: >20 weeks, >18 weeks, >12 weeks, >4 weeks. Urgent 28. Safety plan due. Decision support nudges: Consider for enhanced support.

# Review people in crisis in the community

## Choose the in crisis services page

Select the community tab. Ensure the appropriate follow up is in place for all service users on the list.

The screenshot shows the MaST 'In crisis services' page. The navigation bar includes tabs for 'In assessment', 'In crisis services' (highlighted with a red circle), 'Discharged from inpatient', 'Re-engage', 'Consider for enhanced support?', 'Enhanced support', 'Ready to move on?', and 'Moved on'. Below the navigation bar, there are filters for 'In-Crisis Services', 'Complexity Factors', 'Contacts with services', 'GP', 'HCW Caseload', 'RoC & Complexity', 'Care Standards', 'Age', 'Gender', and 'Cluster'. The main content area displays a list of 62 service users, sorted by Surname A-Z. The list includes columns for Service User, Crisis start date, Last CM/IT contact, Service, Healthcare workers, Risk of crisis, Complexity, Grid, Complexity factors, and Care standards. The first few service users are Mindy X BLY, Alexia X BOTTO, Ismail X BOWLING, Ashlee X BUSUTTIL, Marcos X CAPOZZI, and Jurg X CAREY. Each row provides detailed information about the service user, including their EPR number, NHS number, age, gender, crisis start date, service, care team, risk level (e.g., 'In Crisis', 'Highly Complex', 'Less Complex', 'Complex'), complexity factors (e.g., '>20 weeks', '>18 weeks', '>12 weeks', '>4 weeks', 'Non CPA', 'PROMS', 'ReQOL due'), and care standards (e.g., 'Safety plan', 'CPA Review', 'SOC', 'Clustering', 'Phys review', 'Social Inc').



MaST helps you easily view and manage your caseloads. It's designed to give you the information you need when you need it, minimising administration time so you can spend it on recovery focused care with your service users.

MAST isn't there to replace your knowledge, and expertise but should help support you and the clinical decisions you are making on a daily basis

